

## TRAINING PROGRAM

# GUEST ROOM CLEANING



# OUR CUSTOMER

*Together we are confronted with the task of caring for our guests in a way that they come to us and find a clean & well-arranged hotel to make our guest comfortable and feel him at home.*

# THE GUEST IN FOCUS

*Our business revolves around our guests.*

*The guest must get the feeling that he/she is cared for individually and that everything possible is being done to make his/her stay as pleasant as possible.*



# START OF WORK

*The day of the room attendant starts punctually at (as per duty roaster). The uniform should be clean and neat with a name-badge & YIC pin.*

*A well-groomed appearance creates a good impression and reassures guests about hotel's professionalism.*

*Meal-breaks should be arranged so as not to interfere with the room cleaning schedule so that the task can be completed on time and to the required standard.*



# TASK DELEGATION

*A list of rooms to be serviced should be issued to each assigned room attendant and well explained by housekeeping supervisor*



# GUEST SUPPLIES

*The room attendant's trolley should be stocked with sufficient towels and linen to service the rooms assigned. Also required refill items such as guest soap and shampoo, pens and note paper, chocolates, biscuits etc.*

*It might be useful to have a checklist of such items to ensure that everything needed is to hand.*



# CLEANING SUPPLIES

*Cleaning tools such as the vacuum cleaner should be checked to make sure they are complete. Cleaning supplies, e.g. cleaning chemicals, brushes, sponges, cloths, etc. should be put into the carrier tray. Everything should be checked in order to avoid any loss of time later on.*



# WORK SEQUENCE

*Unfortunately, it is not always possible to work from one end of the corridor to the other, servicing every room in order.*

*Rooms with “DND” signs on the door should be noted as these rooms will have to be serviced later. Do not enter or knock on the door under any circumstances.*

*Rooms with “Please clean up” signs should be serviced first.*





# Room entry procedure

*Before entering the room, knock loudly on the door and clearly say “Housekeeping”.*

*Do not knock with the key as the door might be damaged.*



# ENTERING THE ROOM

*Before entering a room, knock again on the door with the hand. After having knocked twice give the guest enough time to reply. Enter if there is no reply.*

*Say “Housekeeping” loudly and clearly as you enter the room.*

*If there are still guests in the room, apologise and inform the guests that you will come back later in order to service the room.*

*Leave the door open while you are servicing the room.*



***A typical used room may look like this.***



# EGIN WORK

*When entering the room take your carry tray containing the cleaning products and put it down in the bathroom, being careful not to cause any damage.*



# ASHTRAY & WASTE-PAPER BASKETS

*The first job is to empty the ashtrays and waste-paper baskets and then place them in the bathroom for cleaning.*





# BREAKFAST CROCKERY

*Room can be thoroughly tidied up. All items that are of no further use to the guests, such as breakfast crockery, fruit basket, paper, etc., should be removed from the room.*

*In case of guest checked-out room, Potential items, such as cameras, documents, etc. must be marked with the room numbers and immediately handed in to the housekeeping office. These items should then be registered in a Lost & Found Log book.*



# THE BED

*The bed covers should now be stripped off. Take care that no items of guest property, such as jewellery, pyjamas, etc. have been left between the covers.*

*Also take care not to tear or soil the bed linen as you remove it from the bed.*



# BRING LAUNDRY TO THE TROLLEY

*The entire laundry is carried out of the room and put inside the laundry trolley, ordered by linen and terry cloth. This is carried through according to hotel guidelines.*







# CHECK CLEAN BED LINEN

*Fresh bed linen should be checked for cleanliness and proper style before making the bed.*



# PREPARE TO MAKE THE BED

*Clean bed linen can now be taken from the trolley to the room.*



# BASE SHEET

*The base sheet must be fitted carefully to avoid any shifting.*



# FINISH MAKING THE BED

*Once the bed is made, it should be left undisturbed to allow any dust to settle before final cleaning.*





# CLEANING THE TOILET

*First, the toilet must be flushed in order to remove any soil that may be present. Next, spray inside of the toilet bowl with Ecolab's chemical, making sure that the product goes under the rim. Now leave the toilet for a few minutes so that the cleaning chemical can act.*



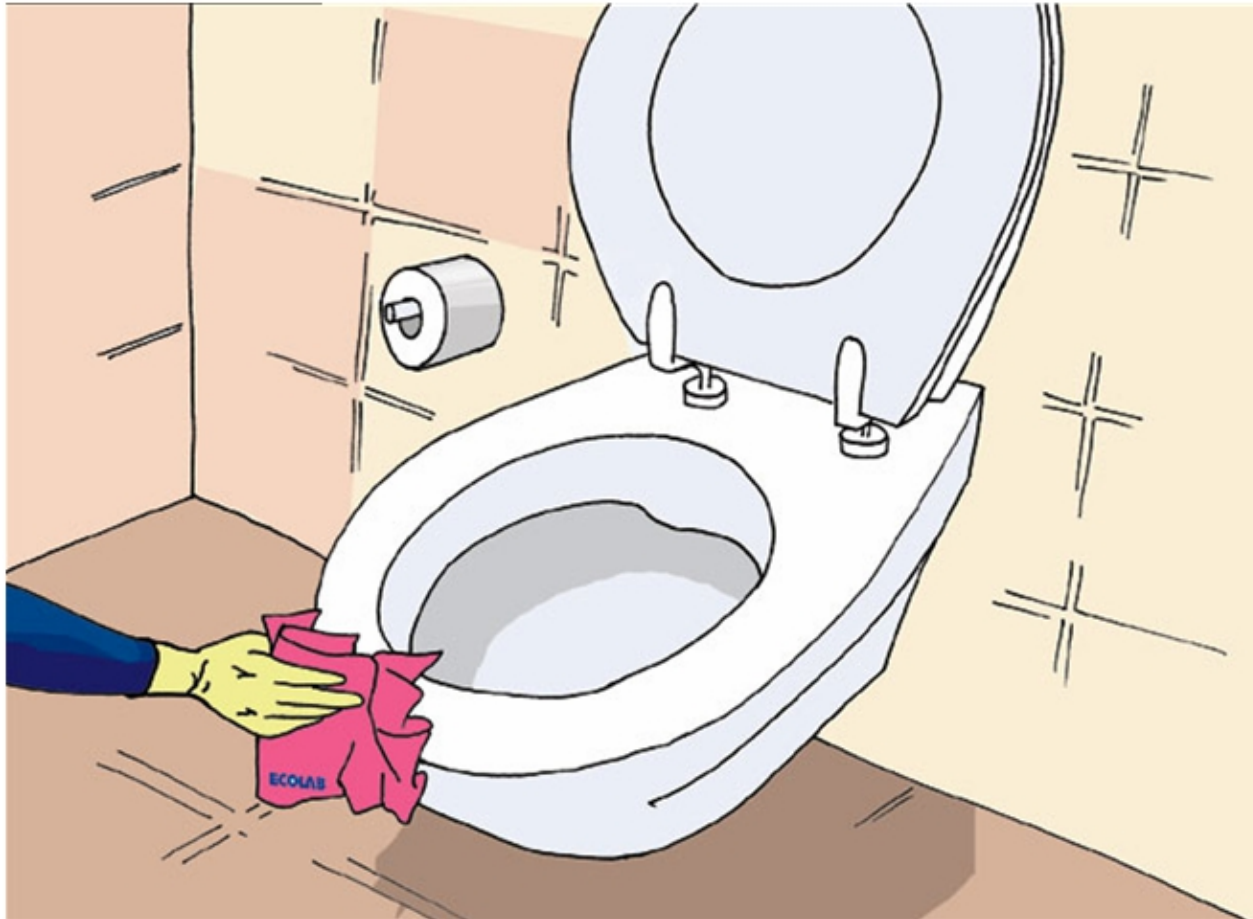
# CLEANING INSIDE OF THE TOILET

*The toilet bowl must be thoroughly brushed and rinsed. Now, the seat and toilet lid can be wiped with using special cloth.*



# CLEANING OUTSIDE OF THE TOILET

*The outsides of the toilet bowl must be cleaned properly.*





# CLEAN WASH BASIN AND MOUNTINGS

*Light soiling of the washbasin and mountings should be cleaned properly using chemical*

*In case using cloth then that should be correct cloth for this job if possible colored*



# BATH AND SHOWER TRAY

*The same procedure is used to clean both the bath and shower tray.*

*After cleaning, the bath and/or shower tray should be rinsed thoroughly.*



# WALLS, TILES SURFACES ETC.

*All tiles, walls, showers, shower curtain, and other hard surfaces in the bathroom should be cleaned. All surfaces should then be rinsed.*

*In case of stubborn soils, such as heavy soap residues or lime deposits, special products recommended by ECOLAB must be used.*



# CLEANING FLOOR

*The last cleaning job in the bathroom is mopping the floor with a cleaning solution.*

*While doing so, make care that all corners and drains are cleaned thoroughly.*



# ARRANGE SHOWER CURTAIN OR DOOR

*The shower curtain has to be arranged in accordance with hotel procedures (e.g. gathered to the left or right).*

*Long shower curtains must be positioned outside of the shower base for drying.*





# REPLENISH GUEST SUPPLIES

*Before leaving the bathroom, all guest supplies must be replaced or topped up, e.g. guest soap, shampoo, foam bath, toilet paper, towels, bath mat, etc.*



# DUSTING BEDROOM

## *Room cleaning*

*The next job is to dust the entire room, including items such as cupboards, the telephone, TV remote control and the headboard.*



# WOOD SURFACES

*All wood and veneered surfaces should be cleaned.  
The product can be applied, wiped with a dry cloth and polished to a shine.*





# ELECTRICAL ITEMS

*Now check that the lights, TV, remote control and any other electrical items are working. Any faulty items should be reported to your Supervisor/engineering as soon as possible for repair or replacement.*



# DRAWER & CUPBOARDS

*Drawers and cupboards should be wiped with a damp cloth to collect any dust.*



# GLASS ITEMS

*Next, the mirrors, glass table tops and TV screen should be cleaned*



# VACUUM CARPETED FLOOR

*Next, vacuum the carpeted floor area, as well as the area immediately.*



# CARPET SPOTS

*Carpet spots can be removed using a sponge and solution of (....insert product).*

*Special products may be needed to deal with especially stubborn spots. .*





# HOTEL BROCHURES

*The hotel brochures should now be arranged to look attractive for the next guests as per hotel standards.*



# FINAL INSPECTION

*Before leaving the room, a final inspection should be made. Don't forget to examine the ceiling for spider-webs. This final inspection is vital to ensure that the guest gets a good first impression when entering the room.*



# AIR FRESHNER

*The final step in the cleaning process is to spray air freshener into the room. This will give the room a fresh smell, and counteract any unpleasant odours.*





# CLEAN HALLWAYS AND LIFTS

*Once the rooms have been cleaned and serviced, the hallway and lifts can be cleaned.*



# REPORT BACK

*When you have finished cleaning and servicing each floor, inform your supervisor or housekeeper that that part of the job is done.*



# REPLENISH CLEANING CHEMICALS

*Refill empty bottles from the filling station ready for the next day or next shift.*



# CLEANING WORKING MATERIALS

*Working materials, such as cleaning cloths and dusters, should be returned to laundry. Don't forget to check the vacuum cleaner to see if the dust bag needs emptying.*



# A JOB WELL DONE !!!!



*Hygiene and cleanliness are among the top priorities for our hotel, because these are the top priorities for our guests.*

*With hygiene and cleanliness, we will ensure that guests have pleasant memories of their stay, and return come back again.*