

**Course Code - 727**

**DIPLOMA IN HOUSEKEEPING AND MAINTENANCE**



**NATIONAL INSTITUTE OF OPEN SCHOOLING**

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A-24-25, Institutional Area, Sector-62, NOIDA-201309 (U.P.)

Website: [www.nios.ac.in](http://www.nios.ac.in), Toll Free No. 18001809393

# **HOUSEKEEPING & MAINTENANCE**



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# UNIT-I THE HOSPITALITY AND LODGING INDUSTRY

## CONTENT

- 1.1 Introduction to Hotel Industry
- 1.2 Meaning and definition of Hotel
- 1.3 History of Hotels
- 1.4 Development and Growth of Hotel Industry in India
- 1.5 Major Hotel Groups in India
- 1.6 Let Us Sum Up
- 1.7 Lesson End Activity
- 1.8 Key words

## **AIMS AND OBJECTIVES**

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following:

- Hotels, history of hotels, development and growth of hotel industry in India,
- Category of hotels,
- International corporate hotels and
- Major hotel groups in India.

### **1.1 INTRODUCTION TO HOTEL INDUSTRY**

It is important for housekeeping professionals to know what it means to work in a hotel and the type of hotel they serve. The type of hotel determines the level of service desired and the facilities offered.

Hotel is the transient home away from home. Hotel industry is a hospitality industry. Of course, hospitality is not free, but is paid for, where the payment depends on the comforts and services provided for. Payment also depends on the fancy and economic affordability of the customer. The hospitality industry is nowadays a global industry, and is considered as an important employer in countries world-wide. It now has attained a much higher status in society and demands high standards of work ethics and efficiency from its employees. Employment opportunities are many, and is now sought by a vast majority of people. The hospitality industry is part of a larger enterprise known as the travel and tourism industry. It is one of the oldest industries in the world. In early days, traders, explorers, missionaries and pilgrims needed a break in their journeys requiring food, shelter and rest. People opened their homes and kitchens to these weary travellers, and an industry was born. Although accommodation today is varied and their services have changed and expanded over the ages, one thing about the hospitality industry has remained the same, guests are always welcome! From a friendly greeting at the door, room service, breakfast, to a host of facilities' the hospitality industry offers travellers a home away from home.

Hospitality is defined as "the friendly reception and treatment of strangers". For most people, hospitality means entertaining guests with courtesy and warmth. Hospitality is also an industry made up of businesses that provide lodging, food and other services to travellers. The main components of this industry are hotels, motels, inns, resorts and restaurants. In a broad sense, the hospitality industry might refer to any group engaged in tourism, entertainment, transportation or lodging including cruise lines, airlines, railways, car rental companies and tour operators. However the two main segments of the hospitality industry are the lodging industry (also called hotel industry), and the food and beverage industry (also called restaurant industry).



## **1.2 HOTELS**

Hotel is an establishment that provides lodging and usually meals and other services for travellers and other paying guests. It provides paid lodging, usually on a short-term basis. Hotels often provide a number of additional guest services such as a restaurant, laundry, a swimming pool or childcare. Some hotels have conference services and meeting rooms and encourage groups to hold conventions, functions and meetings at their location.

A hotel may be called as an establishment where primary business is to provide to the general public lodging facilities and which may include one or more of the various services such as food, beverage, laundry, uniformed services etc. Hence, hotel can also be called as home but with a vested interest which includes commercial activities.

Hotels are found in almost all the cities. Hotels operate twenty four hours a day, seven days a week. The principal factor that determines the guest attitude towards a hotel is service although other amenities such as room, food and beverages are of equal importance tangible determinants.

### **10.2.1 Definition of Hotel**

Hotels are defined in numerous ways from early times to today. Some of the important definitions for hotels are:

Hotel refers to a house of entertainment of travellers.

Reader's Digest Dictionary

A hotel is an Establishment held out by the proprietor as offering food, drink and if so required, sleeping accommodation, without special contract to any traveller presenting himself who appears able and willing to pay a reasonable sum for the services and facilities provided and who is in a fit state to be received:

Hotel Proprietors Act, 1956

Hotel or inn is defined as a place where a bonafide traveller can receive food and shelter, provided he is in a position to pay for and is in a fit condition to be received.

British law

## **1.3 HISTORY OF HOTELS**

The past, present, and perhaps the future of the hotel industry are closely linked. Today's industry is the result of centuries of social and cultural evolution. Comfortable, sanitary lodging was once considered only the privilege of the wealthy, but with the industrial revolution and the spread of democracy, hospitality is not a luxury anymore and now has become available to the common man. Advances in transportation, enable people to travel greater distances faster and at less cost, paving the way for the tourism industry to flourish. From very modest origins, the hospitality and the tourism industries have become the two of the largest industries globally. A world without accommodation is indispensable in modern day life. Today

the lodging industry is complex and diverse. To understand this, we will trace the history of hotels, from the inns of ancient times to modern luxury hotels, whose evolution has influenced as well has been influenced by, social, economic and cultural changes in society.

### **Taverns or Inns**

The earliest hotels were called taverns or inns. They go back thousand of years, for as long as people have started travelling. The Hebrew word for an inn is malon and means a resting place for the night. The Greek word for inn is kataluma and means an eating room or guest chamber. A malon did not have to be in a building, it could be a level piece of ground near a spring where baggage could be unloaded, animals could be watered and tethered, and people could rest on the ground.

### **Caravanserais**

When large camel caravans would cross the deserts in Asia, there were hotels called caravanserais at which travellers rested and slept. Caravanserais were established along the more travelled routes as travel spread throughout the East. They usually consisted of a large building constructed around a courtyard. The lower floor was used to store goods and to provide stalls for the cattle. Usually there was a well or large reservoir nearby. At times, bazaars and markets were held at or near the caravanserais. In those days of travel, the innkeeper provided very little for the traveller's comfort.

### **Emergence of Hotels**

The past one hundred years have brought about dramatic changes in modes of transportation, as well as in lodging accommodations. People from all walks of life started to travel. As travel increased, the train services were launched and became more comfortable and faster. This was the time when the roadside inns started losing business as more people started to travel by train rather than coach. Many inns had to close while others were able to remain open by catering more to the local people. Some inns became strictly taverns or coffeehouses. Some of these still exist today. London has a larger number of the old taverns than any other large city in the world. They have changed with the times in order to survive and are the pubs that we know today. Travelling by train brought the traveller into the heart of a town or city. Many hotels were built near railroad stations for the convenience of passengers. This was the beginning of hotels, as we know of them. Many hotels that opened in the mid-to late-1800s are still as popular as they were when they first opened.

### **Present Day Hotels**

The concept and the format of hotel have changed a great deal over the years. There are different types of hotels ranging from international hotels to resort hotels catering to the increasing and diversified demand of the clients. The size, the facade, architectural features and the facilities and amenities provided differ from one



establishment to another. In addition, the landscape in a particular destination area also greatly influenced the architectural features of a hotel.

#### **1.4 DEVELOPMENT AND GROWTH OF HOTEL INDUSTRY IN INDIA**

Hotel Industry in Medieval Period in India to the development of hotel industry is closely linked to travel. In India, travel was mainly on animals (mule, horse and camel). For rest during their travel at strategic points Dharmashalas, Sarais, Chaupals of Panchayats, Choultry (in South India) and temples and religious places were provided by rich people such as Rajas, Kings, Zamindars, etc. Usually free accommodation and food for travellers was given. During this period it was mandatory for the state authorities to provide food and shelter to the wayside traveller.

##### **Mussafir Khanas and Sarais**

These developed during the period of Muslim Emperors. Many famous and well known musafir khanas and sarais were established in the Sindh province during the Arab occupation, and also at Peshawar and Lahore. Delhi has always been traditionally hospitable, and we find overwhelming evidence of this in the innumerable sarais and rest houses in this ancient city.

##### **Emergence of Hotels in India**

Pallanjee Pestonjee (1840) started the first luxury-hotel in Bombay. It was famous for its excellent cuisine, beers and wines and its excellent management. Auckland Hotel (1843) was established in Calcutta. Later it was renamed as Great Eastern Hotel in 1858 and later renovated at a sum of Rs.10 lacs. Esplanade Hotel (1871) was built in Calcutta by John Wakson (Britisher), a silk drapery merchant (also believed to be an architect and builder). The hotel had 130 rooms. Later, some Swiss and other families also owned hotels in India. One such example was Hotel Fonseca in New Delhi which was later demolished and Hotel Taj Mahal at Mansingh Road was built, there. In 1903, JRD Tata constructed the Taj Mahal Hotel in Bombay. It was the first hotel of international standards and repute, built by an Indian for Indians



## 1.5 MAJOR HOTEL GROUPS IN INDIA

Many small and big Indian hotel groups are operating in various parts of India. Some of them are given below. Apart from India, some international hotel chains such as Sheraton, Hilton, Ramada, Sofitel, Meridien, Hyatt and Marriott are either operating or planning to operate in India on franchise basis.

1. Welcome Group It is the hotel division of ITC Ltd. The logo represents a traditional Indian welcome in the form of Namaste in an open doorway with the slogan "Nobody gives you India like we do." The motto of Welcome Group is "We enjoy people" Welcome Group has hotels in various cities such as Agra, Delhi, Aurangabad, Jaipur, Goa, Gwalior etc.
2. Oberoi Hotels Rai Bahadur M.S. Oberoi established Oberoi Hotel Pvt. Ltd. in 1946. Many hotels like Oberoi Intercontinental in August 1965 in New Delhi and Oberoi Sheraton in 1973 in Bombay was added. It is now one of the largest and reputed hotel chains of India.
3. Hotel Ambassador: It is one of the flagship hotel belonging to Lala Ram Parshad who is considered as one of the pioneers of the Hotel Industry in India (now managed by Taj Hotel in Delhi).
4. Ritz Chain -A chain belonging to R.N. Kapoor family with hotels at Mumbai, Hyderabad, Kolkata and Coonoor (in South India). Specialized in Italian cuisine.
5. Spencers -Started hotel business in 1912 in Calcutta. Purchased Connimera Hotel in Madras and opened West End in Bangalore, Malabar at Cochin and Trivandrum, Blue Mountains at Kotagiri in 1942 and Savoy in Ooty in 1943. Vegetarian hotels in Madras (Geetha, Ashoka and Ajanta) and Hotel Arakua in Bangalore.
6. Hotel Corporation of India (HCI) - A corporation set up in 1971. It started with its first hotel at Bombay in 1974. Later hotels in Delhi, Srinagar, Rajgir etc. were added to this group.
7. Leela Group- It has hotels at Mumbai , Goa, Delhi, Gurgaon, Kovalam
8. Apeejay Surendra Group- It started with its first hotel Park Calcutta in 1967. Later a large hotel was added in Delhi, a Resort hotel at Visakhapatnam, a hotel at Mumbai, Chennai were added to the group.
9. The Ashok group- The hotel chain owned by government of India. Once the largest hotel chain is left with 16 hotels only, after the disinvestment in early 2000. Hotels in Delhi, Mysore, Patna, Jaipur, Jammu, Ranchi and other major places.

## **1.6 LET US SUM UP**

The hospitality industry is part of a larger enterprise known as the travel and tourism industry. The two main segments of the hospitality industry are the lodging industry (also called hotel industry) and the food and beverage industry (also called restaurant industry). Some of the earliest known hotels are taverns or inns, caravanserais, etc. where travellers rested and slept. During the middle ages, the churches across the world established guest offices for pilgrims and travellers. The merchant class hotels began to emerge in 15th century due to increase in trade. The inns of the 16<sup>th</sup> century provided private rooms to the visitors. The present day hotels started emerging from the late 18th century. The past one hundred years have brought about dramatic changes in modes of transportation, as well as in lodging accommodations. Hotels are built near the railway stations and bus stands for the convenience of passengers. For the purposes of classification, all tourist accommodations have been divided into two groups, viz. hotels and similar establishments such as hotels, motels, boarding houses and inns and the supplementary means of accommodation which includes rented rooms, apartments, houses, camping / mountain huts and shelters as well as health establishments (sanatoria and convalescent homes). Present day hotels ranges from international hotels to resort hotels catering to the increasing and diversified demand of the clients. The hotels are categorized into International Hotels, Commercial Hotels, Residential Hotels, Resort Hotels, Floating Hotels, Palace Hotels, Capsule Hotels, Heritage Hotels and Guest Houses. In India, the development of hotel industry is closely linked to travel. For rest, the travellers stayed at dharmashalas, choultries, temples and other religious places free of cost. Musafir khanas and sarais were established during the Arab occupation. Sarais are later developed as inns by the British Rulers in cities like Calcutta and Bombay. Some of the inns developed by British rulers include Parsee Georges, Paddy Georges, Albion Hotel, Victory Hotel, Hope Hall, etc. Some of the oldest hotels in India: Pallanjee Pestonjee (1840), Bombay, Auckland Hotel (1843), Calcutta, Esplanade Hotel (1871), Calcutta, Taj Mahal Hotel (1903), Bombay. The Govt. Of India opened Ashoka Hotel, Lodhi Hotel, Hotel Janpath and Ranjit Hotel. In 1966, the Government of India established the India Tourism Development Corporation (ITDC). Today, hotels are classified into International Corporate Hotels, National Hotel Companies, Small Hotel Groups, Independent Hotels and Hotel Consortia. Some of the major hotel group companies in India are: Welcome Group, Oberoi Hotels, Ambassador Hotels, UP Hotels and Restaurants Ltd., Ritz Chain, Spencers, Sinclairs, Hotel Corporation of India Ltd., Leela Group, Asian Hotel, Apeejay Surendra Group and Palaces Converted into Hotels. Today, hotels provide facilities and services such as banquets, convention centres, exhibition centres, restaurants, catering services, secretarial services, corporate services, money changers, travel desk, butler service, valet service, internet service, facility for sports and games, massage parlour, health club, gym, shopping arcade, swimming pool, tourist limousines, airport service, train and bus depot pick-up, etc.



## **1.7 LESSON END ACTIVITY**

1. Visit a hotel in your town and note down the facilities and the services that the hotel provides to guests.
2. Make a list of hotels of your town / city with name, promoting group, address, telephone number, facilities available, etc.

## **1.8 KEY WORDS**

<b>Pilgrims</b>	A religious devotee who journeys to a shrine or sacred place
<b>Dormitory</b>	A room providing sleeping quarters for a number of persons
<b>Tollgates</b>	A gate barring passage to a road, tunnel, or bridge until a toll is collected
<b>Sanatoria</b>	A resort for improvement or maintenance of health, especially for convalescents. Also called sanitarium.
<b>Valet</b>	An employee, as in a hotel or on a ship, who performs personal services for guests or passengers
<b>Spa</b>	A resort providing therapeutic baths.

## UNIT –II HOUSEKEEPING AND ITS SECTIONS

### CONTENT

- 2.1 An Introduction to Housekeeping.
- 2.2 Importance of Housekeeping
- 2.3 Functions of Housekeeping
- 2.4 Let us sum up
- 2.5 Lesson end activity
- 2.6 Key words

## **2.1 INTRODUCTION TO THE HOUSEKEEPING DEPARTMENT**

Housekeeping is an important and integral part of the guest experience and satisfaction. Other things such as security are important, but what guests really want is to feel at home, to feel comfortable. Although the staff providing this service do not necessarily interact directly with the public, the quality of their work is critical in shaping guests' pleasant memories of their stay. The impact of the housekeeping function on the success of a hotel's operations cannot be underestimated, since large revenue for hotel industry is generated mainly from the sale of rooms.

The planning, provision & service of accommodation in hotels and similar establishments is a task involving many people & lots of money in its operations. The management of the housekeeping department particularly in some sphere has advanced rapidly in recent years and requires not only knowledge of technical skills but also an understanding of the tools of management. A large part of the executive housekeeper's mind is taken up with personal management and her aim should be efficiently run dept. with low operating cost her work involves providing a clean, comfortable, safe environment and a well organized department should contribute significantly to the profitability of the dept. establishment.

The hotel industry is beginning to realize the importance of Housekeeping department the pressure has built up because of tremendous increase in cost of upkeep and maintenance cost have to be low in order to maintain profitability.

The perfect hotel operation is the result of a properly coordinated effort on the part of all functions involved in the running of the hotel. The purpose of this activity is guest satisfaction at every point of his contact with his hotel.

Guest satisfaction creates repeat business and builds up reputation for future business. To be able to give this kind of service, housekeeping needs to be given the importance it deserves. The management should consider Housekeeping as part of basic planning in the hotel project instead of a department after hotel is ready for operation.

Housekeeping department is the nerve centre of the hotel. It is responsible for the maintenance, cleanliness and aesthetic upkeep of the Hotel. It takes a well organized approach and technical understanding to enable Housekeeping to cope with volume of work. Housekeeping standards have a direct bearing on forming a lasting impression and positive feeling in the mind of the guest. A clean hotel is the foremost requirement of every visitor visiting the hotel.

Standard cleanliness is the basic responsibility of Housekeeping department, repeat clientele & generation of maximum revenue depends upon the efficient and smooth running of the Housekeeping operations. To have such operations certain guidelines have to be followed.

Running a hotel is a matter of carefully weighing efficiency and economics against quality service & ambience. Surroundings have also to be harmonized to achieve harmony & quality

Housekeeping is important for organization as it is the most important department also known as the eyes and ear of the management. It provides the hotel with maximum revenue which is the main motive of our hotel industry. Housekeeping makes the rooms available to guest as it is considered most efficient department. Housekeeping department makes all necessary facilities available at allow cost. Due to only Housekeeping department repeat clientele is possible. Housekeeping is also called as the nerve centre of the hotel.

Housekeeping is also very important to the guest. It provides the guest the prerequisite of comfort in the rooms by doing it basic responsibility of cleanliness & maintaining hygiene. Housekeeping department does not merely come with direct contact to the guest but on the contrary makes the guest's opinion towards the hotel. It provides guest with safely, only due to proper functioning of Housekeeping department the guest feels at home. And at last most important of all it satisfies the guest completely and only due to this factor the procedure of repeat clientele, making of an ambassador and the generation of maximum revenue becomes possible.



## 2.2 Importance of Housekeeping

Good housekeeping is the foundation of good infection prevention. The general cleanliness and hygiene of a facility are vital to the health and safety of guests, staff, and visitors. Pleasant work environment contributes to staff members' satisfaction, making them to be more productive. A more pleasant environment improves guest satisfaction and can increase guest's use of services and frequent visits. Following are the importance of good Housekeeping:

1. **Comfort:** Achieve the maximum efficiency possible in the care and comfort of the guests and in providing support services for the smooth running of the hotel. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be properly functioning. It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service from staffs of all departments.
2. **Cleanliness and Hygiene:** Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipments create a favourable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club, etc.
3. **Privacy:** The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.
4. **Safety and Security:** Security is one of the prime concerns of a hotel guest. The housekeeping department staffs should ensure the safety and security of the guests with the help of security services. They should also make sure that fire fighting equipments and emergency alarms are functional at all times.
5. **Décor:** Creating a pleasant and classy ambience is also one of the major concerns for a guest. This is not easy and requires a good eye for detail. This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere.

## 2.3 Functions of Housekeeping

Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel. The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the

guests as well as the infrastructure and interior decoration. All this ensure the ambience and promotes a congenial environment.

The basic function of the housekeeping is explained briefly:

1. **Cleaning Rooms and Public Areas:** Housekeeping department cleans the rooms and toilets and wash basins in the room. Apart from cleaning the guest rooms, housekeeping department is also responsible for cleaning floor, terraces, elevators, elevator lobbies, corridors of guest floors, floor linen closets, mop and janitor's closets, service lobbies and service stairways, function rooms, shopping arcade, cabanas, bars, dining rooms, offices, uniform rooms, tailor rooms, upholstery, shops, store rooms and swimming pools. To be concise, the housekeeping department is responsible for the total cleanliness of a hotel.
2. **Bed making:** A guest requires a comfortable bed to take rest, relax and enjoy. A bed that is well- made will provide the required comfort. Bed making is a skill that requires to be developed by the housekeeper, as it not only provides comfort to the guest, but also adds to the pleasant ambience of a guest's room. Guests should not be able to tell if anyone has slept in the room, so a clean environment and perfect bed making is major consideration of this department.
3. **Linen Management:** One of the important jobs of the Housekeeping Department is clothes and linen management. This involves all functions from purchase of linen to laundering, storage, supplies and to condemnation. In a hotel different types of clothes and linen are used such as the bed sheets, pillow covers, napkins, towels, hand towels, table covers, curtains, cushion covers etc. All of these require regular maintenance.
4. **Laundry Services:** It is the job of the Housekeeping Department to ensure clean and hygienic washing of all the linen items, and then distributing them to different areas of the hotel. The relationship between the housekeeping and laundry is significant for the smooth functioning of housekeeping services. One of the supporting roles of the laundry is to provide valet services to house guests.
5. **Pest Control:** Pest Control is another major job of the Housekeeping Department. No matter how clean one keeps the surroundings, one cannot avoid the "uninvited guests" – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. Therefore, pest control is one of the primary responsibilities of the Housekeeping department.



6. **Key Control:** Key control is one of the major jobs of the housekeeping department. The room keys have to be handled efficiently and safely before and after letting the room.
7. **Safety and Security:** The Housekeeping Department is responsible for maintaining a peaceful atmosphere in the hotel. If the guests and staff always fear for their safety and the safety of their belongings, the atmosphere will be very tense. Hence the housekeeping department staff should be aware of ways to protect himself and others, especially the guests around him and the property of the hotel from accidents and theft. Several accidents could occur at the place of work. These include fire accidents, falls, wounds, injuries, negligence in handling electrical equipment etc. It is important for all housekeeping personnel to know about first aid as they could be the first ones on the spot to give immediate attention to a guest and also an employee in trouble.
8. **Interior Decoration:** Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. These arts and crafts have to be well maintained by the housekeeping department. Decorating flowers is a creative and stimulating art which often carries a message or theme. Flowers and indoor plants add colour and beauty to a room.
9. **Room Maintenance:** Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department. In an ideal environment, the housekeeping staff and managers should act as the eyes and ears of the engineering department. If damaged or broken items are not reported, they can't be fixed. Proper maintenance will make the perception of cleanliness easier to maintain and reduce guest complaints.

### CHECK YOUR PROGRESS

1. What do you understand by the term "Housekeeping".
2. What is the role of housekeeping department?
3. List out the important functions of housekeeping.

### 2.4 LET US SUM UP

This lesson, gives a brief introduction to the housekeeping department in hotels. The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. The housekeeping department is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some

instances, guest laundry as well. For a pleasant stay, guest expects Comfort, Cleanliness and Hygiene, Privacy, Safety and Security and Décor. Housekeeping department holds the responsibility of cleaning, maintenance and efficient upkeep of the hotel. The main functions of housekeeping is overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. The housekeeping department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. The various types of rooms, their classification and the guest room supplies are also discussed in this lesson.

## 2.5 LESSON END ACTIVITY

1. Visit two different categories of hotels and make a note of the following:

Activity	Economy Hotel	Luxury Hotel
Number of rooms		
Types of rooms		
Guest room supplies		

## 2.6 KEY WORDS

<b>Lobbies</b>	A lobby is a room in a building which is used for entry from the outside.
<b>Décor</b>	A stage setting; scenery.
<b>Upholstery</b>	Fabric, stuffing, and other materials used in upholstering
<b>Napkins</b>	A piece of cloth or absorbent paper used at table to protect the clothes or wipe the lips and fingers. A cloth or towel.
<b>Synergetic</b>	Working together toward a common end.
<b>Departure rooms</b>	Rooms vacated or checked out by guests
<b>Clear rooms</b>	Cleaned rooms by housekeeping ready for sale.
<b>Cabana</b>	Shelter in the beach or swimming pool used as a bath house.

# **UNIT-III ORGANIZATIONAL STRUCTURE OF THE HOUSEKEEPING DEPARTMENT**

## **CONTENT**

### 3.1 Introduction

#### 3.1.1 Grooming of Personnel Involved In Housekeeping

### 3.2 Organizational Structure of Housekeeping Department

### 3.3 Duties and Responsibilities of Housekeeping Staff

#### 3.3.1 Executive Housekeeper

#### 3.3.2 Housekeeping Manager

#### 3.3.3 Housekeeper

#### 3.3.4 Room Attendant

#### 3.3.5 Houseman

#### 3.3.6 Desk Attendant

#### 3.3.7 Linen Keeper

#### 3.3.8 Laundry Manager

#### 3.3.9 Florist

### 3.5 Let Us Sum Up

### 3.6 Lesson End Activity

### 3.7 Key Words



## AIMS AND OBJECTIVES

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following:

- Organizational structure of housekeeping department
- Duties and responsibilities of each housekeeping staffs.

### 3.1 INTRODUCTION

The success and credibility of the hotels depends solely on their in-house professionally skilled team. Top quality service, with dedicated, trained, intelligent, sincere, honest and motivated staff is what is important for a hotel housekeeping department. This team succeeds in building and maintaining the image and reputation of the hotel and creating and sustaining regular and privileged guest visits. For providing excellent and satisfying quality service, lot of effort has to be made towards organizing and training the housekeeping staffs continuously. Additionally, the trained staff must be retained ensuring the consistency and staff dedication remains focused through various methods of training and motivation. The largest work force of the hotel is in the housekeeping department. It would be appropriate at this stage to understand the hierarchy, duties and responsibilities of all the housekeeping staffs for effective communication and coordination.

#### 3.1.1 Grooming of Personnel Involved In Housekeeping

A well-groomed personality projects a good image and speaks well of hygiene and efficiency. As far as possible, personnel involved in housekeeping should

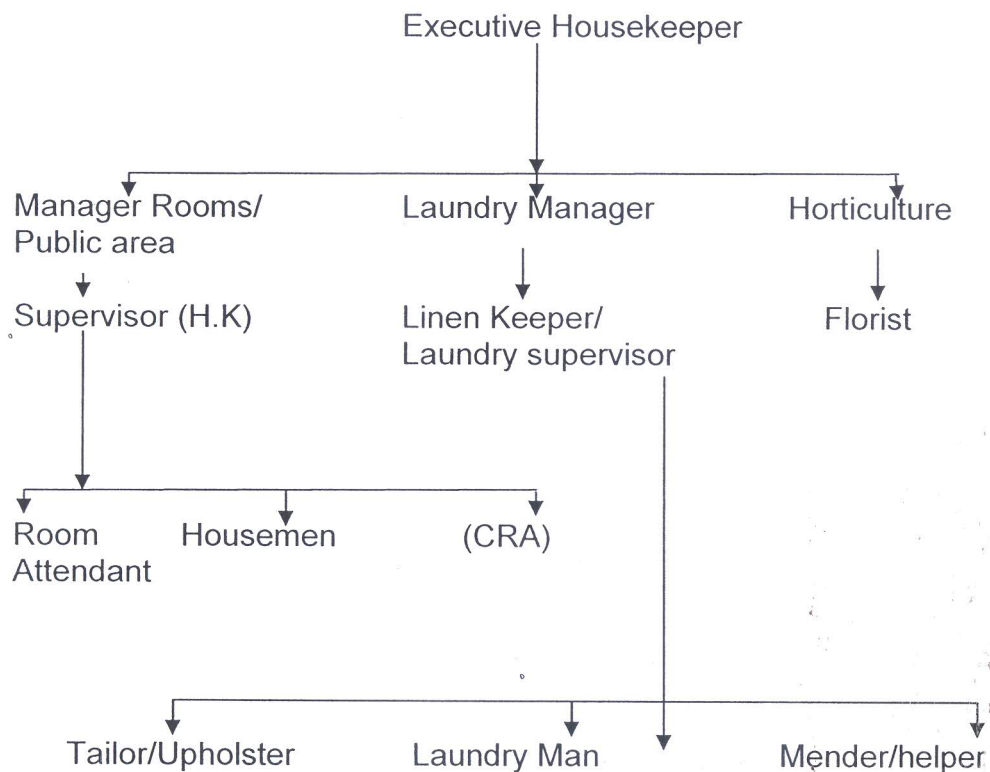
- Be fresh, well groomed and clean, not half asleep or unkempt in appearance while reporting on duty
- Have their hair neatly cut and tied properly
- Have nails neatly trimmed
- Dress in simple, clean and well ironed clothes
- Avoid rings or other jewellery
- Use light makeup, in case of women
- Use footwear that is light, without heels and noiseless
- Be healthy and not suffer from any skin disease, colds, etc.
- Avoid bad habits such as nail biting, nose picking, leg shaking, sitting on work table, spitting, chewing pan, smoking, etc.
- Bathe daily.

If these hygienic standards are not maintained, it can spoil the reputation of the organization.

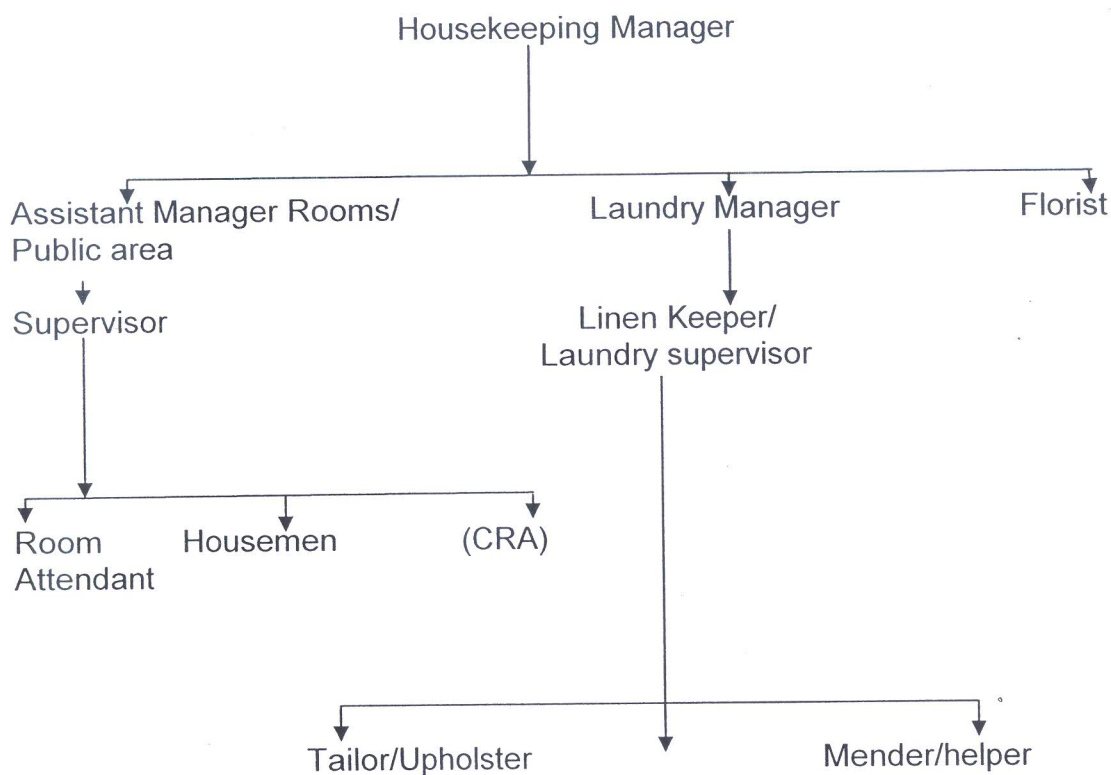
### 3.2 ORGANIZATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT

The organizational structure of the housekeeping department mainly depends on the activities and the size of the hotel. The charts below show the organizational of structure of the large and medium sized hotels. In the small hotels one or more jobs are integrated and handled by the few housekeeping personnels.

#### BASIC ORGANISATION CHART OF HOUSEKEEPING DEPARTMENT



## Organization chart for Housekeeping Department for a Medium sized hotel



### **1. Executive Housekeeper**

Responsible and accountable for the total cleanliness, maintenance and aesthetic upkeep of the hotel. This is achieved with the resources of manpower, materials, machines, money, space and time available to him.

### **2. Assistant Housekeeper**

May be one for each shift of a large hotel. He may be the housekeeper of a small hotel or the only deputy to the Executive Housekeeper of a medium-sized hotel. He manages the resources given by the Executive Housekeeper to achieve the common objectives of cleanliness, maintenance and attractiveness in a given shift.

### **3. Uniform Room Supervisor**

A non-management person solely responsible for providing clean serviceable uniforms to the staff of the hotel. As the hotel staff are all practically in uniforms his / her task is enormous and demanding as h e / she has to keep an inventory control on various stages of use, such as, when sorted ones are handed over, or those which are being washed or dry-cleaned in the laundry.

### **4. Uniform Room Attendants**

The uniform supervisor is assisted by attendants who actually do the issue of uniforms in e x c h a n g e f o r soiled ones for onward transmission to the laundry. These attendants are in actual contact with the staff.

### **5. Linen Room Supervisors**

A non-management person solely responsible for the acquisition, storage, issue and Cleanliness of linen in its various forms.



### **3.3 DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFFS**

#### **3.3.1 Executive Housekeeper**

1. Supervise and be responsible for cleanliness, order and appearance of the hotel rooms and public areas, annexes, cottages, facilities, service corridors, linen and uniform rooms, shopping arcades and employees.
2. Schedule, recruit, train, and recommend hiring, discharging and discipline of all department employees through management and in accordance with labor regulations.
3. Prepare reports as required.
4. Participate in all department head meetings. Supervise preparation of maintenance requisitions and maintain follow-up file to ensure that all public areas and guest accommodations do not deteriorate from standard.
5. Train all employees to perform their best in the standard procedures as applicable to their job positions.
6. Develop and recommend standard procedures for new tasks or changed conditions.
7. Inspect personally, and supervise inspections by Assistants of all areas in a frequent and unvarying schedule.
8. Pay particular attention on inspection to the presence, of odors and pests and appropriate control measures.
9. Work closely with the General Manager on day-to-day Housekeeping requirements.
10. Supervise linen stock and recommend the maintenance of adequate quantities of cleaning equipments and cleaning supplies with due regard to delivery requirements and import restrictions on cleaning equipments. Develop and supervise the maintenance of the lost and found procedure including the disbursement of unclaimed articles to employees.
11. Prepare the annual housekeeping budget for submission to the General Manager. Identify reliable suppliers of housekeeping materials including carpets, linen, etc, and recommend them to the Purchase Department. Develop Housekeeping Systems and Procedures and see that they are followed diligently. Plan, control and supervise horticultural requirements and commitments

#### **AUTHORITY:**

- To sanction all types of leaves for staff under her control
- To authorize deployment of staff after duty hours.
- To recommend disciplinary action against default employees under her control.
- To recommend purchase of linen, equipment, materials and other articles as per standard purchase procedure.
- Authority to condemn linen as per the procedure.

### 3.3.2 JOB DESCRIPTION

**Job title:** - Housekeeping Manager

**Responsible to:** - Executive Housekeeper.

**Nature & Scope of Work:** - To Plan organize, direct & control the overall Housekeeping Operations.

#### **Duties & Responsibilities:**

- Ensure that all service standard specified by the management are implemented.
- Ensure all staff under her control is properly deployed and utilized.
- Ensure Housekeeping costs are controlled.
- Ensure all forms and registers that are regd. By the management are complete in all respects.
- Ensure that inventory of stocks & materials and standard stock level is maintained by housekeeper.
- To ensure that staff discipline with regard to conduct and work performance is maintained and necessary action is taken when needed in consultation with executive Housekeeper.
- Ensure that staff is well groomed
- Ensure that proper discipline is maintained.
- Ensure that proper feedback is given to executive Housekeeper.
- To ensure training from time to time.



**3.3.3 Job Title** : Housekeeper  
**Responsible To** : Housekeeping Manager

**Nature & Scope of Work:-**To look after and coordinate Housekeeping functions in specified areas.

**Duties & Responsibilities:**

- Effective utilization of staff under his/her control.
- Responsible for preparing work schedule with manager of Housekeeping.
- Responsible for upkeep, cleanliness, hygiene & maintenance of floors, public areas and ensure fittings are in proper working conditions.
- Recommending articles, linen, machine, equipments for condemnation and replacement.
- Responsible for maintain Records and registers.
- Responsible for imparting proper training to staff.
- Responsible for maintaining cordial relations with maintenance for office & F & B service.
- To maintain stock level of linen and all other items required on the floors.
- Responsible for effective control on material & manpower
- Responsible for tactful handling of any unusual incident.
- Responsible for decorations in case of special events.
- Responsible for depositing lost & found items with security items as per std. procedure.
- Supervisor of staff to ensure that proper work methods are used to ensure that proper work methods are used.
- Maintain discipline of staff under her control.
- To ensure that staff under her control is well groomed and maintains hygiene al items.

**3.3.4 Job Title** : Room Attendants

**Responsible To** : Housekeeper

**Nature & Scope of Work:-**To clean & maintain guest rooms, guest place & supplies as per standards.

**DUTIES & RESPONSIBILITIES:-**

- To take over charge from earlier.
- Set the trolley as per standard.
- To maintain stock as per standard on the floor and pantry
- To maintain guest rooms and floors as per standards of cleanliness hygiene & sanitation.
- To ensure that guest supply & requirement approved by the management are provided in their proper places.
- To notify room status of each room to floor in charge for the prep. Of floor occupancy report for morning, evening & night shift.
- To provide extra beds & baby cots.
- Informing all unusual happenings and incidents to housekeeping dept.
- To notify any irregularities in the room to the floor in charge
- Informing floor in charge for all maintenance requirement in room under her charge & following up with the same.
- Deposit lost & found items to the floor in charge.
- Helping floor in charge in taking periodic inventory.
- Report to your floor in charge before going off duty.
- To follow spring & cyclic cleaning schedules prepared by the floor in charge.

**3.3.5 Job Title** : **HOUSEMEN**

**Responsible To** : **Housekeeper**

**Nature & Scope of Work:** - To maintain cleanliness & keep of establishment.

**Duties & Responsibilities:-**

- Cleaning of specified areas such as guest rooms, corridors, pantries, public areas, roads, back areas, lobbies.
- To polish all metal work in his assigned area.
- Polishing of guest shoes.
- Cleaning of service lifts, guest lifts.
- Disposal of Garbage and cleaning of garbage area.
- Cleaning of window panes, walls & ceilings.
- To do any other work assigned from time to time.
- Depositing all lost & found items with housekeepers.

**3.3.6 Job Title** : **Desk Attendant**

**Responsible To** : **The manager or Executive Housekeeper.**

**Nature & scope of work:** smooth functioning of central housekeeping or Housekeeping. dept. as a whole

**DUTIES & RESPONSIBILITIES:-**

- Read the notice board & log book for all messages & circulate & tell everybody.
- Must hand over & takeover at start & end of each shift. (i) Handover master keys & ensure appropriate entries are made in the registers.
- Communicate all messages & also providing items like irons, hairdryers, kettle etc.
- To communicate as & when required a status of room like availability & non-availability, occupancy, under maintenance room etc.

- V.I.P. and expected arrivals.
- Crew movements & departures.
- Discrepancy & occupancy reports &
- Make report like occupancy reports and departures etc.
- Distribute Journals magazines to floor as & when regd.
- Bring to notice manager H.K. any message that remains pending or any unusual happenings.
- To maintain all records & registers, log books, incident books, allocation registers etc.

### 3.3.7 LINEN KEEPER

**Responsible To** : Laundry manger/H.K/ Manager

**Future & scope of work** : Control & coordinate the flow of linen & uniform.

#### **DUTIES & RESPONSIBILITIES:-**

- Handling & storing, issuing and recording all linen & uniform in use by the staff.
- Responsible for maintaining the standard stock of consumable items & linen.
- Responsible for getting unserviceable linen condemned.
- Responsible for maintaining records & registers as specified.
- Responsible for quality & quantity of linen, uniform received from the laundry.
- Issuing linen, uniform, expendables, equipments and cleaning agents.
- Strictly controlling, receiving & issuing for effective utilization & deployment under her control.

#### **OCASSIONAL +EXTENDED DUTIES:**

- Inspection of linen received from floor, public area and laundry.
- To send the uniform, linen for mending when regd.
- To conduct inventories, linen & other items.
- To get the condemned linen converted to reusable items.
- To work out annual requirements of linen, cleaning agents.
- Occasionally to relieve the housekeepers sometimes.



## **AUTHORITY:**

- To condemn linen & replace it with approval of H. Keeper.
- To give requisition to main store
- To draw linen from the store.
- Ensure proper marking, tagging & using of linen.
- Notify any irregularity, in linen room.

## **3.3.9 LAUNDRY MANAGER**

**Responsible to** : Executive Housekeeper

**Nature & Scope of work** : For smooth function of laundry

### **DUTIES & RESPONSIBILITY:**

- Responsible for staffing, briefing and directing his employees
- Responsible to plan for timely maintenance of machines without obstructing the daily activity of the department.
- Handle guest complaints regarding laundry facilities.
- Responsible for motivating staff to give maximum productivity.
- Responsible for training of his staff.
- Check the demonstration or use of any chemical and equipment which is going to be purchased by the hotel he should be technically qualified.
- He should make the budgets and submit it to the executive housekeeper.

### 3.3.8 FLORIST

**Responsible To** : Horticulture Manger/Ex. Housekeeper

**Nature & Scope of Work:** : To provide appropriate flower arrangement in the hotel.

#### **DUTIES & RESPONSIBILITIES:-**

- To check daily requirement of flower.
- To check occupancy/ VIP functions, Check ins and functions for the day
- Workout requirement for room service/banquets
- Plans and workouts. Requirements and place order for the next day.
- Check the quality of flowers.
- Maintain all records & registers.
- Check all vases as per standards.
- Ensure equipments & tools availability.
- Control costs.
- Ensure that plants/ flowers are stored & preserved.
- Delegation of duty to staff.

#### **AUTHORITY:-**

- To reject substandard flowers.
- To increased decrease the quantity of flowers regd. With approval of ex. Housekeeper.

## CHECK YOUR PROGRESS

1. Explain the basic organizational structure of a housekeeping department
2. Write down the job description of a room attendant.
3. Explain the coordination between Housekeeping and Front Office

### 3.5 LET US SUM UP

The success of the hotels depends solely on their staffs. For providing excellent and quality service, lot of effort has to be made towards organizing and training the housekeeping staffs. The largest work force of the hotel is in the housekeeping department. The organizational structure of the housekeeping department mainly depends on the activities and the size of the hotel. Generally, the housekeeping department shall have staffs like Executive Housekeeper, Assistant Housekeeper, Uniform Room Supervisor, Uniform Room Attendants, Linen Room Supervisors, Linen Room Attendants, Tailor / Seamstress, Helpers, Floor Supervisor, Public Area Supervisor, Room Attendants, Head Houseman, Desk Control Supervisor, Runner, Cloak Room Attendants, Hat-Checkers, Night Supervisor, Horticulturist, Head Gardener, Gardeners.

### 3.6 LESSON END ACTIVITY

1. Prepare a suitable flow chart of organizational structure suitable for our hotel.
2. Visit a few nearby hotel and study their organization chart and staffing pattern.

### 3.7 KEY WORDS

Hierarchy	Categorization of a group of people according to ability or status
Mending	Clothes and other articles that must be repaired
Corridors	A narrow hallway, passageway, or gallery, often with rooms or apartments opening onto it.
Arcade	A series of arches supported by columns, piers, or pillars, either freestanding or attached to a wall to form a gallery
Mopping	Applying hot bitumen with a mop or mechanical applicator on the felt of a built-up roof membrane, on a roof-deck, or the like.
Perfumeries	A substance that emits and diffuses a fragrant odor, especially a volatile liquid distilled from flowers or prepared synthetically
Upholsterer	Fabric, stuffing, and other materials used in upholstering

# UNIT IV LAYOUT OF THE HOUSEKEEPING DEPARTMENT

## CONTENT

### 4.1 Introduction

#### 4.2 Housekeeping Design Factors

#### 4.3 Layout and Housekeeping facilities

#### 4.4 Function of Housekeeping sections

##### 4.4.1 Functions of Central Housekeeping

##### 4.4.2 Functions of Floors / Public Area

##### 4.4.3 Functions of Linen Rooms

##### 4.4.4 Standard Sizes of Linen Items

##### 4.4.5 Laundry

#### 4.5 Coordination between Housekeeping and other departments

#### 4.6 Let Us Sum Up

#### 4.7 Lesson End Activity

#### 4.8 Key Words



## 4. LAYOUT OF THE HOUSEKEEPING DEPARTMENT

### 4.1 Introduction

There is no ideal or universal model for the layout of a housekeeping department. The layout differs from hotel to hotel and depends upon its size and the limitations of physical space. However a housekeeper must be told the number of rooms, function rooms, public area facilities and the anticipated volume of so as to plan and budget her operation. She will also determine whether to outsource some services like landscaping, flower arrangements, tailoring, upholstery, laundry etc. to be able to optimally utilize space.

Hotel space is valuable and only that much space is utilized which is necessary to ensure the smooth functioning of operations. It must be remembered that the investor has to make decisions whether to convert valuable space into revenue generating areas or submit to non revenue activities such as housekeeping, which is an indirect way contributes to room sales. It is for this reason that the housekeeping department is located in the basement or ground floors, areas which are unsuitable for revenue facilities and termed as "backhouse "areas. There are few considerations to be made while planning the housekeeping facilities:

- a) It has to be accessible to all employees of the hotel as they will come to the uniform room for the issue and exchange of uniforms;
- b) It has to be accessible to food and beverage personnel and floor supervisors for the exchange of linen;
- c) The location has to be away from guest view and hotel staff traffic;
- d) The area must be strong to install heavy equipment;
- e) The laundry involves heavy duty washing machines,hydro-extractors and calendar machines etc. that rest well on sturdy flooring like the basement or ground floor;
- f) The sound and vibration of equipment must not affect the quiet ambience required for guest living.

### 4.2 Housekeeping Design Factors

- **Space:** The housekeeping must take full advantage of space ensuring security and accessibility. This is the most expensive cost and will continue to be so in future. The effective use of space is the challenge to the facility planner. An important decision to make is to choose those items, which are to be outsourced, and those that are to be prepared in-house.
- **Noise:** The facilities must control noise which comes from noisy laundry equipment and verbal staff communication. The noise should not reach guest areas at any cost. Sound proofing is achieved by carpets, double doors, double window glazing and rubberized flooring materials.

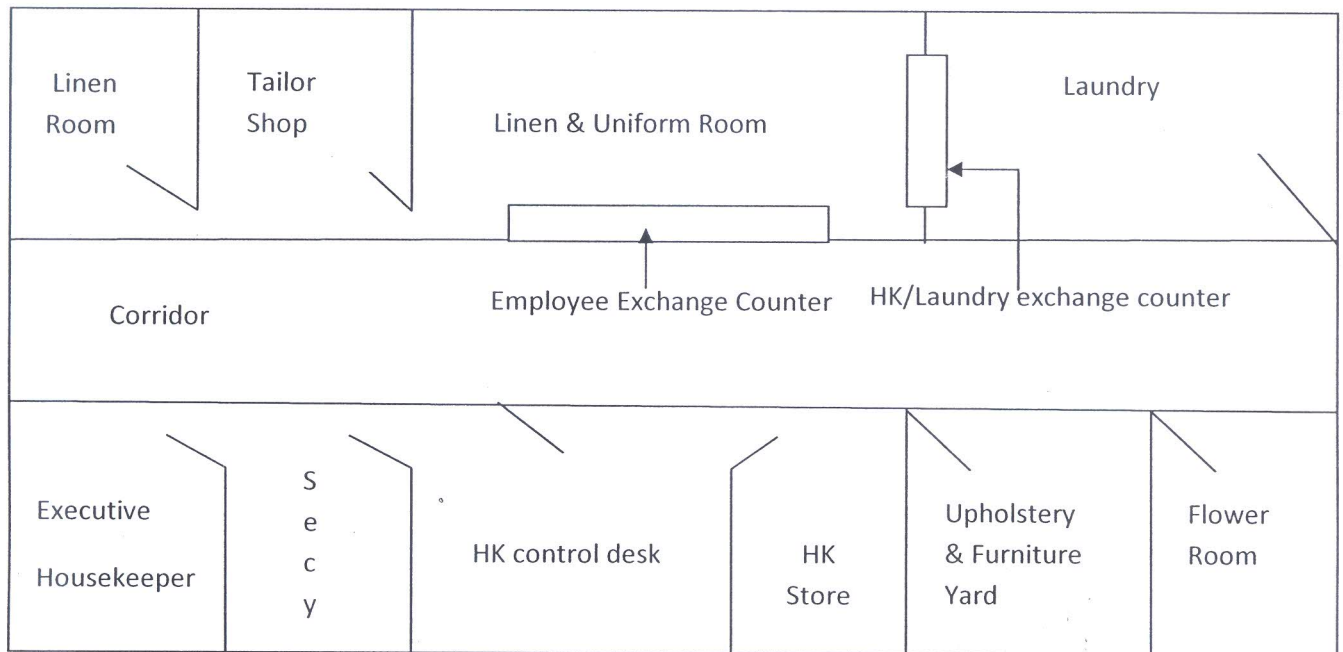
- **Temperature:** is important in places of extreme climate. Desert areas will need good air-conditioning while cold climates will need effective heating. Temperature can have an adverse effect on textiles and equipment.
- **Freedom of movement:** is essential for safety reasons. The corridors must have enough space for trolleys and other equipment.
- **Exchange counters:** The uniform exchange room can be congested at certain times, especially mornings, when all the staff is in a hurry to get fresh uniforms for the day.
- **Storage:** Housekeeping will need adequate storage to keep the volume of linen, uniforms, cleaning detergents, operational equipment, lost and found things, etc.
- **Cost:** Obviously the cost of equipment, furniture and fixture depends on the type and quality of the establishment. The costs must be reasonable to be able to get a return on investment. This is possible by vigorous market survey, surfing the web and by getting referrals from others.
- **Quantity and quality:** Equipment must be able to meet the qualities of linen and amenities provided. Expensive linen and uniforms will need special storage conditions to maintain them.
- **Equipment:** There are several considerations in the selection of equipment:
  - ❖ The equipment must be cost effective.
  - ❖ It must be durable.
  - ❖ It must have guarantees for replacement.
  - ❖ Spare parts must be cheap and easily available.
  - ❖ Technicians of the supplier are available readily at the time of breakdowns.
  - ❖ The lead times for procuring equipment coincide with the opening of the property.
  - ❖ The models of equipment can be replaced.
  - ❖ The equipment is easy to maintain and clean.
  - ❖ Equipment needs minimum facilities to get it working.
  - ❖ Equipment must be safe. It should not present a fire hazard.
- **Utilities:** These are the power, fuel, water and steam connections required to operate the housekeeping and laundry equipment.
- **Type of Service:** The facility must suit the service style. Downtown business hotels that are built upwards may need efficient service elevators while chalet type resort properties may require sturdy access roads to roll trolleys and carts.

- **Sanitation and safety:** The facility design must be easy to keep safe and sanitized. Service doors must be provided to access guest areas like the banquet halls, restaurant and bars. The facility must have stores for toxic chemicals.
- **Lighting:** must be bright in linen and uniform rooms to be able to spot stains and damages.



### 4.3 Layout and Housekeeping facilities

The figure below gives the layout of a housekeeping department. It is a representative one only. It portrays the basic facilities required by a housekeeping department.



#### Housekeeper's office

This is the main administration centre for the department. It must be an independent cabin to provide the housekeeper with silence to plan out her work. It will also provide the privacy to counsel her staff or hold departmental meetings. The office should be preceded by a cabin for the secretary who would control movement into the housekeeper's house.

#### Desk Control Room/Central Housekeeping

This is the main communication centre of housekeeping. It is from here that all information is sent out and received concerning the department. It is nerve centre for the coordination with the front office, banquets, etc. The desk control room is the point where all the staff members report for duty and check out at the duty end. It would ideally adjoin the housekeeper's office.

#### Lost and Found Section

This adjoins the desk control room. It is a space away from thoroughfare which is secure, cool and dry with a cupboard to store misplaced guest belongings that may be claimed later.

#### Linen Room

This is where current linen is stored for issue and receipt. The room should be large and airy and free from heat and humidity. It should have adequate shelves to stack linen. It should be secure from pilferage. Only authorized persons should be permitted to access the linen room.

### **Uniform Room**

This room stocks the uniform in current circulation. A separate uniform room depends on the volume of uniforms in circulation. The uniform room will have hanging racks as most uniforms are best maintained when hung.

### **Housekeeping store**

The store stocks fresh linen and material for uniforms. Stocks in the store are only touched when the linen or uniforms in circulation fall short due to damage or lost. Large hotels may have an independent store for linen and another for uniform, based on the volume of materials in circulations and policy of the hotel to stock such large numbers.

### **Heavy equipment store**

This is store to stock bulky housekeeping equipment like vacuum cleaners, carpet shampoo machines, ladders etc. the room should be clean and dry and securely lock to prevent theft, as they constitute substantial capital investment.

## **4.4 HOUSEKEEPING and ITS SECTIONS**

Housekeeping department can essentially be divided into the following sub-sections:

- (A) Central Housekeeping/Desk Control.
- (B) Floors & Public Area
- (C) Linen Rooms
- (D) Laundry

### **4.4.1 Functions of Central Housekeeping**

1. This is the never centre of the dept. all dept is done here.
2. Housekeeping staff receives their instructions, assignments & keys Central Housekeeping the keys of the end of shift.
3. All telephone calls, messages pertaining to Housekeeping from guest or other departments are received & processed through Central Housekeeping  
Occupancy status of rooms is sent through the Central Housekeeping at least 3 times a day to the Front office.

4. Check out & ready rooms are communicated from here to floors and front office.
5. All maintenance complaints are recorded, communicated & controlled and followed up with various sections of the engineering dept through the Central Housekeeping.
6. At the end of each shift messages are recorded in the logbook kept in the Central Housekeeping for the next shift.
7. Contractors such as pest controller a glass cleaner and carpet upholstery shampooer working for the Housekeeping dept. coordinate their activities the Central Housekeeping
8. Any article left behind by the guest anywhere in the hotel is brought back of Central Housekeeping After correctly filling a lost & found slip. The article is deposited with security dept where items are either claimed by guests or auctioned or given away as per house rules.
9. Information regarding functions, parties, banquets conferences is received here from Banquet dept and F & B dept. entered and all Housekeeping requests are executed here.
10. V.I.P rooms are communicated form Central Housekeeping to floors.
11. Requests for flowers are also executed through Central Housekeeping.

#### **Records/Forms/Formats at Central Housekeeping**

- \* 1. Attendance of staff.
- \* 2. Leave record of staff.
- \* 3. Overtime authorization slip
- \* 4. Overtime performed by staff.
- \* 5. Duty rosters.
- \* 6. Daily staff allocation register.
- \* 7. Key Register
- \* 8. Message Register.
- \* 9. Log Book



- \* 10. Consolidated Occupancy Report
- \* 11. Maintenance Complaints/ Slips Compliance-  
- **Reports**
- \* 12. Maintain register.
- \* 13. Lost & Found slip.
- \* 14. Dispatch Register
- \* 15. Requisition sheets.
- \* 16. Departure Room/Ready Room.
- \* 17. Lost & Found Register.
- \* 18. VIP Room/Group arrival Register/extra bed/any special requirement of guest.
- \* 19. Function form register/file.

These records can be maintained on the floors/linen room depending upon size of hotel, number of employees These records are auditable and need to be maintained in the department for 10 years and then deposited in record Room.

#### **4.4.2 Functions of Floors / Public Area:-**

1. Floors and public areas are maintained around the clock.
2. Occupied Rooms are serviced daily.
3. Departure and vacant rooms kept clean & ready for selling at all times.
4. Regular communication with C.H.K. regarding clearance of departure rooms is maintained.
5. Services to hotel's guests i.e. shoe shining, giving & collecting personal laundry, dry cleaning, requesting for baby-sitting etc. are provided.
6. Lost & found items, occupancy reports, maintenances complaints, pest control, window pane cleaning, carpets upholstery shampooing, irregularities and pending works are coordinated and communicated with C.H.K.
7. Requirement of Linen, quest supplies, cleaning equipments, flowers, tailoring are coordinated with linen room.
8. Coordination is done mainly with Front office, engineering, room service and security departments. For checking quest rooms, attending maintaining complaints and planning V.I.P items of Food and Beverage in V.I.P rooms.

9. All records, inventories pertaining to guest rooms, linen, guest supplies, cleaning equipment and materials maintained by Housekeepers on Floors and public area.

### Records Kept in a Floor Linen Room

1. **Spring Cleaning Register** for monthly room cleaning cycles
2. **Floor Log Book** which records:
  - (a) The duty roster for the floor
  - (b) List of outstanding maintenances to be followed up in the next shift
  - (c) Record of night cleared rooms and departure rooms
  - (d) Important messages for the next shift supervisor
3. **Guest Supplies Control Register** (Fig. below) to keep control of guest supplies used in rooms. The consumption pattern helps the housekeeper with future budgeting.
4. **Linen Control Book** records the movement of linen on a daily basis to and from floors.
5. **Weekly Stores List File** for record of consumption and requisitioning of cleaning/guest supplies from stores.

Floor/Item	Pens	Shower caps	Vanity	Etc.
First Floor				
Seconds Floor				
Third Floor				
Nos. Issued				
No. of Departures				
Consumption- morning				
Balance				

Guest supplies control register

#### **4.4.3 Functions of Linen Rooms:-**

1. All hotels linen, staff uniforms, supplies required for, quest rooms and public areas, materials and equipment required for cleaning are stored and issued from the linen room.
2. Dirty linen and uniforms are received and cleaned ones issued to staff against clean for dirty from here.
3. Clean linen and uniforms are received and dirty ones issued to the launderer from here.
4. Tailor stitch, alter, and repair linen, uniform, soft furnishing and upholstery here.
5. Coordination is done mainly with floors, stores, hotel staff, florist, launderer and the security from here.
6. All records pertaining to linen, uniforms, upholstery, soft furnishing, quest supplies, cleaning agents, cleaning equipments, flowers and materials used in the dept. are maintained here.
7. Monthly linen inventory to be conducted on the last day of the month, necessity entries to be made in the stock register.
8. Unserviceable linen is set aside and condemned by condemnation committee.
9. Forecasting indenting of dearly requirements of linen, quest supplies, cleaning equipments, agents and uniforms are carried out from the linen room.

#### **4.4.4 Standard Sizes of Linen Items**

##### **Sheets:**

Single 78" x 108" (203 cm. x 274 cm.)

Double 90" x 108" (224 cm. x 274cm.)

King size 117" x 108"(295 cm. x 274 cm.)

##### **Pillowcases:**

Standard 20" x 30" (50 cm. x 75 cm.)

King size 20" x 40" (50 cm. x 100 cm.)

##### **Blanket:**

Single 70" x 100" (175 cm. x 250 cm.)



Double 90" x 100" (228 cm. x 250 cm.)

King size 116" x 100"(290 cm. x 250 cm.)

**Towels:**

Bath sheets/Bath Blankets 40" x 70" (100 cm. x 178 cm.)

Bath Towels 30" x 54" (76 cm. x 137 cm.)

Medium-sized Towels 22" x 40" (56 cm. x 100 cm.)

Hand Towels 15" x 24" (38 cm. x 60 cm.)

Face Towels 10" square (26 cm. square)

Roller Towels 18" (45 cm.) width in huckaback

Bath Mat 24" x 36" (60 cm. x 92 cm.)

**Procedure for Requisitioning Fresh Linen**

1. Soiled linen is sorted by types, counted and recorded in three copies in the Room Linen Control Sheet (Fig. below) by the floor supervisor at the pantry.
2. The houseman takes two copies with the soiled linen to the laundry. | 3. The
3. Laundry supervisor re counts the items and tallies the numbers with the Room Linen Control Sheet.
4. The laundry supervisor retains one copy after signing the Room Linen Control Sheet
5. The houseman-takes the second copy to the Linen Supervisor for fresh supplies of linen.

ROOM LINEN CONTROL SHRRT

Floor No.		Bag No.	Date :	Time	
Auricles	Send by Floor	Received by Laundry	Send to Floor	Balance	
1. Bed Sheets					
2Night Spreads					
3. Pillow Slips					
4 Bath Towels					
5 Hand Towels					
4. Face Cloth					
7 Bath Mats					
8 Mattress Protectors					
9 Bed Spreads					
10 Shower Curtains					
11 Blankets					
12 Dusters					

Room Linen Control Sheet

## **Procedure for Requisitioning Guest Supplies and Cleaning Supplies :**

- (a) The floor supervisor sends the completed Weekly Stores List to the Executive Housekeeper for approval.
- (b) The Executive Housekeeper thoroughly scrutinizes the Weekly Stores List to see that no item is over-ordered. This is where she can exercise cost control as each item requisitioned costs and will be charged to the Housekeeping Department. She signs the Weekly Stores List in approval.
- (c) She hands the List to the Control Desk attendant who fills a Stores Requisition Form (Figure below) duplicate. The original is meant for the store while the copy remains in the Requisition Forms Book for record.
- (d) The Executive Housekeeper signs the Store Requisition Forms.
- (e) The Floor Supervisor designates a room attendant or houseman for requisitioning duties from the General Store on the allotted day.
- (f) The floor representative and storekeeper confirm that the items tally with the Requisition Form and both sign in acknowledgement. Sometimes the General Store may not have items in stock and will mention it in the Requisition Form to claim when those items are available.
- (g) The supplies are brought to the floor pantry and the Floor Supervisor checks the items against the Weekly Stores List.
- (h) Weekly Stores Lists are presented at the end of each month to the Executive Housekeeper for control and future planning.



Stores Requisition						
Date						
Serial No.	Item	Unit	Units Required	Cost	Bin Card No.	Remark
Authorised By :		Received By:		Issued By:		

#### 4.4.5 LAUNDRY

In any hotel establishment, a lot of dirty linen accumulates in the various units and departments. It is essential to ensure a continuous supply of linen, which is well laundered, so that operations can be carried out smoothly and efficiently. Linen is an expensive item, so how it will be laundered requires serious consideration. People involved in handling linen should have some knowledge of the process. Moreover, the Housekeeper and Linen keeper should have a good rapport with the Laundry Manager. Although it is essential that good quality linen be purchased, the life of the linen depends on the care of linen in use and the treatment it gets at the laundry.

##### **A good laundry facility ensures the following:**

- Careful handling of linen articles while laundering
- Correct processing and use of a suitable laundry agent
- While materials are kept white, excessive bleach is not used
- Proper counting and records maintained to avoid shortages of linen
- Speedy operations to meet with operational requirements
- Sound policies regarding damages or loss.

A commercial or off-premises laundry refers to laundering activities performed outside the establishment i.e. given on a contract basis to specialists in the field. In a rare circumstance, the laundry is contracted and on-premises. An on-site or on-

premises laundry, however, refers to laundering activities carried on within the establishment by staff employed by the hotel

### **Advantages of On-premises Laundry**

- Time taken for laundering is reduced because transportation is eliminated
- Linen is readily available especially in the case of emergency requirements
- Control over the wash process and the laundry agents used making the wear and tear on linen comparatively much lesser.
- Pilferage is reduced
- The 'par' stock required is reduced
- Revenue is earned from guest laundry.

### **Dis-advantages of On-premises Laundry**

- Cost of equipment and its maintenance is fairly high
- Related expenses like printing of forms, employee taxes, water taxes, energy costs and insurance are high
- More staff who are technically qualified and adequate space is required
- Must be justified by an adequate amount of linen.

## **4.5 COORDINATION BETWEEN HOUSEKEEPING AND OTHER DEPARTMENTS**

The Housekeeping Department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. To be successful, a well planned work schedule should be prepared so as to ensure minimum disruption to the guests and work flow of other departments. The senior housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.

1. **Front Office:** Co-ordination with the Front Office is one of the crucial features of housekeeping operations. As soon as there are guest departures, the Front Office rings the Housekeeping Desk and reports the room numbers of vacated rooms so that Housekeeping can take them over to clean and prepare for sale. Once a room is clean, the Housekeeping Floor Supervisor rings the Front Office directly or through the Housekeeping Desk and hands over the room to front office for sale. Rooms received by Housekeeping for cleaning are called "departure rooms" while cleaned rooms handed over to the Front Office for sale are called "Clear rooms". The promptness with which the above



duty is performed enables the Front Office to have rooms ready to sell to a waiting customer. This is especially critical in hotels with high occupancies.

2. **Personnel:** Housekeeping co-ordinates with the Personnel Department for the recruitment of housekeeping staff, salary administration, indiscipline, grievance procedures, and identity cards for staff, induction, transfers, promotions and exit formalities.

3. **Purchase:** The Purchase Department procures out-of-stock items for Housekeeping such as guest supplies kept in rooms, stationery, linen of various types, detergents, etc.

4. **Engineering:** The Housekeeping Department and the Engineering Department literally control about 90% of the energy consumed in a hotel. The two departments can create a synergetic effect to increase operational efficiency and better control of energy consumption. A close co-ordination is necessary with Engineering which actually carries out the task of fixing out-of-order furniture and fixtures. As Housekeeping personnel are constantly spread throughout the hotel, checking on various things, they originate maintenance orders for the Engineering Department to attend to. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guest rooms or public bathrooms, air-conditioning not working, broken fixtures, etc. To be able to 'clear' a room for sale to the Front Office, it is necessary that all malfunctioning items in a guest room are attended to promptly by Engineering. Hence close co-ordination / co-operation is necessary. Housekeeping would also hand over rooms to Engineering for major repairs or renovation. The latest trend among both large and small hotels is to have one manager in charge of both engineering and housekeeping.

5. **Laundry:** This is a department that can enhance the quality of housekeeping services. The responsibility of laundry to housekeeping is two-fold:

- To wash and dry clean linen and staff uniforms to a very high standard of cleanliness.

- To supply clean uniforms and linen to Housekeeping on time. Housekeeping has to ensure that clean linen is

issued to guest rooms, restaurants, health clubs, etc. as this directly reflects the quality and image of the establishment. If these are not received on time from the laundry, rooms would not be ready or restaurants would not open, etc. The co-ordination becomes crucial in view of the large volume of linen and uniforms that is involved.



6. **Food and Beverage:** The restaurants and banquets constantly require clean table clothes, napkins, etc. Their staff, as well as those in the kitchen, require clean uniforms- the former because they are in guest contact and the latter due to strict standards of hygiene required in the kitchens by most governments.

7. **Security:** The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling, etc. Housekeeping has to be alert to these goings-on, and seek the security department's intervention, if necessary.

8. **Stores:** Larger hotels have a House-keeping Store that stocks housekeeping linen and supplies independently. Smaller hotels may stock them in the general store except for linen which should be issued to the housekeeping department. The co-ordination with the stores would ensure the availability of day-to-day requirements for housekeeping.

## CHECK YOUR PROGRESS

1. Draw the layout of the Housekeeping department and explain the facilities.
2. Write down the functions of Central Housekeeping and enlist the Records/Forms/Formats at Central Housekeeping.
3. Explain the procedure for requisitioning fresh linen.
4. Write down the advantages and disadvantages of On-premises Laundry
5. Differentiate between On- premises Laundry and Off- premises laundry.

### 4.6 LET US SUM UP

There is no ideal or universal model for the layout of a housekeeping department. The layout differs from hotel to hotel and depends upon its size and the limitations of physical space. Hotel space is valuable and only that much space is utilized which is necessary to ensure the smooth functioning of operations. There are few considerations to be made while planning the housekeeping facilities. Housekeeping design factors include space, temperature, freedom of movement, exchange, counters, storage, cost, noise etc.

There are various records that are kept in the department and need to be updated time to time for smooth and effective functioning of the operation.

In any hotel establishment, a lot of dirty linen accumulates in the various units and departments. It is essential to ensure a continuous supply of linen, which is well laundered, so that operations can be carried out smoothly and efficiently. Linen is an expensive item, so how it will be laundered requires serious consideration. People involved in handling linen should have some knowledge of the process. A commercial or off-premises laundry refers to laundering activities performed outside the establishment i.e. given on a contract basis to specialists in the field. In a rare circumstance, the laundry is contracted. The on-premises laundry has many advantages and disadvantages too. Depending upon the policy and size of the Hotel the management may decide whether laundry will be on-premise or off-premise.

### 4.7 LESSON END ACTIVITY

- Visit a small nearby hotel and find out the layout of the Housekeeping department. What difference do you find when compared with the large Hotel.
- Visit a nearby Hotel and list down the equipments used in the laundry of the Hotel.

#### **4.8 KEY WORDS**

##### **Lost and Found Section**

This adjoins the desk control room. It is a space away from thoroughfare which is secure, cool and dry with a cupboard to store misplaced guest belongings that may be claimed later.

##### **Central Housekeeping**

This is the nerve Centre of the dept. Housekeeping staff receives their instructions, assignments & keys Central Housekeeping the keys of the end of shift.

##### **On-Premises Laundry**

It refers to laundering activities carried on within the establishment by staff employed by the hotel

##### **Off-Premises Laundry**

It refers to laundering activities performed outside the establishment i.e. given on a contract basis

##### **Guest Supplies Control Register**

A register to keep control of guest supplies used in rooms.



## **UNIT-V      CLEANING AGENTS & EQUIPMENTS**

### **CONTENT**

5.1 Introduction

5.2 Types of Cleaning Agents

5.3 Use of Cleaning Agents.

5.4 Selection Storage and Distribution of Cleaning Agents.

5.4.1 Selection of Cleaning Equipments

5.4.2 Storage of Cleaning Equipments

5.4.3 Distribution and Control.

5.5 Cleaning Equipments.

5.6 Types of Cleaning Equipments.

5.6.1 Manual Cleaning Equipment

5.6.2 Mechanical Cleaning Equipment

5.7 Selection Storage and Distribution of Equipments

5.7.1 Selection of Equipments

5.7.2 Storage of Equipments

5.8 Let Us Sum Up

5.9 Lesson End Activity

5.10 Key Words

## **AIMS AND OBJECTIVES**

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following

- Cleaning agents and
- Cleaning equipments.

### **5.1 INTRODUCTION**

The importance and influence of the housekeeping department in developing repeat clientele cannot be overemphasized. Cleanliness, safety and security are three of the highest requirements of the travelling public. The various cleaning agents, cleaning equipments and cleaning procedures are discussed in this lesson. Cleaning Agents are substances, usually in liquid form, that are used to remove dirt, including dusts, stains, bad smells and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time. Cleanliness is a basic need that a hotel must fulfill and industrial cleaning agents are often the easiest, most efficient and economical option available.

### **5.2 TYPES OF CLEANING AGENTS**

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. Typical cleaning agents include aqueous and semi-aqueous cleaning agents, solvents, acids, alkalis and abrasives. The different types of cleaning agents used are discussed below:

- Solvents
- Detergents & Soaps
- Abrasives
- Liquid Cleaning Agents
- Washing Soda
- Soda-bars, Powders and Flakes
- Window Cleansers
- Acids and Alkali
- Absorbents
- Paraffin Oil
- Polishes
- Disinfectants, Antiseptics & Deodorants

## **Solvents**

A solvent is a liquid that dissolves a solid or liquid solute, resulting in a solution. The most common solvent used in everyday life is water. It is the simplest cleaning agent and some forms of dirt will be dissolved by it, but normally unless it is used in conjunction with some other agent like detergent, water is not an effective cleaning agent.

Precaution must be taken to change the water frequently when it gets dirty because it could leave a film of dirt instead of removing it. Warm water dissolves soap more readily than cold water; hence it must be used to remove dirty soap lather. Caution must be taken that the water is 'soft' as most detergents are ineffective with hard water. Moreover, hard water does not wet the surface adequately which is a precondition for good cleaning action.

## **Detergents & Soaps**

Detergent is a compound, or a mixture of compounds, intended to assist cleaning. The term is sometimes used to differentiate between soap and other chemical surfactants used for cleaning purposes. Detergents and soaps are used for cleaning because pure water can't remove oily, organic soiling. Soap cleans by acting as an emulsifier. Basically, soap allows oil and water to mix so that oily grime can be removed during rinsing. Detergents are primarily surfactants (Example Tween 20), which are produced from petrochemicals. Surfactants lower the surface tension of water, essentially making it 'wetter' so that it is less likely to stick to itself and more likely to interact with oil and grease. Detergents are similar to soap, but they are less likely to form films (soap scum) and are not as affected by the presence of minerals in water (hard water). There are several factors that dictate what compositions of detergents should be used, including the material to be cleaned, the apparatus to be used, and tolerance for and type of dirt.



## Abrasives

Abrasive cleaners generally use some kind of grit to boost their cleaning ability, along with detergents, acids, alkalis and other compounds. Some are in powder form while others are suspensions of abrasive in liquid. The quartz or silica that constitutes the grit will easily scratch and / or damage softer surfaces such as laminate, fiberglass, stainless steel, etc. Even on very hard surfaces such as porcelain, use caution. Over time, abrasives will dull and scratch the surface. Abrasives can be classified as:

- Fine abrasive: includes whiting (filtered chalk), jewels rouge (a pink oxide of iron).
- Medium abrasive: includes scouring powders and paste. Scouring powders are made up of fine minerals generally lime stone or calcite mixed with soap or detergent and alkali to remove grease and little bleach.
- Hard abrasive: includes sand paper, steel wool etc. Other examples are glass, sand and emery papers, steel wool, nylon web, powdered pumice and fine ash. These are used as finely ground powder, example are scouring powders like Vim or liquid or cream form.

Abrasive cleaners will often work where others fail. Liquid abrasive cleaners are generally more expensive but are more convenient to use.

## Liquid Cleaning Agents

Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth.

- ☞ Ammonia is alkali which softens water and emulsifies grease.
- ☞ Methylated sprits are effective against grease stains.
- ☞ Paraffin is also grease solvent.
- ☞ Turpentine is a grease and paint solvent.
- ☞ Vinegar is a mild acid (acetic acid) unaffected by hard water and useful in removing light stains in baths.

- ☞ Hydrochloric acid is useful in removing stubborn stains in bathrooms but care must be taken in its use as it is damaging to the skin and destroys fabrics and light bathroom fittings.
- ☞ Carbon tetrachloride is also excellent grease solvent. Care must be exercised there, too, as the fumes are corrosive and harmful.

### **Washing Soda**

This agent is quite outdated due to the advent of domestic detergents like vim, etc. However, it is particularly useful for emulsifying grease on drain pipes, gutters or stone surfaces. In strong concentration, it could be an irritant and injurious to skin, fabrics brushes, wood and paint. Washing soda is useful as a water softener and it is a chlorinated compound.

### **Soda-bars, Powders and Flakes**

Nowadays soaps have been replaced by excellent synthetic soap less detergents which are unaffected by hard water. In this case rinsing is not important as these products suspend dirt and grit most effectively without leaving a smear. However, some housekeepers may not have access to these detergents and may have to rely on soaps.

Powders and flakes are useful in getting instant lather but are expensive. When used, care should be taken that they are thoroughly dissolved. Being expensive, one should know exactly how much powder or flake is dissolved to get an optimum concentration for best results and also how long the resultant solution is effective. Good bar soaps are still most economical but much more strenuous to use than modern methods. They should be stored on open shelves in a dry store.

### **Window Cleansers**

Window cleansers consist of water miscible solvent to which a small quantity of surfactant and possibly an alkali are added to improve the polish effect of the cleanser. Some also contain fine abrasive. The cleanser is applied with a cleaning rag and rubbed off with a clean soft cloth. Cleansers can also be applied by spraying and the surface wiped clean.

## **Acids and Alkali**

The cleaning action is carried out by chemicals such as:

- ☞ **Acid:** Acids are used for the removal of metal stains. Vinegar and lemon are used for the removal of tarnish of copper and brass and of mild water stains on bath tubs, etc. More resistant water stains may be removed with stronger acids such as oxalic acid or hydrochloric acid. This should be only used under strict and experienced supervision so that too much is not used and is carefully applied.
- ☞ **Alkali:** Caustic soda, sodium hydroxide and ammonia are alkalis and are used as grease emulsifiers and stain removal agents. Strong alkaline cleaning agents based on caustic soda in flakes or in liquid form are available for the cleaning, of blocked drains, and other large industrial equipments. Extreme care is to be taken in their use as they are very strong and are highly corrosive.

## **Absorbents**

These perform the cleaning action by absorbing the stain or grease e.g. starch, French chalk powders, and besan or gram flour. Their constituents vary and many are of vegetable origin. Unlike abrasives, they are not manufactured.

## **Paraffin Oil**

Paraffin is wax like or liquid hydrocarbon mixture used as solvent. It is also efficient for the cleaning of baths but owing to its smell it is seldom used. Organic solvents such as methylated spirit, white spirit (turpentine substitute) and carbon tetrachloride are grease solvents and are used for the removal of grease and wax from different surfaces. Aerosol dry cleansers are suitable for use on wallpapers.

## **Polishes**

They do not necessarily clean but produce a shine by providing a smooth surface from which light is reflected evenly. They do this by smoothing out any unevenness on the surface of the articles. Polishes fall into three broad categories - spirit based, oil based and water based. Spirit based is used primarily for mirrors, window panes, etc. Oil based is used on wood, linoleum and synthetic floorings, leather, tiles, etc. Water based is used on sealed floors, rubber and thermoplastic floors. Polishes may



be used only after dirt and dust has been removed from surfaces. It should be used in small quantities. Ensure that the correct type of polish is used with the correct method of polishing. Polishes come in three forms liquid, paste & cream.

### **Disinfectants, Antiseptics & Deodorants**

Disinfectants, antiseptics and deodorants are not strictly cleaning agents but are often used during cleaning operations. Disinfectants kill bacteria, antiseptics prevent bacterial growth and deodorants mask unpleasant smell by combining chemically with the particles producing the offensive smell.

### **5.3 USE OF CLEANING AGENTS**

For the use of various cleaning agent the points to be kept in mind told at the time of training should be remembered. Cleaning of surface should be done with a milder cleaning agent to start with & if not effective proceed to the stronger ones. Two different types of cleaning agent should not be mixed, as it might give rise to poisonous gases on reaction.

### **5.4 Selection Storage and Distribution of Cleaning Agents.**

#### **5.4.1 SELECTION OF CLEANING AGENTS:**

Cleaning agents are the chemicals which are used for accomplishing various cleaning jobs. To select a cleaning agent, various points are to be considered which are as follows:

- 1. COST:** - The cost of a cleaning agent is to be compared and all similar products produced by different manufacturers & the cost of different cleaning agents must be compared with the amount of Job or the task that can be done using the agent. The critical factor will be the amount & the type of ingredients, which will determine the amount of cleaning which, can be carried out.
- 2. TYPE OF SOIL:** - General soiling, chemical deposit, light or impacted soil with generally requiring different type of cleaning agents & hence be determined factor for purchase of a Cleaning agent

**3. TYPE OF SURFACE:** - No matter how effective a Cleaning agent is, it must not damage the surface being cleaned this point should be particularly considered when a cleaning agent is to be used on routine basis.

**4. METHOD OF CLEANING:-**The Cleaning agent selected must allow the least labour extensive method, but not at expense of ineffective cleaning or damage to the surface.

**5. HEALTH & SAFETY:-**

The least harmful agent should be used as against potentially harmful chemical, though care must be given to providing of protective clothing & training.

**6. TESTING:**

Before purchasing the product it should be tested on the work situation & if found harmless then it can be purchased.

**7. SPECIFICATIONS**

Before placing an order with manufacturers or delivering company, a list of specification has to be given to the dealer, like that of cleaning agent, its indent, its use chemical & physical properties of the agent. This information should be given to supplier in writing.

Cleaning is the removal of soil from any interior or exterior surface of a building. The soil can be removed by physical or chemical means involving the use of cleaning agent & cleaning equipments.

Cleaning agent is any chemical including water that will bring about or assist either physically or chemically in removal of soil from the surface. However, disinfectants are not cleaning agent & must never be used as such.

Cleaning agents are the ones which can be used individually but give best results when the cleaning equipment is also used. The cleaning equipment dislodge & remove soil from a surface and bring Cleaning agent in contact with the surface.

#### **5.4.2 STORAGE OF CLEANING AGENTS:**

The various points that are to be considered while storing the various cleaning agents areas as follows:

- (1) The agent should be stored on proper shelves, which have the name of the agent helping in segregating the different cleaning agents among themselves.
- (2) While storing the cleaning agent, their labels should be properly read to see for their storage conditions, whether at room temp. or cooler area is required for it.
- (3) In cases where the agent is not being stored in their original container, but instead a different container is used in that case the container should not be having a label or previous name written on it which will be creating a confusion during its distribution.
- (4) Cleaning agents like that of solvents should be placed separately in airtight containers as otherwise, it might cause breathing problems to the storekeeper or the attendants.
- (5) Powdered cleaning agent should be separated from liquid ones as sometime the fumes of the liquid agents can get mixed up with powdered cleaning agents.

#### **5.4.3 DISTRIBUTION & CONTROL**

- (1) While ordering different types of cleaning agent, it should be done in such a way that there is not much of the difficulty in its distribution & storing.
- (2) Agents should be ordered in units, which can be easily counted and stored.

Usually in the hotels, all those agents which have a high percentage of usage are procured in bulk, which are to be later distributed to the various staff members in smaller containers.



## **5.5 CLEANING EQUIPMENTS**

To keep the hotel clean and hygienic, various equipments and supplies are used. No work can be done without proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry, appropriate design and required size, rugged construction and finish, ease and availability of maintenance, low initial and operating costs, on-the-job tested performance, safety, and overall efficiency. Supplies should also be studied, and basic procedures developed to use these supplies most effectively in maintaining desired standards of cleanliness. Housekeeping property is broadly classified as either equipment or supplies. Items classified as supplies are consumables, and equipment is reusable. Thus, floor machines, brooms, mops, vacuum machines, etc., are categorized as equipment, whereas cleaning agents are supplies.

## **5.6 TYPES OF CLEANING EQUIPMENTS**

- (i) Manual cleaning equipments and
- (ii) Mechanical cleaning equipments.

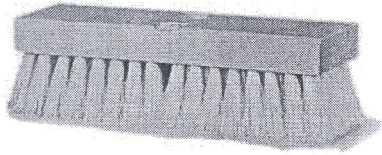
### **5.6.1 MANUAL CLEANING EQUIPMENTS**

#### **Brushes**

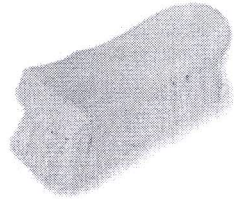
The brushes are devices with bristles, wire or other filaments, used for cleaning. Brushes used for cleaning come in various sizes, such as very small brushes for cleaning a fine instrument, toothbrushes, the household version that usually comes with a dustpan, or the broomstick. Hallbrooms are even larger and are used for cleaning large areas. Cleaning brushes also include brushes for cleaning the toilet, washing glass, finishing tiles, and sanding doors.

There are mainly three types of brushes:

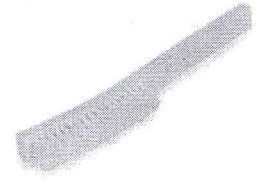
- Hard brush: have bristles that are stiff and well-spaced. These are most suitable for removal of litter. Example: upholstery brush, carpet brush etc.
- Soft brush: have bristles that are flexible and set close together. They can be used to remove loose soil and litter. Example: tooth brush, feather brush, shoe brush, coat brush etc.
- Scrubbing brush: can be used to remove heavy soiling from small areas or by the use of mechanical scrubbing machines, if possible. Example: deck scrubber, club shaped / hockey stick shaped toilet brush, etc.



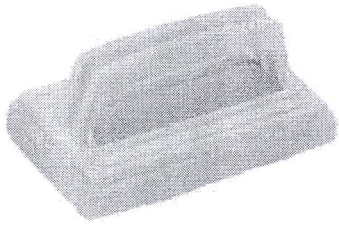
Carpet brush



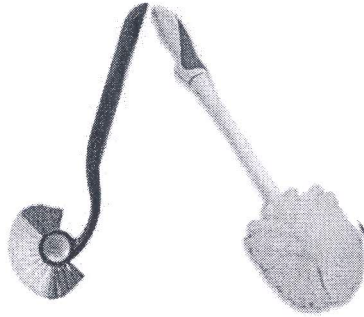
Upholstery brush



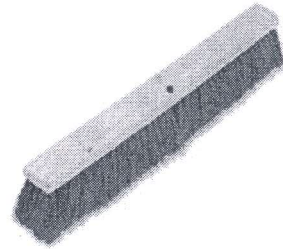
Platers brush  
(Used for curtain and fabric)



Scrubber brush



Toilet brush

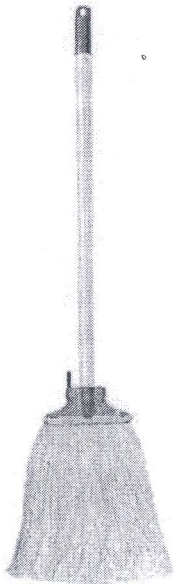


Floor brush

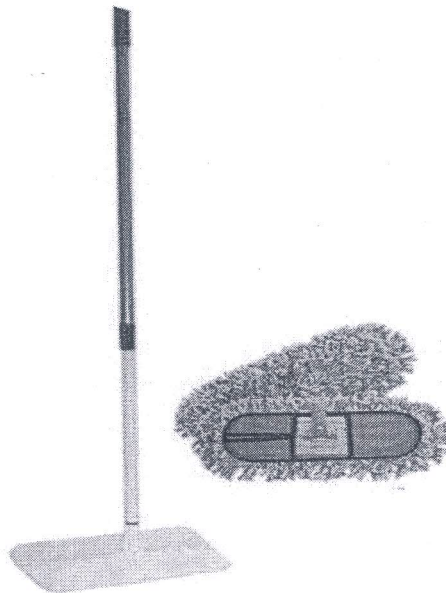
Figure: Brushes

## Mops

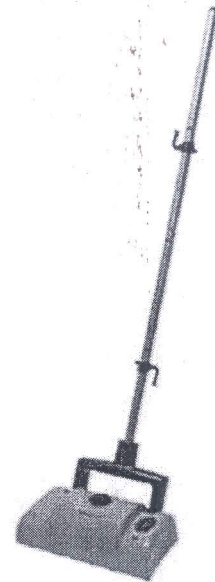
A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions.



Wet Mop



Dry Mop



Hot Mop

Figure: Mops



## Broom

A broom is a cleaning tool consisting of stiff fibres attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster.



Figure: Broom

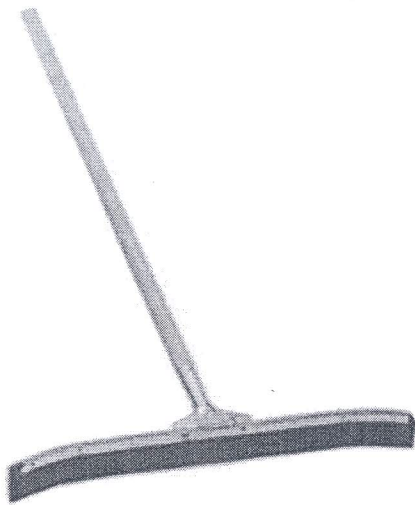
## Melamine Foam

Melamine foam is a foam-like material consisting of a formaldehyde-melamine-sodium bisulfate copolymer. The foam, because of its microporous properties, may remove otherwise "uncleanable" external markings from relatively smooth surfaces. For example, it can remove crayon, magic marker, and grease from painted walls, wood finishings, and grime from hub caps.

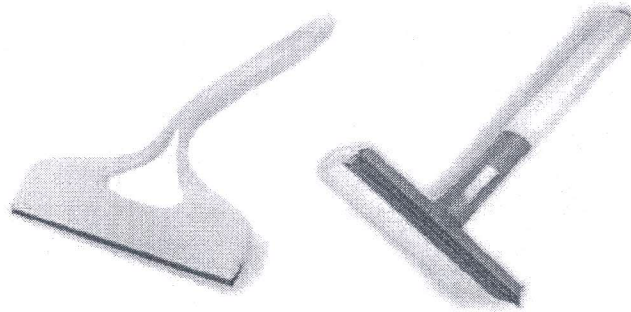
## Squeegees

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.





Floor Squeegee



Window Squeegee

Figure: Squeegee

### Cloths

1. Floor cloths It is a yarn fabric usually made from loosely spun yarn. They are used for removal of spillages from the floor
2. Wipes and swabs These are cloths used for wet cleaning of surfaces above floor level.
3. Scrim It is a loosely woven linen cloth which is absorbent and does not leave stains. They are suitable for cleaning glazed area.
4. Rags / disposable cloths These old discarded linen are obtained from the linen room and used for the purpose of general cleaning. They are discarded when heavily soiled.
5. Dust sheets These are thin cotton sheets used to cover furniture especially during special/ spring cleaning. They are also old discarded linen obtained from linen room.
6. Drugget It is a sort of cheap stuff, very thin and narrow, usually made of wool, or half wool and half silk or linen; it may have been corded or plain. They are used for rugs, tablecloths, carpet square to protect the floor during bad weather and during redecoration.
7. Hearth and bucket cloths These are thick fabric cloths placed under the buckets to prevent marking of the floor/ surface.
8. Chamois leather It is a skin of chamois goat. They are used for cleaning windows and mirrors.

### Carpet Sweeper

Carpet sweeper is a mechanical device for the cleaning of carpets in place. They were popular before the introduction of vacuum cleaners and have been largely superseded by them. However, some restaurants continue to use them (as they are lightweight and very quiet, enabling the wait staff to quickly clean crumbs up from the floor without disturbing other diners. A carpet sweeper typically consists of a small

box. The base of the box has rollers and brushes, connected by a belt or gears. There is also a container for dirt. The arrangement is such that when pushed along a floor the rollers turn and force the brushes to rotate. The brushes sweep dirt and dust from the floor and deposit the particles into the container.



Figure: Carpet Sweeper

Carpet sweepers would frequently have a height adjustment that enabled them to work on different lengths of carpet, or carpetless floors. The sweeper would usually have a long handle so that it could be pushed without bending over.

### **Spray Bottle**

A Spray Bottle is a bottle that can squirt, spray or mist fluids. A common use for spray bottles is dispensing cleaners and chemical formulation through a fine nozzle for cleaning.



Figure: Spray Bottle

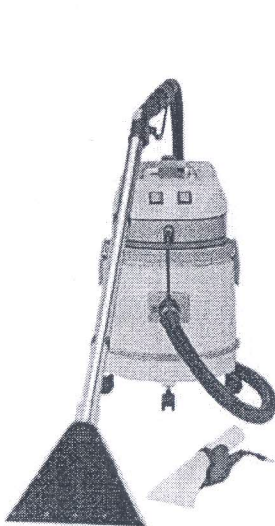


## 5.6.2 MECHANICAL CLEANING EQUIPMENTS

### 1 Vacuum Cleaners

A vacuum cleaner uses an air pump to create a partial vacuum to suck up dust and dirt, usually from floors. Most hotels with carpeted floors possess a vacuum cleaner for cleaning. The dirt is collected by a filtering system or a cyclone for later disposal. Vacuum cleaners come in variety of models owing to their usage:

1. Upright vacuum cleaners take the form of a cleaning head, onto which a handle and bag are attached. Upright designs usually employ a rotating brush-roll, which removes dirt through a combination of sweeping and vibration. There are two types of upright vacuums; dirty-fan / direct air, or clean-fan / indirect air.
2. Canister (or cylinder) designs have the motor and bag in a separate canister unit (usually mounted on wheels) connected to the vacuum head by a flexible hose. Although upright units have been shown to be more effective (mainly because of the beaters), the lighter, more maneuverable heads of canister models are popular. Some upmarket canister models have "power heads", which contain the same sort of mechanical beaters as in upright units, such beaters are driven by a separate electric motor.
3. Wet vacs or wet / dry vacuums - a specialized form of the canister vacuum - can be used to clean up wet or liquid spills. They commonly can accommodate both wet and dry soilage. Some are also equipped with a switch or exhaust port for reversing the airflow, useful function for everything from clearing a clogged hose to blowing dust into a corner for easy collection.
4. Back-pack vacs are commonly used for commercial cleaning. They allow the user to move rapidly about a large area. They are essentially canister vacuum cleaners, except that straps are used to carry the canister unit on the user's back.



Vacuum cleaners



Back-pack Vacuum cleaners



Robotic Vacuum Cleaner



5. Built-in or central vacuum cleaners move the suction motor and bag to a central location in the building and provide vacuum inlets at strategic places throughout the building: only the hose and pickup head need be carried from room to room. Plastic piping connects the vacuum outlets to the central unit. The vacuum head may either be unpowered or have beaters operated by an electric motor or air-driven motor. The dirt bag in a central vacuum system is usually so large that emptying or changing needs to be done less often. Since this central unit is usually located outside the living area, no dust is recirculated back into the room being cleaned. In addition, because of the remote location of the motor unit, there is less noise in the room being cleaned than with a standard vacuum cleaner.

6. Robotic vacuum cleaners move autonomously, usually in a mostly chaotic pattern ('random bounce'). Some come back to a docking station to charge their batteries, and a few are able to empty their dust containers into the dock as well.

7. Small hand-held vacuum cleaners, either battery-operated or mains powered, are also popular for cleaning up smaller spills.

8. Drum vacuums are used in industrial applications. With such a configuration, a vacuum "head" sits atop of an industrial drum, using it as the waste or recovery container. Electric and Compressed Air powered models are common.

Most vacuum cleaners are supplied with various specialized attachments, tools, brushes and extension wands to allow them to reach otherwise inaccessible places or to be used for cleaning a variety of surfaces.

## **2 Scrubbing / Polishing Machines**

Scrubbing/ Polishing Machines consist of one large or several small brushes which revolve and scrub the floor while water and detergent are released from a tank attached to a machine. With suitable brushes this versatile machine can be used for shampooing carpets, polishing, spray buffing, spray cleaning or polishing floors.

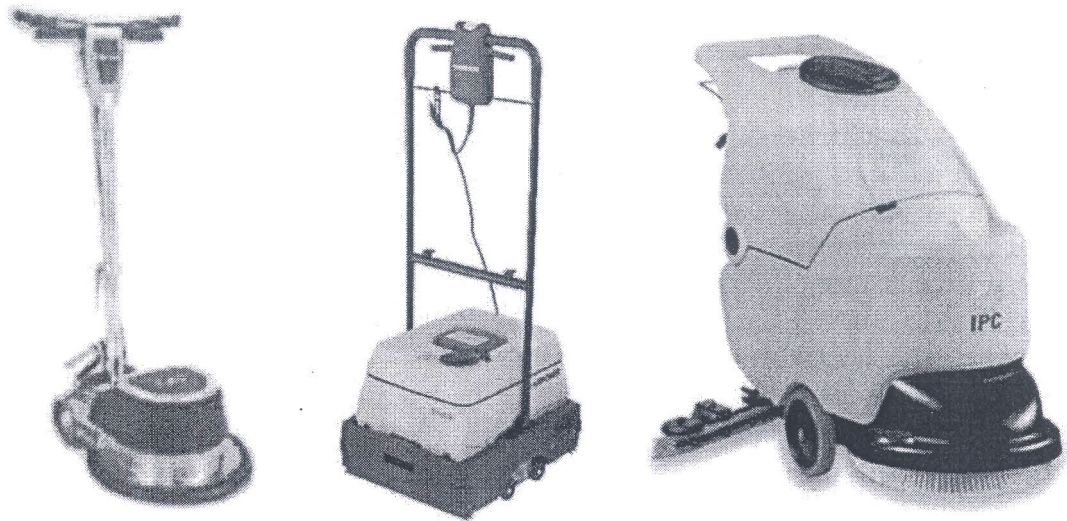


Figure: Polishing Machine

### 3 Hot Water Extractions

Hot water extraction also known "steam cleaning" is the method of deep rinse cleaning of the entire carpet. But actual live steam (vapour created at boiling point of water) is not employed in the cleaning process. Hot water extraction is a deep cleaning process that removes embedded soils that have been carried or blown over the carpet.

## 5.7 SELECTION STORAGE AND DISTRIBUTION OF EQUIPMENTS

As equipments are expensive, their selection is of utmost importance. The correct choice and quality of equipment could save costs due to break-downs, reduce fatigue and thereby demands on labor as also ensure efficiency in overall operations. Utmost care and attention is required while purchasing and storing the equipments and these equipments involves a huge capital investment so distribution should be highly under proper control.

### 5.7.1 SELECTION OF EQUIPMENTS

1. Quality of equipments by usage history in other organizations.
2. Reliability of supplier to meet time deadlines.
3. Transportation on time to replenish stocks/ replacements.
4. Equipments should be light, well balanced and easy to manipulate.
5. Availability of future stocks.
6. Sturdiness in terms of usage.
7. Cost factors.

## 5.7.2 STORAGE OF EQUIPMENTS

1. The store should be dry and well ventilated as dampness causes rust of metal parts or mildew leading to deterioration of equipments.
2. The store should provide enough space for easy access to shelves and to facilitate proper cleaning.
3. There should be adequate racks and cupboards properly labeled for easy identification.
4. Stock records should be maintained showing:
  - Date of purchase
  - Kind of stock and quantity
  - Name of supplier
  - Cost per unit
  - Date of issue into service
  - Remarks on suitability and durability
5. Certain rules must be maintained for the issue of stocks:
  - A definite time should be specified for issue
  - Issue should be done strictly against worn out equipment.
  - Equipment should be clearly marked as to the floor or public area.
6. Storage rooms should be subject to regular inspection.
7. Expensive equipments like vacuum cleaners should be covered with polythene sheets and kept air-tight.



## CHECK YOUR PROGRESS

- List down some important cleaning agents, what are the others.
- What are the two types of cleaning equipments? What are manual and mechanical equipments?
- Write a short account on various types of brushes in use for cleaning.
- What are the selection and storage criteria for cleaning agents and cleaning equipments.

## **5.8 LET US SUM UP**

Cleaning Agents are substances, usually in liquid form, that are used to remove dirt, including dust, stains, bad smells and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria and clean at the same time.

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. The different types of cleaning agents are: solvent, detergents and soaps, abrasive (fine abrasive, medium abrasive and hard abrasive), liquid cleaning agents, washing soda, soda-bars, powders and flakes, window cleansers, acids and alkali, absorbents, paraffin oil, polishes, disinfectants, antiseptics and deodorants. To keep the hotel clean and hygienic various equipments are used.

There are mainly two types of cleaning equipments, viz. manual cleaning equipments and mechanical cleaning equipments. Manual cleaning equipments include brushes, (hard brush, soft brush, and scrubbing brush), mops (dry mop, dust mop, wet mop, moist mop, yarn mop, mop for pre-moistening, pre-moistening mop, hot mop), broom, melamine foam, squeegees, cloths (floor cloths, wipes and swabs, chamois leather, scrim, rags / disposable cloths, dust sheets, drugget, hearth and bucket cloths), carpet sweeper, spray bottle, etc. Mechanical cleaning equipments include vacuum cleaners, scrubbing / polishing machines, hot water extraction, etc.

The correct choice and quality of equipment could save costs, reduce fatigue and ensure efficiency in overall operations. Proper storage of equipments help increasing the life of the equipments.

## **5.9 LESSON END ACTIVITY**

1. Visit a departmental store nearby and study the various items of cleaning equipments available and their use.
2. Visit the nearby hotels and study their array of cleaning equipment available and how they are used.

## 5.10 KEY WORDS

**Solvent** Liquid that dissolves a solute resulting in a solution

**Abrasive** Grit material from materials such as quartz or sand or pumice. Abrasives may be fine, medium or hard.

**Absorbents** Materials that absorb stain or grease. E.g. starch, French chalk powder, gram flour, etc.

**Melamine** Foam like materials made of formaldehyde - melamine and sodium bisulphate co-polymer, used as a cleaning agents.

**Squeezes** Cleaning tool made of flat, smooth and thick rubber blade.



# UNIT- VI CLEANING OF GUEST ROOM AND VARIOUS SURFACES

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#### 6.2.2 General Procedure for Weekly Cleaning

#### 6.2.3 General Procedure for Spring Cleaning

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#### 6.8.4 Stainless Steel

#### 6.8.5 Silver

#### 6.8.6 Bronze

### 6.9 Let Us Sum Up

### 6.10 Lesson End Activity

### 6.11 Key Words

## **AIMS AND OBJECTIVES**

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following:

- Cleaning an occupied, checked out and vacant room
- Spring cleaning
- Chamber Maid's trolley.

### **6.1 INTRODUCTION**

A hotel should create a "Home away from Home" atmosphere. This can only be achieved by maintaining the cleanliness and hygiene of the guest room. Rooms must be cleaned and serviced each day. All rooms should present a fresh, pleasing appearance and provide comfortable conditions for those using them. Daily maintenance removes dirt, accumulation of which is dangerous for health as it forms breeding ground for germs. Day to day care encourages high standard of work. It allows the time allocated for special cleaning to be spent out to full advantage to keep the room's spic and span.

A guest room has to be cleaned in various circumstances such as cleaning an occupied room, cleaning a checked out room, and cleaning a vacant room. The housekeeping staffs should have skill, politeness and patience to handle all such cleaning situations.

#### **6.1.1 Guest Supplies**

- Expendables used in Housekeeping
- DND Card
- Fire Exit Card/ house rule card
- Hanger
- Laundry sheet or list
- Shoe shiner
- Laundry bag
- Bathrobe
- Slippers
- Sterilized Glass Cover
- Glass Tumbler
- Bottle opener.
- Tray with 2 Cups, spoon, sugar sachet – tea maker Minibar inside the fridge (optional).

### **Stationary Supplies:-**

- Stationary folder
- Letter head
- Personalized stationary
- Envelop
- Guest Comment Form
- Picture Post Card
- Relevant Brochure
- Scribbling pad (optional)
- Pen (optional)
- Ashtray
- Matchbox
- Coaster
- Candle
- Candle Stand
- Room Service menu card
- Shaving Kit
- Breakfast Hanger.

### **Bed Side Table**

- Directory of in house service.
- Scribbling pad
- Pen
- Ashtray (optional)

### **Dining Table**

- Ashtray
- Candle
- Candle Stand
- Match box

### **Bath Room**

- Two soaps (regular soaps)



- Bath tub soaps- 35gm.
- Washbasin soaps- 20gms.
- Shower caps
- Shampoo 10 – 15 ml
- Moisturizer
- Tooth paste with toothbrush
- Mouth wash
- Shaving kit
- Disposable bag
- Tissue Box
- Toilet roll
- WC band
- Bathroom tumbler with cover ashtray (optional)
- Wet cloth bag

## **6.2 Schedule of Cleaning**

Every day, a general cleaning of the open surfaces like floors, furniture and other such surfaces is required. Once in a while some more time is given to cleaning and you probably move heavy furniture and clean beneath it or beneath the carpets. Maybe once in six months or a year you empty the room completely and give it a complete wash, polish the floors, whitewash the walls, ceiling etc.

Thus we can basically divide cleaning into three types of schedules:

- a) Daily clean
- b) A weekly clean
- c) A spring clean

A daily cleaning would be a general cleaning done every day; a weekly cleaning would be a more thorough cleaning done periodically, depending on the frequency of use. In a guest house, hotel, or a hospital, it may be done once a week or even earlier. Spring cleaning is usually done once a year or when particularly needed.

### **6.2.1 General Procedure for daily cleaning**

1. Once you enter the room, open all windows in order to let the fresh air come in.
2. Remove all unwanted articles like tea cups etc., and empty ash trays and dust bins.
3. Sweep the floor.
4. Dust all surfaces including furniture and fixtures.
5. Brush or vacuum clean the carpet.
6. Mop the whole area.
7. Replace linen wherever required, like in a bedroom, make the bed, in a restaurant cover the tables, in bathrooms, check for towels, soaps etc.
8. In the end, adjust windows, do a general survey to see that everything is in order.
9. Order and to your satisfaction.

### **6.2.2 General Procedure for Weekly Cleaning**

1. Start in the same way as in a daily clean – that is, first open all the windows for fresh air.
2. Remove all unwanted articles like trays, teacups, bottles etc. Empty the ash tray and dust bins.
3. Remove all dirty linen.
4. Remove stains from walls, doors, windows and furniture.
5. Check and clean thoroughly, all the drawers, furniture, fittings, all hangings or pictures, lights, etc.
6. Wipe, dust or polish table lamps, accessories, telephone, if needed.
7. Vacuum clean the carpets and other upholstery. If vacuum cleaner is not available, use a brush.
8. Sweep, dust and mop the surfaces.
9. Replace linen with clean linen
10. Survey the room for any discrepancy and adjust windows as desired.

### **6.2.3 General Procedure for Spring Cleaning**

Spring cleaning removes the dust and dirt that accumulates from everyday wear and tear and attends to cleaning needs identified during a guestroom inspection. It includes activities such as turning mattresses, wiping down walls and baseboards and washing windows and casements. Spring cleaning is done after long intervals, the frequency being as less as once a year. Thus, it may also be called annual cleaning. It is the most thorough cleaning of a room.

1. Ventilate the room.
2. Take off all linen, including curtains and remove them from the room.
3. Remove all the movable articles including lamp shades, pictures, wall hangings etc., wipe and clean everything.

4. If necessary, remove all furniture and furnishings from the room. At least remove soft furnishings like carpets. Clean the cobwebs.
5. Sweep the floors.
6. If any maintenance work is required, this is the right time to do it.
7. Polish the furniture, decorative articles and floors.
8. Clean carpets thoroughly in the sun or send for dry cleaning. Re-lay it.
9. Replace everything at the predetermined place, including all furniture and fixtures.
10. If desired, rearrange the heavy furniture to give a new look.
11. Dust and mop.
12. Adjust windows, survey the room to satisfaction.

### **6.3 Procedure for Cleaning a Guest Room**

- 1) Switch off the room air-conditioner or heating. Draw all curtains and open the windows for airing the room.
- 2) Remove soiled linen from beds and bath. Shake out the linen to ensure that no guest articles are lost in the folds of the linen. Put the soiled linen in the linen hamper/laundry bag provided on the chamber maid's trolley.
- 3) Check for maintenance requirements and report the same to the control desk and enter in the room check list.
- 4) Contact room service to remove used "trays and glasses".
- 5) Turn the mattress side-to-side on succeeding days followed by end-to-end turning. Smooth out the mattress and air it.
- 6) If vacuum cleaning is not available, brush the carpet first to enable the dust to settle while doing the next task.
- 7) Empty all ashtrays and waste paper baskets.
- 8) Pick up guest clothes and hang in the closet or place in the wardrobe.
- 9) Clean the bathroom and replenish all the required supplies.
- 10) Collect all loose articles and magazines and other guest papers and stack them neatly on the writing table.
- 11) Clean all surfaces in single circular motions with a dry cloth. Use a hand dust pan to collect any unwanted matter on the surfaces without lifting dust in the air. Ensure that all surfaces are spotlessly clean. Pay special attention to nooks and corners especially those points that may not obviously be visible to the guest eye.



- 12) Use a stiff upholstery brush or vacuum cleaner on upholstered furniture arms, back and seats.
- 13) Replace, if necessary, stationery as prescribed by the management. The number of items must exactly be as per standard.
- 14) Dust and replace each item on the dresser, bureaus and desks. Special attention must be given to the display of publicity material as prescribed by the management.
- 15) Clean lamp shades with a clean dry duster. Lift lamps and clean under the base. Replace lamp if damaged and adjust the shade.
- 16) Disinfect the telephone in the room and the bathroom with Dettol. Wipe balance of the telephone with a damp cloth. Then check phone for the dial tone.
- 17) Clean mirrors with a dry cloth first and then with a damp newspaper to make it sparkling.
- 18) Dust closet, shelves, hangers and rods. Brush the closet floor. Supply new laundry bags and replace the missing hangers. Replace drawers / shelves with paper liners, if required.
- 19) Dust both the sides of the room doors, head board, window sills, inside and outside of the window rails, top of the radiators and air-conditioning units.
- 20) Close the windows.
- 21) If vacuum cleaner is available then vacuuming of carpet should be done at this stage, instead of brushing the carpet as mentioned earlier.
- 22) Arrange furniture properly, if necessary.

### **6.3.1 Second Service**

Second service is normally carried out in an occupied room at any time in a day if the guest requests to clean the room again. Only light cleaning is done in such cases. Sometimes, guest has a meeting or a get together functions etc. in the room and he wants his room to be cleaned after the so-called function is over. The second service method is as follows:

- 1) Remove empty bottles and other room service equipment from the room.
- 2) Pick rubbish from the floor.
- 3) Arrange the furniture as required.
- 4) Dust the room where ever necessary.
- 5) Check the bathroom floor, make it dry, if needed. Flush the toilet bowl and dry the area around the sink.
- 6) Use air freshener, if required.
- 7) Replace toilet soap, paper & linen, if necessary.

- 8) Replenish room stationary, if necessary.
- 9) Replace water tumblers and refill the water flask with fresh water, if necessary.

### **6.3.2 Evening / Turn Down Service**

In hotels, normally the bulk of room cleaning should have been done in the morning shift. The exception would be rooms 'with the 'do not disturb' sign. Some rooms are occupied by late night /early morning arrivals by international flights. All rooms therefore require an evening service which mostly, involves preparing the room for the guest to sleep comfortable for the night and it should be done prior to the guest retiring for the night. In this service, the bed is made for night, the room is cleared or soiled and bath linen is replaced.

Night service is carried out in the following way:

- 1) Knock at the door and enter the room as per the procedure mentioned earlier.
- 2) Switch on the lights and ensure that all the light fixtures are working.
- 3) Draw the heavy curtains.
- 4) Hang guest clothes if lying around.
- 5) Take off the bedcover, fold neatly and store in the wardrobe, either in the topmost shelf for in the lowermost shelf
- 6) Fold one corner of the blanket to enable the guest to slide in to the bed.
- 7) Place the breakfast knob order card along with a chocolate / cookies / sweet as prescribed by the management on the pillow.
- 8) Remove soiled glasses and bottles if any. Replenish fresh glasses and fill in the water flask with drinking water.
- 9) Empty and clean ashtrays and waste paper baskets.
- 10) Replace soiled linen - bed and bath if required.
- 11) Replenish missing toiletries and other supplies.
- 12) Set climate control as directed.
- 13) Turn out all the lights except the night lamp/ passage light as prescribed by the management.
- 14) Before leaving the room, give a final glance then lock the door properly, and proceed to the next room.

#### **6.4 Procedure for Cleaning Bathroom**

- 1) Cleaning activity starts from the ceiling downwards to the floor. Floors are cleaned from the wall farthest to the door to the exit.
- 2) Open all windows and exhaust vents.
- 3) Shake out all soiled bathroom linen, e.g. towels, bathmat, etc and deposit in the linen hamper / laundry bag provided on the chamber maid's trolley.
- 4) Collect the trash from all the ashtrays, sanitary bins, and waste paper basket and deposit it into the garbage bag provided on the chamber maid's trolley.
- 5) Clean the ceiling and air-conditioning vents for cobwebs
- 6) Wipe off light bulbs and shades with a dry cloth.
- 7) Wash the bathtub and surrounding tiles and wipe dry. Wipe the shower curtain from both sides with a wet sponge and ensure that all are free from any watermarks.
- 8) Clean the mirror, (with a dry cloth then wipe using a wet folded newspaper and then again with a dry cloth).
- 9) Scrub dry the areas surrounding the wash basin and the counter.
- 10) Scrub the toilet bowl and bidet using the special brush /Johnny mop. Ensure that it is dry and spotless inside. Clean the seat, lid and the outside of the toilet bowl and put a disinfectant solution inside.

#### **6.5 Points to be considered while Cleaning**

- 1) The room attendant must follow the method of work that will cause least disturbance to the guest occupying that room.
- 2) Must plan his work so that systematic method is followed.
- 3) Should work at a good speed.
- 4) Should work efficiently and clean more areas at a time.

#### **6.6 Chamber Maid's Trolley**

A housekeeping room attendant can service the guest room with convenience, ease and speed by using the chamber maid's trolley. The guest room necessities can be stored in the trolley, preventing the room attendant running constantly back and forth. If the trolley is kept in an orderly manner at all times. It helps in fast ordered method of work.



1. There are separate receptacles for dirty linen and garbage and this enables absolute separation of dirty from, clean which is essential and must be strictly adhered to.
2. Normally the top shelf contains all the supplies necessary like note pads, pencil / pen, other stationary, gargle glasses, emery paper, soaps, shampoo sachets, etc.
3. The first shelf has all bath linen like bath towels, hand towels, face towels, bathmats, etc.
4. The second shelf contains all bed linen like bed sheets, pillowcases / slips, etc.
5. The bottom shelf normally holds cleaning materials and equipments. If there is no bottom shelf then one can store this under the garbage bag and the laundry bag.
6. It is just as easy to keep the trolley tidy as it is a matter of the organization and its discipline.
7. At the end of one's shift one must clean the trolley and remove all garbage and dirty linen and re-set the trolley for the next day's shift.
8. When one is servicing a room one parks the trolley outside the door with the open shelves facing towards the room.

Since the room attendant should leave the door open always of the room he will find it easy to remove the necessary requirements from the trolley.



Figure: Chambermaid Trolley

9. If the laundry bag or the garbage bag has become full, then the room attendant should empty the same and put another bag for the garbage as well as empty the soiled linen from the laundry bag.
10. After the shift is over, the room attendant should collect all the garbage from the service room and dump it in the garbage room of the hotel so as to prevent odours and germs to spread.
11. Some hotels have linen chutes; this is like a chimney which passes through every floor of the hotel and has its opening into the laundry room. It has a door and a locking system on each floor through which all soiled linen is disposed off. This saves time for the room attendant to go down with the soiled linen.
12. When a hotel has no chute, the dirty linen has to be collected in trolleys by the housemen and taken to the laundry department. The floors are then restocked with fresh linen by the housemen.

## **6.7 CLEANING OF VARIOUS SURFACES**

### **6.7.1 Cleaning of Glass:**

For cleaning windowpanes, doors, mirrors, picture glass, table tops etc.

- ❖ Dust the surface thoroughly with a dry duster.
- ❖ Wash the surface with warm water (in the case of mirrors, avoid making the mirror too wet or allowing the water to get in between the mirror and frame) using either a sponge or a linen cloth or a pad of newspaper to clean the surface.
- ❖ A little ammonia may be added to the washing water to remove obstinate stains e.g. dropping of flies. It hastens drying and improves the polish also. Dry and polish the surface with a lint free cloth or newspaper.
- ❖ For polishing, vinegar may also be used.

### **6.7.2 Cleaning of Wood**

Wood is used in some form or the other in all rooms of a hotel for furniture, paneling, frames, shopping boards, doors etc. Different kinds of wood are used for different things, e.g. teak, rose, walnut, pine, oak, ebony, mahogany plywood are some of the different kinds. Wood is basically divided into two categories.

1. Plain wood
2. Finished wood, the latter is covered with some protective coating.



### **Cleaning of Plain Wood:**

- ❖ Remove all surface dust or dirt with a duster.
- ❖ Wipe the surface with a damp duster wrung out of tepid water.
- ❖ The wood should not get too wet otherwise this results in warping of the wood and roughening of the surface hot water should also be avoided as it discolors and softens by penetrating into the wood and causing it to smell.
- ❖ Next use a soft scrubbing brush to rub in a little soap. (Too much soap also causes discoloration).
- ❖ Always rub along the grain of wood and not against it.
- ❖ Rinse off the soap solution using tepid water. Finally rinse with cold water to give the wood a good colour.
- ❖ Dry the wood with a dry duster preferably in the open air as quickly as possible.
- ❖ In case of obstinate greasy stains rub the surface with soda water.
- ❖ Blood or animal stains may be removed by rubbing with cold water and salt, and ink stains may be removed by rubbing with salt, and lime, before rinsing with clean water.

### **Cleaning of Finished Wood**

Wood surfaces can be finished in various ways, the object being:

1. Painting
2. Polishing

### **Cleaning of Painted Wood:**

- ❖ Remove surface dust by cleaning with a dry duster.
- ❖ Clean the surface with a duster wrung out of warm soapy water. Rinse the cleaned area with cold water making sure all traces of soap are removed.
- ❖ Dry the surface with a soft dry duster. In cleaning painted wood never use solvents such as washing soda, turpentine etc. as they adversely effect the paint and cause it to dissolve.

### **Cleaning of Polished Wood:**

- ❖ Dust the surface thoroughly with a soft dry duster.
- ❖ Rub in warm linseed oil evenly over the surface.
- ❖ Keep rubbing along the grain till the linseed oil penetrates into the wood to give a shine and removes all stains (especially water and heat stains).
- ❖ Polish with a polishing cloth till the surface is completely free of oil.

#### 6.7.4 Cleaning of Plastic or Bakelite:

Plastic and bakelite is used for switches, switch plates. Thermos flasks, telephones etc.

- ❖ Dust the surface with a dry duster. Wipe the area with a damp duster wrung out of warm water and dry with a clean dry duster.

#### 6.7.5 Cleaning of Leather:

Leather is used in hotels for furniture and wall paneling and has to be kept clean to retain its softness and original shine.

- ❖ Dust the surface with a clean dry duster.
- ❖ An occasional application of cream polish helps to keep the leather in good condition.
- ❖ In case the leather to be cleaned is very dirty it may be sponged down with soapy water and then rinsed with clean water and dried immediately before a final cream polish is applied
- ❖ Leather should not be allowed to get too wet, as leather absorbs water and makes it stiff and gives it a dull look.
- ❖ Also, if leather absorbs moisture, it may be attacked by a fungus growth called mildew. This is extremely difficult to remove.

#### 6.7.6 Cleaning of Fibreglass

Fibreglass is normally used in hotels as a bath tub surfaces. It is much cheaper than porcelain and therefore is being replaced by it. Fibreglass is very delicate and is scratched by abrasives, thus they should not be used for cleaning it.

- ❖ Remove the dust or dirt from the surface with hot soapy water and rinse and dry the surface.
- ❖ Acids should never be used to clean fibreglass as they burn the surface.

**6.7.7 Cleaning of Porcelain** Porcelain is used generally in the bathrooms of hotels, for washbasins, water closets, and sometimes bathtubs. Porcelain is a very fine-grained translucent ceramic ware, and is quite expensive.

- ❖ When cleaning it remove any dust or dirt from its surface, wet the surface and sprinkle vim over the area to be cleaned.
- ❖ Take a sponge and rub in vim in a circular motion till the entire surface is cleaned.
- ❖ Rinse the surface completely free of vim and dry and polish with a dry duster.
- ❖ Sometimes a mixture of vim and surf helps to give a shine to the surface.



## NOTE

There are sometimes obstinate yellow stains on porcelain in case of water closets specially.

- ❖ To remove these sprinkle some sani fresh in the water closet overnight if possible otherwise leave it for about 20 minutes before cleaning it with a W. C. brush.
- ❖ If the stains are still not removed as an extreme step use diluted hydro chloric acid (readymade preparations are available in the market) to remove stains.
- ❖ Clean the surface again in the normal way after using acid.
- ❖ When using acid, special precautions have to be taken to ensure that the hands do not come in direct contact with the acid as they may burn.
- ❖ Also, the acid must be used in a diluted form as it is strong and may cause damages

### 6.7.8 Cleaning of Marble:

A marble is a metamorphic rock formed by the alteration of limestone or dolomite, often irregularly colored by impurities and used especially in architecture and sculpture. Marble granite tile is suitable for bathrooms, entryways and fireplaces, living & dining areas. Marble floor tiles are also used for both interior and exterior flooring applications. Some of the different colors of marble are white, red, black, mottled and banded, gray, pink, and green.

- ❖ In case anything spills on a marble surface, wipe it with a damp cloth almost immediately. The more you let the spill sit, the more stubborn will the resultant stain be.
- ❖ While wiping marble, always make use of a damp rag. Thereafter, buff- dry it, using a chamois cloth.
- ❖ For removing stubborn stains from marble surface, make use of neutral, non-abrasive cleaners, like acetone, hydrogen peroxide & clear ammonia.
- ❖ Mix liquid dishwashing detergent with some warm water. Take a sponge, dip it in the solution and use it to clean your marble. Thereafter, buff-dry it with a chamois cloth.
- ❖ In case your marble has become dull, you can brighten it once again by using a commercial marble cleaner and polish.
- ❖ For removing rust stains from marble, a commercial rust stain remover is the best. However, do not let it sit on the marble for too long.
- ❖ In case of organic stains like tea, coffee or soft drink, use a poultice soaked with 20 percent peroxide and a few drops of ammonia.



- ❖ If oil stains on marble are bothering you, dust the area with an absorbent fine powder, like whiting or corn starch and let it stand for 24 hours. Thereafter, wipe with ammonia-dampened cloth, rinse and wipe-dry.
- ❖ After cleaning marble, polish it with marble polish containing tin-oxide. In case of marble floors, you can also use a stone sealer.

### 6.7.9 Cleaning of Granite:

Among all the elegant and beautiful stones granite holds a very important position. Some of the remarkable properties of granite like beautiful and attractive colors, textural patterns and heavy gloss mirror polish make it the most popular choice for interior home decoration in buildings of recent times. Though granite is a hard and non porous stone that is unaffected by most chemicals it still requires high degrees of care while cleaning. While cleaning, the use of harsh chemicals should be avoided.

- ❖ Regularly dust the surface.
- ❖ Use few drops of neutral cleaner, stone soap, or a mild liquid dish washing detergent or warm water.
- ❖ Too much cleaner or soap may leave a film and cause streaks.
- ❖ Use a clean rag.
- ❖ The products containing acids should be avoided. The acid in high concentration etches the surface.
- ❖ After using the soap solution, the surface should be rinsed properly.
- ❖ Do not mix bleach and ammonia; this combination creates a toxic and lethal gas.
- ❖ Do not use powders or creams that may create scratches.
- ❖ In the kitchen extremely hot pans should not be kept over granite slabs since it quickly absorbs heat and distributes it out.

## 6.8 CLEANING OF METALS

### 6.8.1 Brass:

Is a metal which is used in a number of places in hotel and in many forms, It may be for objects of art, ashtrays, table lamps , room numbers, lettering on walls etc. It has to be kept clean and polished at all times.

- ❖ Dust the surface with a dry duster.
- ❖ Next wash the surface with warm soapy water and rinse and dry it.
- ❖ If the surface is tarnished with 'Verdigris' (green or bluish deposit that forms on brass, copper or bronze surfaces when exposed to the weather)
- ❖ Clean it with salt and cut lime or tamarind water or vinegar, this removes the verdigris. (In case of carved brass use a steel brush to remove the verdigris).
- ❖ Rinse the surface with cold water and dry it. Apply brass polish (Brasso) with rag evenly over the surface and rub in, well with a polishing cloth to get a shine.

**NOTE:** Before cleaning brass ashtray, empty their contents.

### 6.8.2 Copper

It is a metal that takes a brilliant polish and although it is not affected by exposure to dry air, It is effected by moisture and" becomes coated with verdigris.

- ❖ It is cleaned by soaking the surface in hot water for a short while then washing the surface with not soapy water using in net cloth.
- ❖ Next clean the surface with salt and cut lime, rubbing over all the area.
- ❖ Rinse the surface thoroughly with clean hot water and dry it completely.
- ❖ The inside is cleaned with fine steel wool or whiting.

### 6.8.3 Aluminum:

Aluminium is a light grayish metal that can stand high temperatures.

- ❖ Dust the surface with a dry duster.
- ❖ Wipe it with a damp duster.
- ❖ If very dirty, whiting can be used to clean it vinegar added to water. (2 table spoons of vinegar to 1 pint of water) or lime can also be used. Rinse the metal with clean water and dry it.

#### 6.8.4 Stainless Steel

This is a special steel, which has been so treated as to prevent any reaction with air, acid etc.

- ❖ It is much more expensive than ordinary steel.
- ❖ It can be cleaned with hot water and a detergent or a very mild abrasive and a nylon pad.
- ❖ Avoid using a scrubbing brush as it may cause scratches.
- ❖ The surface should be rinsed and dried.

#### 6.8.5 Silver

Silver is an expensive metal used either as

1. Ornamental Silver and
2. Solid Silver.

The former is used in the form of jewellery or objects of art. And the latter is used for cutlery, tea set, coffee set, trays, dishes etc.

- ❖ It can ordinarily be cleaned by soap and water. But occasionally it should be polished with a silver polish, (silvo)

#### NOTE

In case of cutlery or tea sets or dishes out of which food is served it should not be polished with silvo,

- ❖ On such items plate powder should be made into a paste and spread on the surface.
- ❖ Allow the paste to dry and using a soft duster or cotton wool rub on the paste and
- ❖ For engraved silver use a silver polishing brush.

#### 6.8.6 Bronze

It is an alloy of copper and tin and is usually used for objects of art.

- ❖ For cleaning it should be soaked in warm soapy water, and rinsed with plain warm water alone.
- ❖ Use a net cloth or lint cloth for drying it.
- ❖ It can be polished with a little salad oil after drying.



## CHECK YOUR PROGRESS

1. What do you understand by 'cleaning'? Why is it important?
2. List the points to be kept in mind while daily cleaning an occupied room.
3. What is Evening service?
4. What do you understand by the term spring cleaning?

## 6.9 LET US SUM UP

Rooms must be cleaned and serviced each day. All rooms should present a fresh pleasing appearance and provide comfortable conditions for those using them. Daily maintenance removes dirt, accumulation of which is dangerous for health as it forms breeding ground for germs. Day to day care encourage high standard of work. It allows the time allocated for special cleaning to be spent out to full advantage.

Care has to be taken while cleaning an occupied room. The housekeeping staffs are trained to handle the guests as well the guest rooms. The cleaning procedures are explained in detail in this lesson. Second service is normally carried out in an occupied room at any time in a day if the request is made by the guest to clean the room again.

Some rooms are occupied by late night / early morning arrivals by international flights. All rooms therefore require an evening service which mostly, involves preparing the room for the guest to sleep for the night and it should be done prior to the guest retiring for the night. A checked out room and the vacant room has to be cleaned and their procedures are explained briefly. Spring cleaning removes the dust and dirt that accumulates from everyday wear and tear and attends to cleaning needs identified during a guestroom inspection. It includes activities such as turning mattresses, wiping down walls and baseboards and washing windows and casements.

## **6.10 LESSON END ACTIVITY**

1. Write down the main differences in cleaning an occupied room and a vacant room.
2. Can you list out some areas of spring cleaning in Housekeeping?

## 6.11 KEY WORDS

<b>Hygiene</b>	Conditions and practices that serve to promote or preserve health
<b>Soiled</b>	Covered or stained with or as if with dirt or other impurities
<b>Casements</b>	A window sash that opens outward by means of hinges
<b>Chamber Maid</b>	A maid who is employed to clean and care for bedrooms Room attendant
<b>Wardrobe</b>	A tall cabinet, closet, or small room built to hold clothes
<b>Bathmats</b>	A mat used in front of a bathtub or shower, as to absorb water or prevent slipping



# **UNIT-VII FLOWER ARRANGEMENT**

## **CONTENT**

7.1 Introduction

7.2 Basic Principles of Flower Arrangement

7.3 Various types of flowers and greenery which can be used in hotels

7.4 Let Us Sum Up

7.5 Lesson End Activity

7.6 Key words

## **7.1 Introduction**

Flower arrangement is the art of organizing flowers and other plant materials along with containers and bases into a composition having harmony of form, colour and texture. There are no fixed or rigid rules that must be followed for this is an art, a form of self expression and an inspiration from within you, reflecting your personality and expressing your feelings.

Like all other arts, it is essential to have a working knowledge of the subject and there are principles of art, which once learnt will aid your sense of taste and add to your self-confidence. As we have to learn the alphabet and grammar before being able to read, newcomers to this hobby will find it a help to learn the basic ways of up-to-date ways of arranging flowers and other plant materials'. The basics once learnt, can be applied to any medium, be it painting, stitching, embroidery, designing or other crafts.

## **7.2 Basic Principles of Flower Arrangement**

**Design:** - Design is the shape or plan of a composition as a whole. If you begin with a design in your mind, your flower arrangement will be more successful than if you have no plan. Design is related to site and function and the availability of materials.

**Site:** - A centerpiece for a dining table must be round or oval so that it is viewed from all sides.

**Materials:**-Avoid heavy strong textures for dining table arrangements. The overall effect must be light, lighter, lightest and not heavy, heavier, heaviest. Choose containers carefully; an oval or oblong containers for a long narrow or rectangular table and a round container for a large round or squarish table.

**Shapes:** - There are 10 different shapes or designs based mostly on geometrical patterns. Designs can be divided into two main heads:-

- Frontal arrangements.
- All round arrangements

**(A)Frontal Arrangements:** These are to be viewed from the front only and are placed against the wall. Hence, these arrangements need for worked in the front only, however, keep the back view tidy and at times a miniature of the frontal design may be created at the back, but in no circumstances it should superimpose on the main frontal arrangement.

**(B)All Round Arrangements:** These arrangements are placed centrally and are viewed from all sides. There can be no back view as these arrangements are placed on centre tables. The size and shape of the table will determine the size and shape of your arrangement. The rule of one and half to two times does not apply to these arrangements.

### **Scale and Proportion**

- The arrangement should seem the right size for its container.
- It looks right or wrong a table is too big for a room, likewise a flower is too big for the container or in a contrast with other materials.
- Small flowers look wrong in a high container.
- Too much or too little related to the selection of materials and containers in your arrangement or composition.
- The standard height rule for the tallest stem is one and half to two times the length or diameter of the container, plus the depth of the greatest measurement.

### **Balance**

- Arrangements appear stable and are not lopsided like an arrangement having heavy flowers towards the top and all on one side. Like a picture hung crooked.
- The horizontal lines are related to the zero base and seem to flow outwards along the flat base upon which it is stood and does not appear to be sloping to one side and hence look that it will flat over.



- Objects, materials having a larger attraction to the eye- large shapes rounder shapes, shiny textures, denser forms will give heavy visual balance.
- Balance is of two types:
  - (a) **Symmetrical** - Both sides worked on either side of an imaginary line drawn down the centre of the arrangement, appears to be equal i.e. equal distribution of materials.
  - (b) **Asymmetrical** - The two sides on the imaginary line are different but appear balanced due to weight distribution of plant materials i.e. visual effect.

**Emphasis or Focal Point-** Is the heart of the arrangement from where the stems start and form where the flow of movement begins. Achieve focal point by large flowers, using heavier textured brighter and shiny colours and textures.

**Texture** - Avoid large, heavy materials with small, tiny and delicate ones.

### **7.3 Various types of flowers and greenery which can be used in hotels:**

- Gladioli
- Roses
- Tube roses
- Carnation
- Chrysanthemums
- Orchids
- Tulips
- Lily
- Asparagus
- Various type of ferns Palm leaves
- Morpankhe

### **7.4 Let Us Sum Up**

Flower arrangement is the art of organizing flowers and other plant materials along with containers and bases into a composition having harmony of form, colour and texture. These are no fixed or rigid rules that must be followed for this

is an art, a form of self-expression and an inspiration from within you, reflecting your personality and expressing your feelings. The basics once learnt, can be applied to any medium, be it painting, stitching, embroidery, designing or other crafts. The flower arrangement is having a number of principles involved, viz. design, site, function, materials, and shapes. There are 10 different shapes or designs based mostly on geometrical patterns. There are various tools for flower arrangement such as Scissors. Hammer Wire cutter Florists or very thin wire Green crepe paper, fabric or any thin paper, Glue, Gummed tape, Varnish or spirit polish, Wire mesh, Pin holders, Saw ,Pruners, Oasis etc. There are a few basic points that will help you to create a harmonious arrangement like sorting out the material, studying the container, stem crossing should be avoided. There are various types of flowers and greenery which can be used in hotels Gladioli, Roses, Tube roses, Carnation Chrysanthemums, Orchids.

### **7.5 Lesson End Activity**

1. Visit the nearby hotels and study their array of flower arrangement tools available and how they are used.
2. Visit a hotel and study the flower arrangement pattern followed in the hotel.

### **7.6 Key words**

#### **1 .Symmetrical or Pyramid**

An arrangement where both sides of an imaginary line drawn down the centre of the arrangement are equally worked out with plant materials and flowers.

#### **2.Focal point**

Sometimes termed the 'Target,' ' Highlight,' the ' Heart,' of the design, the 'Accent,' it is the point in the design where all the stems unite, and the place where the most important material should be placed.

#### **3. Ikebana**

Ikebana is a style of floral design that originated in Japan. Best known for its simplicity of line and form, Ikebana is a design style primarily practiced for personal enjoyment.

#### **4.Floristry**

The general term used to describe production, commerce and trade in flowers

# UNIT-VIII PEST CONTROL

## CONTENT

8.1 Introduction

8.2 Pest Control

8.3 Few common pests found in the hotels and their controls

8.3.1 Ants

8.3.2 Cockroaches

8.3.3 Lizards

8.3.4 Flies

8.3.5 Bees

8.3.6 Bed Bug

8.3.7 Mosquitoes

8.3.8 Rats

8.3.9 Termites

8.4 Let Us Sum Up

8.5 Lesson End Activity

8.6 Key Words



## **AIMS AND OBJECTIVES**

At the end of this lesson, students should be able to demonstrate appropriate skills, and show an understanding of the following:

- Ø The various pests and
- Ø The controlling methods of pests.

### **8.1 INTRODUCTION**

Pest is an organism which has characteristics that are regarded by human beings as injurious or unwanted. It is so most often because pests cause serious damages and substantial economic loss to the hotel properties and human health by carrying, spreading and transmitting contagious and often fatal diseases.

No matter how clean one keeps one's surroundings, you cannot avoid the "uninvited guests" – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. An animal such as rats and fleas can also be a dangerous pest when it carries germs within human habitats and spreads it.

Pest Control is another major job of the Housekeeping Department.

### **8.2 PEST CONTROL**

Insect pests enter buildings seeking food, shelter or surroundings having the right temperature and humidity. The key to successful pest control is eliminating one or more of these conducive factors. Sanitation is an important part of control. Successful pest control should begin with good housekeeping. It is important to know something about the habits of the pests in order to take proper preventative measures and to select and apply appropriate pest control products correctly. Using the wrong control product or using the right product but in the wrong manner may result in unsatisfactory control. Keep in mind that different pests may be found in different parts of the building, in different seasons or in different years.

### **8.3 FEW COMMON PESTS FOUND IN THE HOTELS AND THEIR CONTROLS**

### **8.3.1 ANTS**

Ants can be black, red, brown or yellow in color, have a pinched waist and elbowed antennae and be either wingless or winged. Most hotel-infesting ants are found in such areas as kitchens and bathrooms where there is food and water.

#### **Control of Ants**

Sanitation is important method in preventing ant infestations. Clean up food and beverage spills from floors and countertops immediately.

### **8.3.2 COCKROACHES**

They are nocturnal in habit and attack food, paper, clothing, shoes, and dead insects. Cockroach infests all houses, store-rooms, kitchens, cupboards, and libraries.

#### **Control of Cockroaches**

Inspection and treatment should go together whether a complaint has been received or not. All the possible hiding places of cockroaches must be thoroughly investigated. These places would probably be dark corners. Check calendars and pictures on the walls, electrical appliances such as the refrigerators, wall clocks, ovens, food mixers, and coffee blenders.

Sprinkle Baygon bait in places where cockroaches congregate, rest or hide, such as dark corners of closets, base of walls in basements, under sinks, around drain pipes, upon shelves, etc. Baygon sprays are also effective against cockroaches.

### **8.3.3 LIZARDS**

Lizards are typically dry land animals loving the sun and its heat. Usually they are very small and slender creatures. They usually come out after dusk as they feed on smaller insects that fly around the light sources. Lizards are also found in places infested with cockroaches.

#### **Control of Lizards**

As the lizards thrive on insects, the most effective way of controlling lizards is to control the insects in the house.

Chemical control of lizards involves spraying of pesticides directly on the reptiles. Chemicals such as dichlorophos, malathion etc. sprayed on the body kills the lizard instantly.

Fumigation is carried out using Aluminum Phosphide or any other approved fumigant in go downs, libraries or big halls.



### 8.3.4 FLIES

Flies are of small or moderate size, the common housefly species is probably the most familiar and certainly the most widely distributed of all insects. It is a carrier of disease brought about by its habit of flying and resting on human body, human food and animals.

#### Control of Flies

Fly sprays and household sprays are synonymous since a spray that controls flies will also control other insects.

**1.Space Spray** Space sprays are applied as a mist into the air and must be in contact with the insect at the time of spraying. They provide quick knockdown and fast results but temporary control. In aerosol sprays, the insecticidal ingredients are dispersed by means of the vapour pressure of liquefied inert gas rather than the pressure of compressed air.

**2. Surface or Residual Spray** Surface or residual sprays may have a petroleum or water base. They are applied on surfaces as a wet spray rather than a mist and they leave a toxic layer of either fine crystals or film on evaporation of the carrier. Surface sprays provide relatively slow knockdowns but long lasting control against non-resistant flies and do not have to come in contact with the insect at the time of spraying in order to be effective.

**3. Combination** It is combination of space and surface spray. It could be effective due to its instant knockdown and residual effect.

### 8.3.5 BEES

Bees are flying insects closely related to wasps and ants, and are known for their role in pollination and for producing honey and beeswax. The sting has barbs on it and if it is not immediately removed the reflex action of the muscle attached to the sting drives it deeper into the sting hole permitting more time for the poison to be discharged.

#### Control of Bees

If the bees nest in the voids of a hotel, they should be controlled or they will enter the living area.

A variety of insecticides are effective including bendiocarb, carbaryl, diazinon, malathion and propoxur. The dust formulation of these products is preferable to spray formulations when bee and wasp nests are in enclosed places.



### 8.3.6 BED BUG

The bed bug is distributed readily in a laundry and on clothes and baggage of individuals who have visited infested areas. Once in the room, they become established in any convenient crack or crevice particularly along the seams or buttons of mattresses, coils of bedsprings, wooden bedsteads, upholstered furniture, the backing of pictures, behind wall paper, and calendars, behind skirting boards and between floor boards.

#### Control of Bed Bug

DDT which was once considered the best control measure for bugs is today not effective. The bugs have become totally immune to this insecticide.

Spray of 1% malathion, 1% fenclorophos, 0.5% DDVP, and 0.5% synergised pyrethrins have given good results.

Mattresses should be treated only at the seams and should not be soaked in spray. Mattresses should be allowed to dry and should be covered when used. Lindane, malathion, pyrethrin or fenclorophos can be used to spray mattresses.

Several residual sprays used as water emulsions and or oil-based solutions may be used away from beds: 0.5% diazinon 2% malathion, and 1% fenclorophos.

Hand spray is usually adequate and spraying should be done early in the day so that the insecticide can dry before the room is used for sleeping.

Pyrethrum treatments need to be repeatedly given on account of its limited residual action. Care should be taken not to sleep on a freshly sprayed mattress.

### 8.3.7 MOSQUITOES

Mosquitoes received very little attention until it was found that they were the cause for malaria and other diseases. These are the most threatening pests nowadays.

#### Control of Mosquitoes

Control consists essentially of destroying the larvae and their breeding places. Tin cans and all objects that hold water should be eliminated and the rain barrels and cisterns are treated periodically.

A mixture of indalone, Rutgers 612 and dimethylphthalate is a good general repellent.

DDT is used to spray wells and screens, and is effective for long periods, but kills slowly, and should be used carefully.

### 8.3.8 RATS

Rats, mice and squirrels are from the same family – the Rodents.

#### Control of Rats

**1.Snap traps:** trapping is done when the use of poisons is dangerous. Traps can be used again and again. The bait should be tied securely to the trigger.

**2.Electromagnetic or ultra sound devices:** electromagnetic devices work on the principle that a magnetic field produces a barrier which has a stunning effect on the rodents.

**3. Chemicals:** Arsenic, Barium Carbonate, Phosphorous paste, Fluoroacetamide, Strychnine, Zinc phosphide are the chemicals used to kill the rats.

### 8.3.9 TERMITES

Termites are insects that cause serious damage to wood and paper. They actually eat wood as food, and like ants, live in colonies. There are three types of termites – the subterranean, the damp wood and the dry wood termites.

#### Control of Termites

Termites attack a building from their colonies under its floor or from outside or both. Any treatment given should be such that it prevents future re-infestation through the foundation. This is achieved by four technical operations.

- Structural alterations: this includes any structural operation which renders a structure less susceptible to termite attack or which renders the immediate surroundings of a structure less favourable to termites.
- Soil treatment: chemicals are applied to the soil immediately adjacent to or under a structure for the purpose of eliminating existing infestations and creating an insecticidal barrier.
- Foundation treatment: this involves application of chemicals to any type of foundation for preventing access to termites.
- Wood treatment: chemicals are applied to wooden members of the structures to render them resistant to termites.

## CHECK YOUR PROGRESS

1. What are pests?
2. Name some of the insecticides used to control bees.
3. What are termites?
4. Where do you usually find the bed bugs?

### 8.4 LET US SUM UP

Pest is an organism which has characteristics that are regarded by human beings as injurious or unwanted. Pest control is one of the major jobs of the housekeeping department in a hotel. Some of the common pests are ants, cockroaches, lizards, flies, bees, wasps, spiders, bed bug, mosquitoes, rats, silverfish, termites, bats, etc.

Sanitation is an important part of pest control. Successful pest control should begin with good housekeeping. It is important to know something about the habits of the pests in order to take proper preventative measures and to select and apply appropriate pest control products correctly.

### 8.5 LESSON END ACTIVITY

1. Visit a pest control organization in your town and note down the list of pest control chemicals sold.
2. Prepare a chart describing the method to control some of the common pests in a hotel.

### 8.6 KEY WORDS

<b>Contagious</b>	Capable of transmitting disease; carrying a disease fatal Causing or capable of causing death
<b>Nocturnal</b>	Of, relating to, or occurring in the night
<b>Congregate</b>	Gathered; assembled
<b>Hibernate</b>	To be in an inactive or dormant state or period
<b>Carnivorous</b>	A flesh-eating animal



# UNIT IX INTERIOR DESIGNING AND DECORATION

## 9.1 Objectives

- Realize the importance of successful integration of beauty, expressiveness, and functionalism in interior designing.
- Utilize the principles of design while coordinating interiors.
- Classify elements of design.
- Classify the various types of light
- Composition of carpets.

## Introduction

Interior design is the orderly arrangement of lines, forms, colours, textures, etc. to create beauty in interiors. A good design shows an orderly arrangement of the materials used and in addition creates beauty in the finished product.

## 9.2 Basic Types of Design.

There are two kinds of designs---Structural and Decorative.

### Structural Design

It denotes the structure or construction of Objects.

Basic Requirements:

1. It should be simple
2. It should be well proportioned.
3. It should be suited to the material from which it is made.

### Decorative Design

This is the surface enrichment of structural design. Any lines colour or materials that have been applied to structural design for the purpose of adding a richer quality to it to constitute its decorative design.

### Basic Requirement

1. Decoration should be in moderation.
2. There should be enough background space to give it an effect of simplicity.
3. The background should be suited to the patterns that are to be placed against it.

### **9.3 Elements of Design**

The elements that are basic to all visual designs are line, form, colour and texture.

Three additional elements- pattern, light and space-help to complete it.

#### **Line**

It is the most basic design element. Before the artist begins to paint, he or she must establish the directions of the lines of a painting on the canvas or paper. Likewise the architect and the interior decorator must organize and combine lines before they can create beauty in the building.

- Vertical Lines- When standing, a human being is perceived as attentive and ready to act. Hence vertical lines suggest steadfastness, sturdiness or an upward aim.
- Horizontal Lines- These lines naturally suggests rest, repose or steadiness
- Diagonal Lines-These are lines of action, disturbing the discipline of straight lines and the solidity of horizontal lines.
- Curved Lines- These lines indicate flexibility and grace.

#### **Form**

The term form is applied to three-dimensional areas and objects, whereas shape may refer to two dimensional one. Thus we can have triangular shape , pyramidal form or a cuboidal form with a square shape.

#### **Texture**

The word texture refers to the tactile quality of the surface of any object or area. It refers to the surface quality- how something feels when we touch it and how it behaves when light strikes it.

#### **Colour**

The appeal of colour is universal. Light waves that vary in wavelength and rates of vibration produce different sensations and appear as different colours.

#### **Pattern**

This refers to any sort of surface enrichment and applies to both two-dimensional and three-dimensional objects. A large room can support more patterns than small one.

## **Light**

When light strikes an object, it may be reflected, absorbed or allowed to pass through.

- Bright light energizes us.
- Subdued light makes us feel relaxed.
- A bright focussed light can make one feel in the spotlight.
- Warm coloured light seems cheerful and welcoming
- Cool coloured light is often more restful.

## **Space**

This is among the most important element of interior design. Almost any space, if sensitively handled can be made effective.

## **Units of Design**

- **Naturalistic**- These represent nature- flowers, leaves, fruits, animals, landscapes, and so on.
- **Stylized**-These designs resemble natural objects, but usually the lines are simplified and conventionalized. Sometimes they are distorted.
- **Geometric**- These are based on such pure forms as the circle, rectangle, and triangle, although endless variations and combinations of them are used.
- **Abstract**- Abstract implies an element of impressionism and a greater freedom than is found in most geometric forms. The shapes and patterns, although derived from the geometric, may be less rigid and formal than the popular conception of a geometrical design.



## 9.4 *Methods of Lighting*

There are two methods of lighting used commonly-architectural and non architectural lighting.

### **Architectural and built-in lighting**

This method of lighting supplies light that is functional and unobtrusive and is particularly good for contemporary rooms. It may be achieved in the following ways:

- **Valance Lighting-** A horizontal fluorescent tube is placed behind a valance board, casting light upwards so that it reflects off the ceiling and also downwards to shine on the drapery, thus producing both indirect and direct lighting.
- **Cornice Lighting-** A cornice is installed under the ceiling, with a fixture hidden beneath so as to direct light downwards only.
- **Cove Lighting-** This consists of placing a continuous series of fluorescent tubes in a groove along one or more walls of a room, about 12 inches from the ceiling.
- **Soffit lighting-** This refers to a built-in light source under a panel. It may be fixed to a ceiling or under a cabinet.

### **Non architectural**

These types include various fixtures and lamps.

- **Ceiling fixtures-** These have become common nowadays owing to vastly improved designs. They may soften light with louvers or diffuse it with lenses.
- **Wall fixtures-** These remain out of the way and free table and desk surfaces for other things.
- **Portable lamps-** Floor and table lamps can be moved when they are needed.

## **9.5 Floor Coverings and Finishes**

Floors are an important aspect of hotel interiors as they are both functional and decorative. The guest's first impression of a hotel is largely determined by the appearance of the flooring in the lobby, the guest corridors, restaurants, guestrooms, and so on.

### **Selection of Floor Covering**

#### **1. Appearance**

This is usually the first consideration when choosing flooring. As flooring often makes up a wide, uninterrupted surface, it has more visual impact than the furniture set upon it, so choose colours to harmonize with the rest of the room. Texture is another aspect of appearance and it is also related to the 'feel' of the flooring.

#### **2. Comfort**

This is of paramount importance to both guests and staff. Harder floors are noisier and colder offering less heat and sound insulation. Slipperiness may lead to accidents though this characteristic is often due to the maintenance treatments given to flooring rather than to the flooring itself.

#### **3. Durability**

Resistance to wear has to be considered in relation to the kind of use the floor is put to. Due to the wear and tear expected in public areas, the flooring may become tired looking very quickly. Areas of more concentrated wear need careful consideration. For instance, the foyer- with its invisible but well-defined traffic lanes to the traffic desk, lifts, and cloakrooms.

#### **4. Life Expectancy**

As a corollary to the above, the flooring needs to be durable only for the length of life expected of it, and this is not same for all areas. In kitchens and hospital wards, the decor does not change often and so the life expectancy of the flooring may be many years.

#### **5. Safety**

This is of paramount importance to all occupants of the building. Floor surfaces should have non-slip qualities both when wet and when dry. Over-polishing may cause slipperiness, and this is to be avoided.

## **6. Ease of cleaning**

This is an important factor in the running costs of any establishment. The extra initial cost of flooring that is easier to clean may be recouped over a comparatively short time of maintenance outlay.

## **7. Cost**

This factor alone may limit the choice of flooring. The true cost of flooring, however, is the initial cost, including laying, plus the estimated maintenance costs.

## **9.6 Carpets**

Modern manufacturing processes and the development of man-made fibres have revolutionized the carpet industry, making available carpets in a wide range of materials and textures. The quality of a carpet depends not only on the method of manufacture but also on how well the carpet is made, the fibres used, the quality of that fibre, and the density of the pile. Its shape and colour should be stable even if deep-cleaned or constantly exposed to sunlight.

### **Composition**

Carpets primarily have three components- an underlay, a backing, and a face or pile. Underlay: It acts as a shock absorber between the carpet backing and any unevenness in the subfloor, which could cause the carpet pile to wear unevenly. It tends to make the carpet feel softer and more luxurious as well.

### **Backing**

The primarily backing is the one in which the pile of the carpet is anchored. It may be made of natural materials such as jute, hemp, or cotton.

### **Pile**

Also called the face of the carpet. This is the part which is seen on the surface and walked on. Hence it should be strong and resilient. The pile may be made of a blend of fibres or of exclusively synthetic or natural fibres.

### **Care and maintenance of carpets**



A regular maintenance programme is a must for carpets, since they are easily soiled or damaged. Good maintenance can increase the life of a carpet considerably.

### ***Routine Maintenance***

This involves the daily removal of dust and dirt from the carpet. The removal of dust may be carried out using a dry suction vacuum cleaner or a carpet sweeper.

### ***Periodic Maintenance***

This involves deep cleaning of the carpet. The executive housekeeper should prepare a periodic schedule for this. Deep cleaning of carpets can be carried out by three different methods: shampooing, hot water extraction, and dry powdering.

### ***Shampooing***

Carpet shampoo machines use one of the two types of shampoos: liquid and dry foam. Shampoos are anionic synthetic detergents and should be diluted in the correct measures for optimal performance. Liquid shampoos produce very little foam but tend to leave a residue. Dry-foam shampoos are actually also liquids, but they leave dry foam on the surface.

### ***Hot water Extraction***

This is done by hot water extraction machine. The machine uses a shampoo solution that does not form foam. It injects the solution under high pressure through the pile to the back of the carpet, where it emulsifies and loosens dirt and grease.

### ***Dry Powdering***

In this method, a powder containing absorbents such as sawdust, solvents, and drying agents is sprinkled on the carpet and left for several minutes. The powder absorbs the grease and dirt, and is removed with the help of a dry suction cleaner. Waterborne dirt is not removed by use of such a powder; therefore this method is not very efficient.

## Summary

Successful integration of interior design and decoration leads to achievement of the ultimate goals of beauty, and functionalism in hotel design. It is important to understand that the structural design is far more important than the decorative design since it is essential to every object, whereas a decoration is the luxury of design.

Another important aspect of decoration is lighting. Lighting has both functional and aesthetic significance. The types of floor finishes available today offer a large range to choose from. Appearance, safety, and ease of maintenance are major factors governing the selection of flooring for hotels.

## 9.7 EXERCISE

- Define interior decoration and interior designing.
- What are the basic types of design?
- Explain the elements of design.
- Give a brief about the units of design.
- What are the points to be kept in mind while selecting floor furnishes?
- Explain in brief the composition of carpets.
- Write a note on care and maintenance of carpets. Explain the various methods in brief.



## Unit X SAFETY AND SECURITY

### OBJECTIVES

- Understand and differentiate between the terms 'safety' and 'security'.
- Procedures to follow during accidents.
- Practice the basics of first aid.
- Various fire warning systems.
- Deal with emergency situations.

### **Safety and Security**

Safety and security are concepts often used interchangeably, and it should be understood that both are means of safeguarding human and physical assets. The term safety is used with reference to such things as disasters, emergencies, fire prevention and protection and conditions that provide freedom from injury and prevent damage to property. The term security is used with reference to freedom from fear, anxiety and doubts concerning humans as well as protection against terrorism and thefts of guest, employee or hotel property.

#### **10.1 Basic Guidelines for the prevention of Accidents.**

- Always follow instructions when using any cleaning equipment.
- Replace caps on cleaning chemicals immediately and securely after dispensing.
- Label cleaning agents clearly.
- Keep floors clean and dry.
- Place warning and safety signs around the area while cleaning.
- Always dry hands before touching plugs, sockets and electrical appliances.
- Dispose of rubbish carefully.
- Open and shut doors carefully.
- Clean away broken glass carefully.

## **10.2 Procedures to follow in case of an accident.**

- With a help of another person, check if the victim requires any assistance.
- Report the matter to the manager concerned.
- Either administer first aid or get help from the trained personnel.
- Shift the victim immediately to the hospital, if required.

## **10.3 Fire Prevention and Fire Fighting.**

**Class A** These are fires with trash, wood, paper or other ordinary combustible materials as their fuel source.

**Class B** These are fires with flammable or combustible liquids as their fuel source.

**Class C** These are fires involving electrical equipment.

**Class D** These are fires with certain ignitable metals as the fuel source.

## **10.4 Fire Warning Systems**

These may be electrically powered manually operated systems, automatic fire detection systems, or a combination of both.

**Fire Alarm:** These can be set off by smoke detectors, heat detectors, sprinkler systems, pull stations. The pull alarms are red in colour, with a glass panel that needs to be broken to set off the alarm.

**Sprinklers:** These are found in most hotel establishment, especially in corridors and rooms. They are situated on the ceiling and automatically spray water when the temperature rises above a certain level.

**Smoke Detectors:** These are set off by smoke. The two types of smoke detectors available are photoelectric detectors and ionization detectors. Photoelectric detectors are alarms triggered off when smoke blocks a beam of light emanating from the detector.

## ***Prevention of Fire***

Fires may be prevented if fire hazards are identified and eliminated. Some unsafe practices that may lead to fires are as follows:

- Guest smoking in bed.
- Using high wattage bulbs in lamps.
- Leaving Linen chute doors open.
- Storing rags and cloths with residues of cleaning polish still on them.
- Using faulty electrical equipments or sockets.
- Using furnishing materials that are easily combustible.

## ***What to do in case of Emergency.***

In case a fire breaks out, follow the guidelines given below:

1. Immediately switch on the nearest fire alarm.
2. If possible, try to put out the fire with suitable equipment, remembering to direct the extinguishers at the base of the flames.
3. Close all the windows and switch off all electrical appliances, including fans and lights.
4. Close the door to the affected area and report to your immediate supervisor for instructions.
5. Report to the departmental fire representative for a roll call.
6. Remain at the assembly point until instructed to do otherwise.
7. Do not use the lifts.



## **10.5 First Aid.**

The initial assistance or treatment given to causality for any injury or sudden illness before the arrival of an ambulance, doctor, or other qualified person is called first aid

### ***Principles of first aid.***

- Act calmly and logically
- Be in control, both of himself/ herself and the problem
- Be gentle but firm
- Continuously reassure the causality
- Never separate a child from his parent/guardian
- Inform the relatives of the causality.

## **10.6 Crime Prevention**

It is imperative that all properties have a crime prevention committee or a security committee. The committee should consist of key management personnel, including department heads. The general responsibilities of this committee are to:

- Design a security booklet for all employees
- Analyse and resolve recurring security issues
- Conduct spot security checks.
- Liaise with local police department.
- Monitor the keeping of records and documentation of all security related incidents.

## Planning for an Emergency

**Employee training-** Training in emergency procedures is essential to deal with emergencies.

**Emergency Resources-** The names and telephone numbers of outside agencies that may be of help during an emergency need to be listed and kept in a prominent, accessible place.

**Emergency checklist-** Each departmental head should develop a checklist outlining the actions he/she must take in the event of an emergency.

**Drills-** Fire emergency drills should be conducted periodically and it should be mandatory for all staff to attend these in shifts.

**Transportation and Housing-** Forward planning should be done for transportation of guests in case their relocation is required in the event of emergency.

**Contingency plan review-** The contingency plan should be reviewed by people who are responsible for the prevention of losses.

### Scanty Baggage

A guest room with a guest checking in with very light luggage is coded as Scanty Baggage (SB). This guest can easily turn skipper by just walking out without settling his/ her account. Therefore most managements follow a policy that scanty baggage guest should pay a deposit in advance as a safeguard against skipping out of the hotel.

### Guest Thefts.

There are incidents where guest take away items that are not meant to be taken away by them. These items may be picture frames, bathrobes, towels and so on. However some items are meant to be takeaways. These are small items that prominently display the hotel's monogram. To minimize losses through guest theft, a count of the number of amenities placed in the guestroom is always kept and if the guests ask for extra numbers, then this has to be entered in a log book. The room attendant can check the numbers while cleaning the next day.

## **Sickness and Death.**

On many occasions, housekeepers find a sick guest on their hands. If the guest is too ill to travel home or it is inconvenient for him or her to do so as in the case of an overseas traveller, he or she should be seen by the doctor on call at the hotel or by a local doctor.

Sometimes illness or accidents lead to death. Staffs who encounter such situation should not touch anything in the room as they might be helpful in establishing the cause of death. The employee should lock the door and inform the executive housekeeper who in turn conveys the information to the General Manager. The police are then informed about the death.

## **Summary**

All hospitality establishments need to provide a safe and secure environment for both guest as well as employees. Human assets, of course, take priority over the physical assets as regards safety and security.

The department must have a housekeeping safety manual designed specifically for the hotel. Hazards need to be listed and employees should be trained in safe methods of dealing with them.

This chapter discussed fire prevention and fire fighting in particular. The classification of fires and the various fire alarm devices were described.

First-aid principles were also dealt with in. Guest and employee thefts are common occurrences in many hotels and the management are always devising policies to tackle these problems.



## 10.7 EXERCISE

- Differentiate between the terms safety and security.
- Write the procedure to be followed during:
  - Scanty Baggage
  - Guest Thefts
  - Sickness of the guest
- What are the principles of first aid?
- Explain the different types of fire.
- Explain various fire warning systems.
- Explain the steps to be taken in case of fire striking in a hotel.

# Unit XI Energy Conservation

## Energy Conservation

Today, we utilize external energy supplies to fulfill many of our basic needs as well as provide comforts, luxuries, and entertainment. The various forms of energy so harnessed include mechanical energy, heat, light and chemical fuels.

### **11.1 Tips for energy conservation**

We shall now look at some general tips for energy conservation in hotels. Passive design strategies can dramatically affect a building's energy performance.

#### **Natural Light**

Develop strategies to optimize natural lighting. Studies have shown that it has a positive impact on productivity and well-being as well. Consider installing skylights if needed.

#### **Artificial Lighting**

Install high-efficiency lighting systems with advanced controls, including motion sensors tied to dimmers. Consider the use of timer switch to switch off lights during hours when they are unlikely to be used. In guest rooms, have a lighting system that is activated only after inserting the key tag into the energy saver slot.

#### **Temperature Control**

Use an energy efficient heating/ cooling system of the proper size in conjunction with a thermally efficient building shell. Maximize the use of light colors for roofing and wall finishes; install high R-value walls and ceilings; and use minimal glassed areas on the east and west exposures. Use draperies and sun films on window panes to cut down on air conditioning costs.

Hot water pipes should be well insulated. Indeed, both leakage of air and water should be avoided. Damaged insulation must be changed as early as possible. Filters should be cleaned regularly. The temperature of the heated water should not exceed the recommended levels for the various areas.

## **Appliances**

Minimize the electric loads from appliances and other electrical equipment and as well as the removal of key tag from its slot invokes the energy saver settings. Turn off lights and fans in rooms that are physically unoccupied.

All equipment should be maintained and kept clean for the highest possible efficiency.

## **Alternative Sources**

Consider alternative energy sources such as photovoltaic and fuel cells, which are now available for new products and applications.

Use solar energy that is abundantly available naturally and save on electricity costs.

Solar energy can be used for lighting and heating water.

## **Cooking fuel**

Biogas can be used to cook staff meals. A biogas plant may be installed and the organic waste generated in the hotel can be used for the production of biogas.

## **Transport**

Provide guests with bicycles, walking maps, and information on public transportation. Small solar- powered vehicles can be used to ferry guests within the property's premises.

## **Water Conservation**

General tips for water conservation

Toilets employ a dual plumbing in the design to use recycled water for flushing toilets or a grey water system that recovers rainwater or other non potable water for on-site irrigation.

Use aerated water taps and water flow restrictors. Aerators in taps may reduce the consumption of water from 200 litres per shower to 110 litres.



## **11.2 Waste Management**

Use recycled waste water for horticulture purposes, flushing toilets, and air conditioned through separate pipe systems. A sewage treatment plant should be installed for recycling waste generated by the hotel.

### **Rain water harvesting**

Replenish ground water by rainwater harvesting. By rain water harvesting, nearly 25% of the water used within the premises is saved.

### **Horticulture**

Use timer-controlled sprinkler systems and self-closing nozzles on hoses. The sprinkler system may be timed to operate during the early morning or late evening hours, when the sun is not at its peak. This minimizes the evaporation of water.

## **Waste Management**

### **Linen and other textiles**

Condemned bed linen, towels, and curtains should be reused for making dusters, face cloths, scarves, swab cloths, waiter's cloth and so on.

### **Garbage reuse and recycling**

Segregation of wet and dry garbage should be adopted for recycling, reusing, and recovering waste.

### **Sewage**

A sewage treatment plant is an effective way of recycling waste water generated in the hotel. The recycled water thus produced may be used in gardening and for flushing toilets.

### **11.3 Summary**

Nothing is a waste in nature because nature knows how to reuse and recycle.

Energy and water conservation are integral parts of environmental sensitivity.

Renewable resources need to be sourced and utilized.

Waste management primarily involves recycling wastes generated on the property's premises and many tips have been given for the same.

### **11.4 Exercise**

- Explain the tips for water conservation.
- Explain the points for conserving energy