



HOTEL HOUSEKEEPING OPERATION
AND MANAGEMENT
METrO INN APPROACH

SHARIFAH RAHIFA BINTI SYED MUSTAFA (EdD)

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Preface

Hotel Housekeeping Operation and Management METrO Inn Approach is an eBook covers all important aspects related to the field. It is specifically designed and written as an easy to use manual with its flexibility for both teaching and learning as well as a perfect reference for practicing and future practitioners. The content of the eBook provides valuable information for readers. This book is intended to get both practicing and future practitioner more closely involved with the actual operation of housekeeping and it is with the sincerely hope of the authors that this eBook will used academically in educational institutions as well as in the industry as well.

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About The Author

Hi! I am **Dr. Sharifah Rahifa Binti Syed Mustafa**, a lecturer. I have been working in institutions for the past 16 years. I am currently a senior lecturer at the department of Tourism and Hospitality, Politeknik METrO Kuala Lumpur. I obtained a Doctor of Education (EdD), a Master with Technic and Vocational Training Education, and a Bachelor in Hotel Management. Dr. Sharifah has participated in research, innovation, and commercialization, and also in addition to her academic career, Dr. Sharifah has teaching and experience in housekeeping subject.



Housekeeping Department Organization

Housekeeping is the management of household affairs. It means dealing with maintaining a clean and comfortable environment in the premises. Housekeeping tasks to ensure the guest needs and preferences for comfort and security are fulfilled. Provision of a clean, comfortable, safe and aesthetically appealing environment. Operational for Cleanliness, maintenance, aesthetic upkeep of room, public areas and the surroundings.

Responsibilities of Housekeeping Department

Achieve the maximum possible efficiency in ensuring the care and comfort of guest. Establish a welcoming atmosphere and ensure courteous, reliable service. High standard of cleanliness and general upkeep in all areas for which department is responsible. Provide linen in room, restaurants, banquet hall, conference venue etc. Provide uniforms for all staff. Cater to laundering requirements of hotel linen, staff uniform and guest clothing.

Structure of Housekeeping Department

Different types of hotels have different structure of housekeeping department. In this section, we are going to learn two types of housekeeping structure, which are structure of Housekeeping Department for large property/luxury hotel (Shown in Diagram 1.1) structure of Housekeeping Department for small property/economy hotel (Shown in Diagram 1.2).

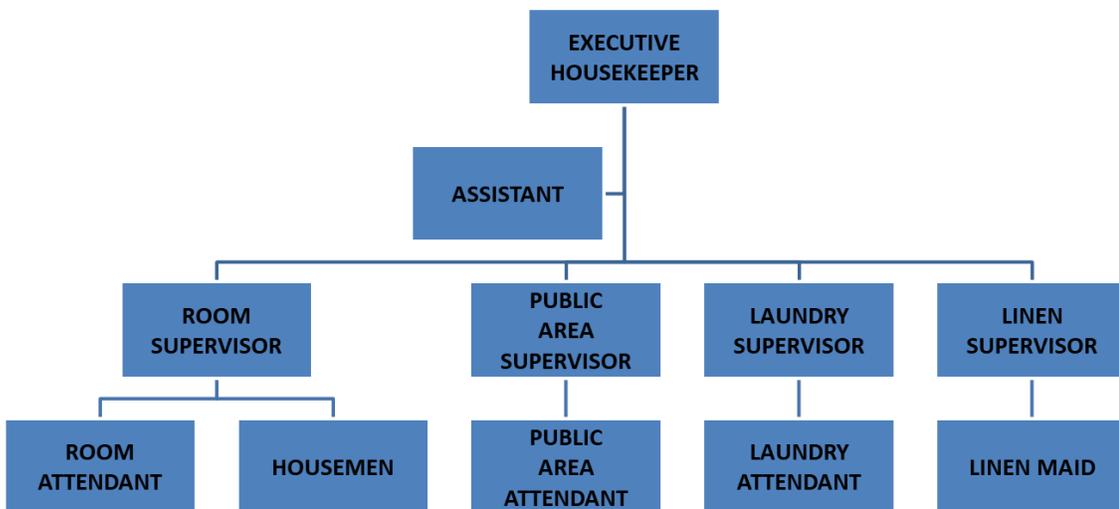


Diagram 1.1: Sample structure of Housekeeping Department for large property/luxury hotel

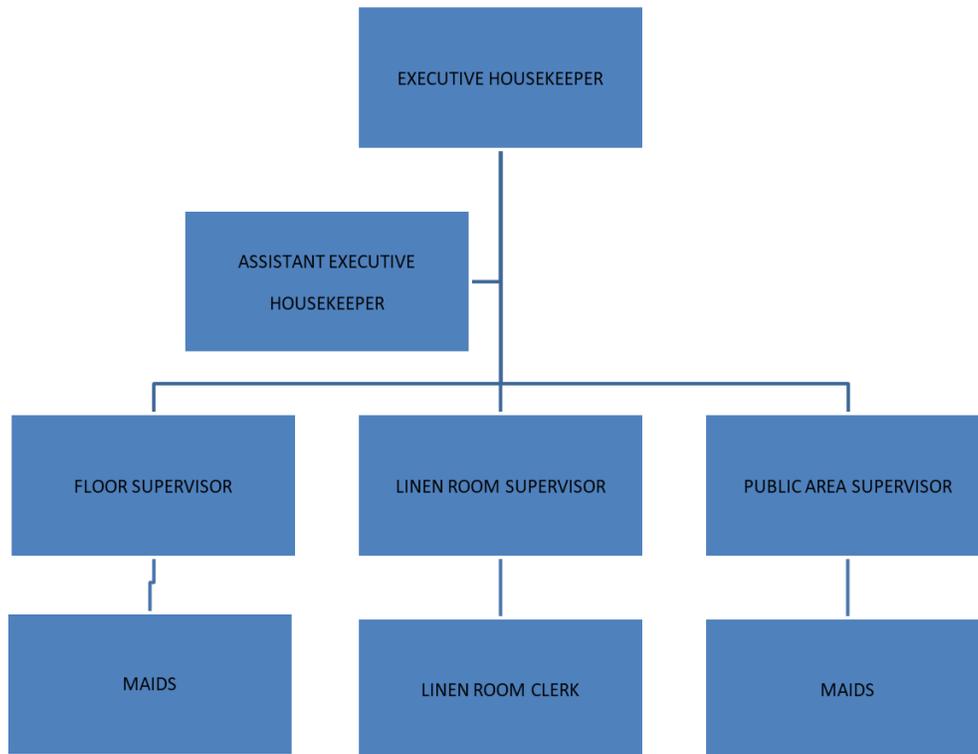


Diagram 1.2: Sample structure of Housekeeping Department for small property/economy hotel

Job Specification

Document detailing the minimum qualities or traits required by an individual to perform a particular job. Include educational qualifications, age limit, equipment skills, physical characteristics, mental traits, personality, language skills, special requirements.

Job Description

Detail document identifying all duties of job position including reporting relationship, additional responsibilities, working conditions and any specific know-how necessary about equipment and materials. Aspects job profile, reporting relationship, supervisory relationship, coordination details, scope of job, hours of work.

Executive Housekeeper/Manager of Housekeeping

The Executive Manager is the chief of housekeeping department. The Deputy Housekeeper and Assistant Manager of Housekeeping report to him. Their responsibilities include:

- ✓ Ensuring overall cleanliness and aesthetics of the hotel.
- ✓ Ensuring overall sanitation, comfort, and ambience of the hotel.
- ✓ Training the new joiners and motivate the existing employees.
- ✓ Modelling and establishing Standard Operating Procedures (SOPs) for cleaning and decorating.
- ✓ Monitoring regular inventory of guest supplies and linen.
- ✓ Monitoring housekeeping equipment and hotel property.
- ✓ Evaluating employee performance, and handling their training, promotions, and transfers.
- ✓ Organize flower arrangements for events.
- ✓ Presenting the estimate of the required budget to the General Manager of the hotel.

Supervisors of Housekeeping

The supervisors report to the Assistant Housekeeper. Their positions and their respective responsibilities include:

Floor Supervisor

Supervisors of Housekeeping

- ✓ Issuing keys to the room attendants.
- ✓ Coordinating floor operations and tray clearance with room attendants.
- ✓ Inspecting rooms for readiness and reporting to the front office for the same.
- ✓ Catering for VIP facilities and providing special supplies such as hot drinking water, baby-sitting provision.

Public Area Supervisor

- ✓ Ensuring that cleanliness is maintained at all times in public areas such as lobby, lifts, parking, swimming pool, coffee shop, conference hall, banquet hall, and restaurant.
- ✓ Ensuring banquet and conference halls are well kept and ready.
- ✓ Ensuring the concerned operating staff is available as per the schedule

Uniform Room Supervisor

- ✓ Providing clean, ironed, and fresh uniforms to the hotel staff.
- ✓ Suggesting procurement of any uniforms required.
- ✓ Checking repaired linen from tailor room.
- ✓ Keeping track of number and condition of uniforms.

Linens Room Supervisor

- ✓ Inspecting linens and sending it to the laundry.
- ✓ Checking linens from laundry and sending it for ironing.
- ✓ Maintaining linen influx and out flux register.
- ✓ Checking repaired linens from tailor room.
- ✓ Suggesting linen replacements if required.

Guest Room Attendant

- ✓ Reporting to the floor supervisor.
- ✓ Cleaning the guest rooms, guest bathrooms, and the corridors.
- ✓ Changing the linens of the guest room and guest bathrooms.
- ✓ Topping up the guest supplies.
- ✓ Making guest-room beds.
- ✓ Replenishing the hotel cleaner's trolley with supplies and linens for the next shift staff.

Public Area Attendants

- ✓ Reporting to public area supervisor.
- ✓ Keeping the parking, lobbies, guest rooms, lifts, and corridors in best maintained status.
- ✓ Keeping these areas smelling fresh and clean.

Personal Hygiene and Appearance

The housekeeping staff on duty must:

- ✓ Be well-groomed with high degree of personal hygiene.
- ✓ Have trimmed nails and hair, and clean uniform.
- ✓ Have a clean and pleasant appearance.

Communications skills

The housekeeping staff must:

Conduct themselves with a cooperative attitude.

- ✓ Speak in a friendly but sincere tone.
- ✓ Speak clearly in audible voice of moderate pitch.
- ✓ Maintain polite eye contact while interacting with the hotel guests.

Interpersonal skills

For serving the guest and working for cleanliness, the housekeeping staff must:

- ✓ Possess right attitude.
- ✓ Have good listening skills to avoid any miscommunication.
- ✓ Be a good team player.

Personal skills and Traits

The housekeeping staff must:

- ✓ Be able to retain and pursue the demand of the guest until it is fulfilled.
- ✓ Be sincere and physically fit.
- ✓ Respect each hotel guest they are dealing with. They must conduct themselves confidently and courteously.
- ✓ Have high integrity.

Importance liaison to other department

Successfully carrying out the activities of housekeeping department is possible only by establishing effective relationships within the department and with other departments.

Front Office

Front office is a department which rents rooms, sells services to guests and provides concierge services. Rooms are under direct responsibility of both departments. Both departments exchange information consistently in terms of daily room reports, coming-going rooms, VIP rooms, maintenance-repair, occupancy rate of rooms and groups. Front office takes measures in order to prevent revenue loss and prestige of facility via information flow about the demand, interpretation and behavior of guest from housekeeping services.



Technical Services

Technical service is a department which does maintenance-repair works in order to troubleshoot failures occurring in all departments of the facility. Routine maintenance-repair works must be done in order to prevent major repair. Planned repairs are actualized with cooperation of both departments, within shortest time and in a way uncompromising to guest satisfaction. Annually planned repair works are done pursuant to common plan of housekeeping services, technical service and front office.

Food and Beverage

Food and beverage department is the operational unit which meets the food and beverage needs of guests staying in the facility and gives dining services. The relationship between both departments is intended for providing service and cooking uniforms, supplying restaurant laundries, cleaning and maintenance of food and beverage zones. Food and beverage department is responsible to separate mishandled blotchy table napkins and table clothes and to deliver them to the laundry room for special cleaning. Good communication is needed between housekeeping service and room service in order to take empty services and carts of restaurant from guest floors without delay.

Security

Security is the department in charge of the protection of guests, employees and their properties. Based on their job description, housekeeping personnel operates in a wide range throughout the business. The personnel will notify security whenever he is aware of or evidences extraordinary conditions, suspicious looking individuals or packages. Thus, housekeeping services personnel will contribute to security of guest, personnel and the facility.

Accounting

Accounting is the department which undertakes financial affairs related to the business and personnel and also carries out inventory works of departments affiliated to the business. Accounting department needs collaboration of housekeeping services for signing invoices in a timely manner, personnel attendance schedules are prepared timely for payment of wages to the personnel and preparing periodical tables. In order to compare with front office reports, empty and full bed capacity reports should be delivered by housekeeping services in a timely manner.

Purchasing

Purchasing is the department which meets equipment and material needs of all departments in the business and also performs storage works. The department purchases all materials required for guest rooms including cleaning materials. Purchasing department and housekeeping department should exchange views about quality and cost of materials required to be purchased.



Fabric and Linen Handling



Fibers are the basic units of all textiles. Textiles are a form of cloth or fabric from which clothing and other items are made. Fibers are put together to form a continuous strand, making a yarn. Yarns are woven or knitted together to make fabrics. Fabrics are material made usually by weaving or knitting fibers.

Known as cloth or thread made of flax. Flax is a plant of natural fiber (cellulose fiber). Widely used in hospitality context, which means household articles made of cloth. Some of linen that are being used in hospitality establishment are towel, bed sheet, bedspread, napkin, tablecloth and many more.

How to choose linen

Fiber content

Fabric quality

Thread count and yarn count

Type of weave

Fabric finish

Dyes and printing quality

Texture

Size

Recognizing quality

Caring for fine linens

Natural Fibers

The most common natural fibers are cotton, linen, wool, and silk. Natural fibers vary in quality depending on the kind of animal or plant and the growing conditions. The fibers must be cleaned before they can be made into yarns. Supplies of natural fibers vary, according to the season. They each have unique characteristics that cannot be copied by science.

There are two categories of Natural Fibers:

Cellulosic Fibers

Cellulosic Fibers come from plant sources. There are many kinds of cellulosic fibers, but few are used in fabric. Cotton, and flax are the main cellulosic fibers that are used in the fashion industry.

Protein Fibers

Protein Fibers come from animal sources. Wool and silk are the main protein fibers.

Cotton

Cotton is a natural fiber that is obtained from the cotton plant. It is the most widely used natural fiber. The cotton plant can grow in any part of the world where the growing season lasts six or seven months. China leads in cotton production, followed by the United States and India.

Advantages

Inexpensive

Launders Well

Soft

Hydrophilic-Absorbent

Dyes Well

Disadvantages

Wrinkles Easily

Soils Easily

Mildews is stored damp.

A discoloration caused by a fungus that grows on the fabric when it is stored moist over a period of time.



Flax (Linen)

Flax is the fiber used to make linen fabric. It was the first cellulosic fiber used for making fabric. The Egyptians grew fields of flax along the Nile River over 4000 years ago and made it into fine cloth. Pieces of linen have been found in tombs of the Pharaohs. Egyptian mummies, wrapped in linen, are still seen in museums. Today, Belgium, France, the Netherlands, and Poland produce most of the linen fabric.

Advantages

Durability

Absorbent

Lint Free

Harder to soil

Disadvantages

Wrinkles Easily

Expensive



Wool

Wool is made from the fleece/hair of the sheep or lambs. It is the most common animal fiber people wear today, but its use goes back to early times. Crude wool fabrics have been found in the ruins of the Stone Age. Even then, people knew that the fleece of the sheep was softer and warmer than the skins of other animals. Sheep were the first animals to be domesticated and raised for their fleece.

Advantages

Warmest Natural Fiber

Natural Insulator

Strong and Durable

Lightweight

Absorbent

Wrinkle-Resistance

Fire Retardant

Disadvantages

Shrinks easily

Requires dry cleaning.

Expensive



Silk

Silk is a protein fiber that comes from the cocoons of silkworms. Manufacturers unwind the cocoons to obtain the fiber. The silk fiber is the longest natural fiber, sometimes reaching a thousand yards or more. Japan is the leading producer of raw silk today. China, Italy, France, and India also produce large amounts of silk. The United States does not produce raw silk because of the high cost of labor. However, it is the world's largest manufacturer of silk products.

Advantages

One of the strongest fibers.

Has a natural shine or luster giving fabrics a luxurious look.

Very Elastic

Resists Wrinkling

So smooth that dirt doesn't cling to it.

Disadvantages

Hard to wash, usually requires dry cleaning.

Expensive



Manufactured Fibers

Rayon was the first commercially produced fiber. It was followed by acetate. These fibers are made from cellulose, the fibrous substance in plant life. They are called cellulosic fibers. Combining molecules of nitrogen, oxygen, hydrogen, and carbon makes most other manufactured fibers. The molecules are linked in various ways to form chemical compounds called polymers. These manufactured fibers are called synthetic fibers since they are made from chemicals.

Rayon

Rayon is a manufactured regenerated cellulose fiber. It is made from purified cellulose, primarily from wood pulp, which is chemically converted into a soluble compound. Has many of the same characteristics as cotton. It was the first manufactured fiber. Often found in lingerie, shirts, blouses, dresses, slacks, coats, and work clothes.

Advantages

Soft

Comfortable

Absorbent

Inexpensive

Versatile

Disadvantages

Shrinks and wrinkles easily

Low Resiliency

Heat sensitive

Mildews

Dry Clean or Hand Wash Only.



Acetate

Acetate is a chemical compound made of salt or ester of acetic acid. Also known as acetate rayon. A synthetic filament, yarn, or fabric composed of a derivative of the acetic ester of cellulose, differing from viscose rayon in having greater strength when wet and greater sensitivity to high temperatures.

Advantages

Looks and Feels Luxurious

Silky appearance & feel

Crisp and Drapes well

Dyed in a range of colors.

Resistance to moths and mildew.

Absorbent & dries quickly.

Inexpensive

Disadvantages

Poor abrasion resistance

Weak

Dry Cleaned Only

Melts under High Heat



Nylon

A tough, lightweight, elastic synthetic polymer with a protein-like chemical structure, able to be produced as filaments, sheets, or molded objects. Nylon is very strong and durable and the strongest out of all the fibers.

Advantages

Elastic but able to retain its shape.

Lightweight, lustrous, and easy to dye.

Disadvantages

Heat sensitive

Damaged by sun

Picks up oils and dyes when washed

Low absorbency leading to high amounts of static electricity.

Pilling is a huge problem.

Formation of small balls of fibers on the fabric surface due to wear.



Polyester

A synthetic resin in which the polymer units are linked by ester groups, used chiefly to make synthetic textile fibers. It is the most widely used out of all the fibers.

Advantages

Very resistant to wrinkling, stretching, shrinking, bleach, sunlight, moths, and mildew.

Disadvantages

Retains oily stains.

Hydrophobic—doesn't absorb moisture well

Static electricity



Acrylic

Acrylic is synthetic resins and textile fibers made from polymers of acrylic acid or acrylates. Acrylic is often a replacement for wool in garments.

Advantages

Soft, warm, and lightweight.

Keeps its shape well.

Resists sunlight damage and wrinkles.

Disadvantages

Pills easily

Prone to static electricity

Low absorbency

Heat sensitive



Spandex

Spandex is a type of stretchy polyurethane fabric. Used in a variety of different clothing styles, especially under garments.

Advantages

Great stretch and will retain shape quickly.

Resistant to sunlight, oil, perspiration, and abrasion.

Lightweight

Strong and durable

Soft and smooth

Easy care.

Disadvantages

Heat sensitive

Nonabsorbent

Yellows with age

Harmed by chlorine bleach



Linen Care

How to wash linen

Linen items can be both hand washed and machine washed - either of these methods are fine and won't stretch or shrink your linens. If you do experience damage during wash, it may be related to the quality of the fabric or chemicals involved.

Machine wash:

1. Separate white, dark, and colored linens. For best results, wash separately from other fabrics.
2. Wash in lukewarm water (<40°C/104°F). High temperatures may cause shrinkage of up to 10% and weaken the linen fiber.
3. Use the gentle machine cycle and don't overload your washing machine.
4. Use mild detergent formulated for delicate fabrics. Don't bleach.



Hand wash:

1. Fill a small container (bucket or sink) with lukewarm water and add about a teaspoon of mild detergent.
2. Submerge the linen garment in lukewarm water and let it soak for about 10 minutes.
3. Gently swish the item around. Don't wring, twist or scrub as it can stretch the fabric.
4. Drain the soapy water and rinse repeatedly until the soapy residue is all gone. Hang to dry.



Removing Stains from Linen

The main rule of getting stains out of linen is doing it as soon as they develop. If you let dirt, oil, grease, and other stains sit, they will absorb deep into the fiber making removal a difficult and annoying task.

If you have a minor spot, try soaking it in a water-detergent solution or washing it with club soda. If that doesn't help, you can put some dish soap and gently massage it until the dirt comes out, then wash it as you usually would. Some stains are trickier and might come off by sprinkling baking soda and a few drops of vinegar on the fabric, then blotting it with a paper towel to soak up the moisture.

Wellness Mama's
GUIDE TO
Laundry

Tip Always treat stains from the back to avoid pushing them into fabric more

INK OR PAINT STAINS:
Soak in rubbing alcohol for 30 minutes, or spray hair spray on it and wash.

TOMATO BASED STAINS:
Pour White Vinegar directly on stain, and wash immediately.

DINGY WHITES OR UNDERARM STAINS:
Soak in 50/50 Hydrogen Peroxide and water, mix for at least 30 minutes, and wash with an added 1 cup of hydrogen peroxide per load.

GRASS STAINS:
Scrub with dish soap or treat with 50/50 hydrogen peroxide and water mix.

OTHER FOOD STAINS:
Sprinkle with baking soda and then spray with a 50/50 Hydrogen Peroxide and water mix right before washing.

TEA OR COFFEE:
Immediately pour boiling water over the stain, or if it is set, scrub with a paste of borax and water and wash immediately.

GREASE OR OIL STAINS:
Sprinkle with dry baking soda to absorb any loose oil or grease, then soak in undiluted white vinegar and scrub with dish soap before washing.

WINE OR RED DYES:
Use a mix of 50/50 Hydrogen Peroxide and water and soak.

MUD:
Let dry, brush off what you can, treat with borax/water paste and wash immediately.

VOMIT, URINE, POOP, BLOOD, EGG, GELATIN, GLUE OR OTHER PROTEIN-BASED STAIN:
DO NOT wash in warm water! Soak in cool water and then cool wash with an added mixture of 1/2 cup hydrogen peroxide and 1/2 baking soda.

Tip Use Wellness Mama Homemade Baby Wipes for immediate pre-treatment of all types of stains

HOW TO REMOVE THESE COMMON STAINS

| | | | |
|--|--|--|--|
| OIL → WHITE CHALK  | DEODORANT → DRYER SHEETS  | COFFEE → BAKING SODA  | LIPSTICK → RUBBING ALCOHOL  |
| GREASE → SODA  | SWEAT → LEMON JUICE  | INK → MILK  | RED WINE → SALT  |
| BLOOD → HYDROGEN PEROXIDE  | GRASS → VINEGAR  | MAKEUP → SHAVING CREAM  | BERRIES → BOILING WATER  |

SOURCES: Racked.com; LifeHacker.com; TopCleaningSecrets.com; Huffingtonpost.com; Frugalliving.about.com; YouTube; ApartmentTherapy.com

TECH INSIDER

There are three major factors to be considered when purchasing linen: -

Quantity

Quality

Size

Quantity

The quantity of linen purchased is largely dependent on the following factors: -

1. size of the establishment
2. standard of the organization (will determine frequency of change)
3. turnover or occupancy
4. laundering facility

Quality

The best quality linen must be selected within the available budget.

To select good quality linen, it is necessary to give due importance to: -

1. fibre selection and quality of yarn
2. thread count – the total number of warps & wefts in 1sq. in. of grey goods fabric.
3. finishes especially colour fastness
4. reputed manufacturers

Size

Purchasing linen of the correct size is extremely important as wrong sizes can affect the appearance and even hamper operations.

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)

Table Linen:

Square Tablecloths: 36", 54", 63" or 72" square (91, 137,160. 182 cm. square)

Rectangular Tablecloths 52" or 90" x 72" (133 or 230 cm. x 183 cm.)

Serviettes 24" square (60 cm. square)

Cocktail Napkins 10" square (26 cm. square)



Cleaning Agents and Equipment

Cleaning Agents

Apart from water and regular detergents, the housekeeping staff also uses cleaning chemicals, which are often available in the form of liquids, blocks, and powders.

Water: It is the most commonly used medium for cleaning and rinsing. The housekeeping staff needs to use only soft water because hard water cannot dilute detergents properly. Non-oily and non-greasy stains such as ink stains can be removed using water.

Vinegar: It is used in removing light stains in the bath.

Bathroom Cleaners: They come in liquid form for easy cleaning. They clean, descale, and disinfect the bathroom walls, bathtubs, bathroom flooring, sinks, and showers. They often contain phosphoric acid.

Clean Air Sprays: They are best for freshening the hotel corridors, washrooms, bathrooms, and reception areas. These sprays remove the pungent smell of tobacco, smoke, and organic wastes.

Degreaser: This is mainly used in bars to remove the marks of grease and lipstick that cannot be removed by traditional washing of glasses and cups. Degreaser restores the surface shine and transparency of the glasses and bowls.

Floor Cleaners and Sealers: One of the important tasks of hotel housekeeping is cleaning the floor periodically and keeping it sealed with the help of sealer of the right consistency for optimum maintenance. Some areas in the hotel are busy and bear heavy traffic such as lobby, corridors, parking areas, restaurants, and dining halls. Their floorings lose smoothness and shine. In such a case, the floor cleaners and sealers are used for restoring their look and shine.

Laundry Cleaners: They are liquid concentrates with variable amount of peroxide that removes tough stains, bleaches the linen, and enhances its whiteness.

A number of chemicals are used in dry-cleaning. They are camphor oil, turpentine spirits, benzene, kerosene and white gasoline, petroleum solvents such as naphtha blends, chloroform, carbon tetrachloride, and liquid carbon dioxide. They remove the stains from silk tapestry without damaging the fibers.

Surface Sanitizers: They often come in the form of liquid concentrate. They are water-based and sanitize the surfaces without damaging their appearance. The sanitizers reduce the presence of bacteria to a great extent. They come with different concentrations and fragrances.

Toilet Blocks: They deodorize the toilets and leave them with a fresh smell. They come with two variants: continuous action and instant action. They contain oxidizing agents such as ozone, hydrogen peroxide, or chlorine that removes unpleasant organic odour from the surface of a material.

Toilet Cleaners: They are available in liquid form containing strong hydrochloric acid. They remove stains and plumbing scales easily, and restore the shine of their surface.

Carpet Cleaning Agents: Cleaning and maintaining the carpets are important tasks of hotel housekeeping. As suggested by the Carpet and Rug Institute (CRI), carpet cleaning is complete when the following issues are tackled:

Soil containment

Vacuuming

Spotting

Interim cleaning

Restorative cleaning Carpet cleaning chemicals are often low-moisture, fast-drying cleaners that take care of the above said issues effectively.



Abrasive Handle



Carpet Cleaner



Air Spray



Laundry Detergent



Surface Sanitizer



Toilet Rim Blocks



Degreaser



Vinegar



Floor Cleaner

Chemicals



Non caustic multipurpose cleaner
Versatile cleaner without fragrance
Suitable to use for Auto Scrubber Machine
Coverage 125,000 sq. ft. per 10L



Double-solvent glass cleaner
For cleaning window, mirror, chrome and glass surface
Penetrate and dissolves nearly every kind of dirt on glass
Leave streak free, smear free, crystal clear finish
Fast cleaning for windows, mirrors, showcases, glass desktops and car windows, chrome and other reflective surfaces



Concentrated acid toilet bowl cleaner
For periodic deep cleaning of toilet bowl & urinal bowl
Remove scale and disinfect



3 in 1 fragrance air freshener
Clean, sanitize and deodorize
Can be used for general mopping
As deodorant spray in toilets, offices, factory
Leave the area fresh and clean



Solvent Based Aerosol Gum and Adhesive Remover

Solvent-based adhesive remover for satisfying stain removing results.

Ideal for heavy-duty, hard-to-remove stains.

Will not damage the surface /leave stain after clean.

Suitable on hard surfaces. furniture, clothing,

Can be used for industrial, commercial or household cleaning purposes.

Household Spot Remover

Clothing

Carpets

Furniture

Gum and Adhesive Remover

Bumper Sticker

Candle Wax

Tapes

Labels

* Do not use on Styrene plastics surfaces



A mild pleasantly antibacterial scented hand cleanser

Excellent antibacterial effects up to 4 hours of usage

Able to kill 99.9% germs

For hand washing liquid in soap dispenser

Hands are protected from growth of unwanted germs like *Staphylococcus aureus* and *Escherichia coli*

Preventing the spread of germs and infections

pH (0.5+): 6.5



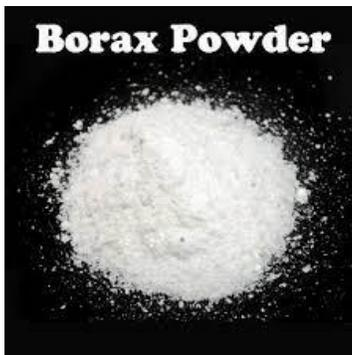
Ideal for disinfecting public places such as offices, hospitals, or educational institutes.

Highly effective in eliminating harmful bacteria and viruses that pose a threat to the health of your family or employees.

Safe to be sprayed on any surface and acts as a superb disinfectant for doorknobs, elevator buttons, handles, etc.

An all-in-one sanitizer since it is completely safe to be used on the skin as well as other surfaces.

Tested to be highly responsive in eliminating coronavirus microorganisms as well as other bacteria such as pseudomonas, salmonella, staphylococcus, makes it smell pleasant after use. Whether it is sprayed or mopped, the scent of the disinfectant can make the environment pleasing.



Borax is a powdery white substance, also known as sodium borate, sodium tetraborate, or disodium tetraborate.

It's widely used as a household cleaner and a booster for laundry detergent.



Rubbing alcohol is either an isopropyl alcohol or an ethanol-based liquid, with isopropyl alcohol products being the most widely available.

Manual Cleaning Equipment

As the name suggests, they are used manually to keep the surfaces clean. Some commonly used manual equipment are:

Abrasives: They are the sharpening stones or grit papers used to polish metal or wooden surfaces. There are various abrasives depending upon the size of grit and adhesion of grit particles on the paper.

Brushes: They are handheld flat brushes with bristles to dust the plain surfaces as well as the corners. They come with non-slip handles and stiff scratch-free bristles. They help removing stubborn dust.

Chambermaid's Trolley/Housekeeping Trolley: This trolley is large enough to keep all the guest room and guest bathroom supplies in an organized manner. It makes the housekeeping staff to move it around and carry large number of items in one go while keeping and cleaning the guest rooms.

Dustbins: They are used to collect daily garbage produced in the hotel.

Dusting Cloths: They are soft cloths used for wiping the surface dust.

Dustpans: They are used to collect dust and garbage from the floor and putting it into the dustbin.

Janitor's trolley: It is a trolley that stores cleaning supplies such as detergents, spray bottles, dustbin, mop, and dusting cloths, all in a compact manner. It can be moved around easily. It fulfils the challenge of modern day housekeeping in hotels.



Mops: There are various types of mops such as string mops, flat mops, dust mops, and synthetic mops. Mops are generally made of flat cotton strings or heavy-duty sponges fixed on the metal frames. The cotton mops have high absorbing ability but need more care unlike the synthetic mops that offer almost zero absorbing ability and very less maintenance.



String mop



Dust mop



Flat mop



synthetic mop

Mop Wringer trolley: A mop bucket cart (or mop trolley) is a wheeled bucket that allows its user to wring out a wet mop without getting the hands dirty. The mops are squeezed between two surfaces to remove dirty water from it.



Spray Bottles: They are used to spray water or chemical solutions on the surface that needs cleaning. They are also used to spray water on the delicate flowers or leaves of flower arrangement.

Electric Cleaning Equipment

Scarifying machine: It is used for keeping gardens, golf courts, and lawn in the hotel premises. It cuts through the turf, and removes moss and dead grass. It helps grow spongy lawn. Scarifiers have fixed knife blades attached to the rotary cylinder. They cut through the grass by which the offshoots are separated into lots of individual plants. This helps to thicken up the turf and improve its health.

Box Sweeper: It is electric sweeper that consists of a friction brush. The brush often is fit to revolve vertically or horizontally, when the equipment moves on the surface. It can clean floors as well as carpets. The wider the better is the box sweeper brush.

Vacuum Cleaner: It is again a majorly used equipment in hotel housekeeping. It comes with a suction motor fit in a case, a hose, and various attachment for delicate as well as tough cleaning requirements.

Polishing Machine: They are used to add a shine to the floors of most frequented areas of the hotel.

Scrubber: It is a floor care accessory that comes with handheld electrically operated scrubber. It is used where only mopping doesn't suffice. It can scrub stubborn and sticky stains on the floors of cafeterias, restaurants, lobbies, and fitness areas where people can take food and beverages.

Vapor Cleaning Machine: They are used where the chemical odour are not desired. They are equipped for continuous operation. They heat up quickly and work with low amount of moisture. They kill the beg bugs and their eggs, the yielding a completely clean environment.



Scrubbing Machine



Box Sweeper



Polishing Machine



Vapor Cleaning Machine



Vacuum Cleaner

Guestroom Cleaning

Guest Rooms: These spaces are prepared not only for resting requirements of the guest, but also for other needs such as working, reading, watching TV, listening to music, keeping belongings, bathroom, and toilet.

Types of Guestroom

Single Room: A room with the facility of single bed. It is meant for single occupancy. It has an attached bathroom, a small dressing table, a small bedside table, and a small writing table. Sometimes it has a single chair too.

Double Room: A room with the facility of double bed. There are two variants in this type depending upon the size of the bed:

- King Double Room (with king size double bed)
- Queen Double Room (with queen size double bed)

It is equipped with adequate furniture such as dressing table and a writing table, a TV, and a small fridge.



Single Room



Double Room

Deluxe Room: They are available in Single Deluxe and Double Deluxe variants. Deluxe room is well furnished. Some amenities are attached bathroom, a dressing table, a bedside table, a small writing table, a TV, and a small fridge. The floor is covered with carpet and most suitable for small families.

Double-Double (Twin Double) Room: This room provides two double beds with separate headboards. It is ideal for a family with two children below 12 years.

Twin Room: This room provides two single beds with separate headboards. It is meant for two independent people. It also has a single bedside table shared between the two beds.

Hollywood Twin Room: This room provides two single beds with a common headboard. If a need arises, the two beds can be brought together to form a double bed.

Duplex Room: This type is composed of two rooms located on two different floors, connected with internal stairs.

Cabana: This type of room faces water body, beach, or a swimming pool. It generally has a large balcony.



Twin Room



Twin Double Room



Hollywood Twin Room

Studio: They are twin adjacent rooms: A living room with sofa, coffee table and chairs, and a bedroom. It is also equipped with fan/air conditioner, a small kitchen corner, and a dining area. The furniture is often compact.

Lanai: This room faces a landscape, a waterfall, or a garden.



Duplex Room



Beach Cabana

Suite: It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy. There are various types of suites:

- Regular Suite: Best for business travelers.
- Penthouse Suite: Luxurious than the regular suite. It is provided with the access to terrace space above the suite. It is aloof from crowd and provides a bird's eye view of the city. It has all the amenities and structure similar to a regular suite.
- Presidential Suite: The best possible suite in the hotel.

Sico: This is a kind of multipurpose room, which can be used as a meeting room during the day and as a bedroom during the night. These rooms have special beds called Murphy Bed that can be folded entirely against a wall. This bed may or may not have headboard. The lower face of the bed which becomes visible after folding or placing upright, has a decorative wall paper, mirror, or a painting. After folding the bed, the room can accommodate sitting for five to ten people.



Suite



Sico

Guestroom Status

| Abbreviation | Term | Meaning |
|---------------------|----------------|---|
| CI | Check-In | Depicts that the room is ready for check in. |
| CO | Check-Out | The room status when guest has vacated and the room still needs to be prepared for selling. |
| O | Occupied | The status of the room as occupied by the guest or displays signs of being occupied by the guest. |
| OC | Occupied Clean | The status of the room as occupied by the guest and the room is clean. |
| OD | Occupied Dirty | The status of the room as occupied by the guest and the room is dirty. |
| V | Vacant | The status of the guest room when the guest has vacated the room. |
| VC | Vacant Clean | The room is ready for sell. |
| VD | Vacant Dirty | The status of the guest room when the guest has vacated the room. The room needs to clean. |

List of Supplies for Guest Room

Furniture: It includes bed, bedside table, chairs, wardrobe with locker facility, writing table, dressing table, center table, and a magazine holder.

Bedding: It includes mattress, bed sheet, bed cover, quilt, quilt cover, pillows, and pillow cases.

Bedside Supplies: They include non-slip mats on the either sides of the bed.

Bedside Table Supplies: They involve a telephone device, and a printed compiled list of important intercom numbers such as reception, restaurant, and laundry of the hotel.

Center Table Supplies: It includes room service, laundry service, and spa and health club rate cards. It also has an ash tray and a small decorative center piece.

Clothing and Clothing Care: It involves bathrobe, coffee table cover, rocking chair cover, and hangers for clothes and ties.

Hospitality Tray: It is a small tray with compartments that holds sachets of coffee, tea, cocoa powder, creamer, and sugar. Some hotels also offer the sachets of condiments like black and white pepper powder, and salt. They also keep an electric kettle, a couple of cups, saucers, spoons, and water bottle so that the guest can make the beverage of his choice once in a day.

Mini Bar Supplies: It includes a small personal refrigerator filled with a couple of soft drinks, alcoholic drinks, soda, and ice cubes. It also involves a couple of personal servings of salted peanuts, cashew nuts, or chips.

Writing Desk Supplies: A writing pad, a pencil, an eraser, promotional brochures, La carte menu, and the short list of places of historical and commercial importance in the city for guest's reference.



List of Supplies for Guest Bathroom

Bathroom Attachments: Bath area with shower and handheld shower attachments, a bath tub with hot-cold water mixer and handheld shower attachment, soap dispenser, toilet paper attachment, towel holder, and a basin with hot-cold water mixer attachment.

Towels: The couple of pairs of a large and a small towel each for the guests to be used according to their requirement.

Dustbin: A small dustbin with lid, which can be often, opened by the foot and lined with a plastic bag from inside.

Non-slip Foot-mat: It is often, kept near the bathtub.

Slippers: Flat non-slip slippers for the guest.

Mirror: A large mirror is often, fit on the wall above the basin.

Hair Dryer: A wall mounted fixed hair dryer for the guest is kept in the bathrooms.

Vanity Tray: It contains small bottles of shower gel, shampoo, and conditioner. Some hotels also provide moisturizer, shower cap, hand and foot cream, ear buds, and a small manicure kit. It may also contain a couple of empty glasses, disposable toothbrushes, and a small bottle of mouthwash.



Hotel Room Amenities

Toiletries (e.g. Shampoo, lotion, etc.)

Personal care (combs, shaving cream, razor, shower cap, hair dryer)

Coffee Kit (maker, coffee and creamer)

Tissue box

Slippers

Free breakfast

Mineral Water



Rules of Housekeeping Hygiene

Do not use equipment utilized in cleaning out of their intended purposes.

Do not perform cleaning with dirty tools.

Use gloves while cleaning wet areas.

Keep your hands and uniforms clean while working.

Keep the wipes and cleaning equipment clean and dry after use.

Ventilate rooms, corridors and housekeeping offices frequently.

Collect garbage by separating them according to their types, in line with the procedures of the facility.

Report infestations immediately.

Mark the items belonging to sick guests and send them to the laundry separately.

Use the cleaning supplies according to their instructions.

SOP for Setting the Chambermaid's Trolley

The SOP is given as follows:

Empty the trolley.

Check rapidly for any broken parts.

Clean it by dusting and wiping any stains.

Place the items according to their weight: heaviest items at the bottom and lighter items at the top section of the trolley.

Place the linen for different purpose separately.

Close the lids of cleaner bottles and liquid cans tightly.

Record the numbers and types of the items loaded in the trolley for the rooms.

Collect the room keys.

Take the trolley to the assigned duty floor.

Park it outside the room such that the linen side faces outside and the room entrance is blocked.

SOPs for Closing Down the Shifts

The floor supervisor closes the shift formally by ensuring the following points from the attendants:

Empty garbage bags of the chambermaid's trolley into the garbage receptacle.

Ensure they the soiled linen collected into chambermaid's trolley bags are sent to laundry.

Remove the chambermaid's trolley and check it for any damage and dirt accumulation.

Empty the vacuum cleaner bags and replace them with new ones.

Tidy the housekeeping department area by stacking the items at their appropriate places.

Clean the toilet brushes with hot water for ten minutes every week.

Rinse mops in light detergents and hang for drying.

Close the doors and handover the keys to the housekeeping control desk.

Sign off the shift.

SOPs Entering Guest Room

First, room attendant must check the room status. Check for "Do Not Disturb" (DND) sign. Do not knock if the sign is on the door.

Announce your presence by knocking firmly and say "Housekeeping" Do not use the room key or any other tools to knock the door.

Wait for the guest's response. If there is no answer, knock again and say "Housekeeping".

Wait for the response again. If there is still no answer, open the door slowly and repeat "Housekeeping". (The Standard procedure is to knock is 3 times!)

If the guest is sleeping, close the door quietly. Come back later.

If the guest is awake, apologize, excuse yourself and close the door.

If the guest opens the door, ask permission to clean the room.

Checking power switches, air conditioner, TV, and other electronic appliances for healthy condition.

Making bed with the fresh linen, pillow cases, and bedside mat.

Cleaning ashtrays and dustbins, replacing if required; and putting fresh paper stripes.

Checking stationery and vanity supplies. Replacing/refilling if required.

Cleaning the bathroom: floor, walls, toilet, shower area, and tub.

Checking bathroom supplies. Replacing the used supplies with the new ones.

Checking the room curtains and drapes for stains, replacing if needed, and closing.

Discarding the used supplies in the guest room.

Spraying the room freshener.

Cleaning an Occupied Room

The room is cleaned when the guest is occupying the room. It includes cleaning and keeping all occupied rooms twice per day on guests' requests and convenience.

Entering the guest room by following the set procedure.

Clearing the dustbins.

Collecting the used linen and putting it in the linen bag.

Making the bed.

Carrying out the guest room dusting.

Vacuuming of carpet and bedside mats.

Cleaning the bathroom and replenishing the bathroom supplies.

Checking the functionality of light bulbs, television, electric kettle, and intercom device.

Cleaning the Check-Out Room

Assembling bed, chairs, settees, and other furniture and placing it appropriately.

Wiping guest room floor with wet mop.

Cleaning the writing tables, assembling and placing stationery appropriately.

Checking under the beds and chairs, and in the locker for any articles the guest left behind.

All personal stuff, documents, articles left in the room (if any) are removed and deposited to Lost and Found desk.

Cleaning all walls of bathroom with wet wipe.

Cleaning all electric appliances such as microwave, fan, refrigerator and others.

Keeping heaters/air conditioners at lowest power consuming option.

Switching off the room light and television.

Locking the guest room door and cleaning area outside it.

Depositing the keys at front office desk.

Cleaning Bathroom Procedures

Turn on the power and light. Replace any fused light bulbs

Remove all used towels and bath mat

Empty wastebasket and wipe container

Flush the toilet. Apply all-purpose cleaner around toilet bowl and continue to other cleaning process.

Shower Area

Wash the shower walls and soap dishes using a damp cloth in-house

Rinse shower walls and soap dishes with sponge

Clean bathtub fixtures. Polish and dry to remove excessive water

Cleaning a wash basin

Spray washbasin with all-purpose cleaner and clean with sponge

Rinse with clean warm water

Wash the soap dish thoroughly including underneath

Use little abrasives if stains are stubborn

Wipe chrome faucets with dry cloth

Spray thin layer of disinfectant on the edges and wipe dry

Clean the toilet

Scrub the inside of a toilet bowl and under the lid with toilet bowl brush and then flush

Clean the toilet seat, tank and the lid with cleaning solution and cloth

Make sure all outside areas are dry

Close the lid properly

Clean the bathroom walls and supplies

Dust light fixtures properly

Clean fingerprints and smudges using damp cloth

Make sure both side of bathroom door are cleaned

Re-stock bathroom supplies and amenities

Clean the floor

Spray all-purpose cleaner on the floor and brush it vertically and horizontally. Pay attention to the edges

Rinse with water

Use soiled bath mat to wipe it dry

Check the bathroom, make sure there are no hairs on the floor use damp cleaning rag to clean the bathroom door and door knob

Finally, turn off the light and power



SOPs Bed Making

Pull the bed away from the wall or use the pedal to lift up the bed.

Remove all bed coverings such as the bedspread, the pillows and the blanket or duvet and place them on a chair, desk or couch nearby.

Remove all dirty pieces of linen such as sheets and pillow cases and put them in the laundry bag.

Also remove all towels from the bathroom and place them in the laundry bag.

Stand at the foot of the bed, spread a clean bottom sheet across the mattress and tuck-in the bottom edge and make hospital corners

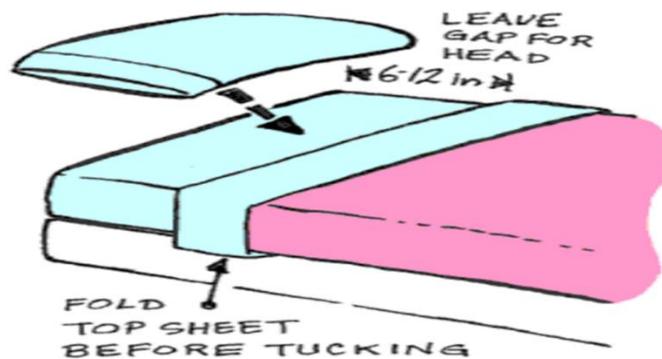
Place the top sheet face down on the bed and tuck-in the edges in the same way as the bottom sheet.

Leave a length of about 30 cm or one foot of extra sheet and fold the extra material over the blanket.

Tuck both sheet and blanket under the mattress and make hospital corners.

Put clean pillow cases on the pillows.

Put the bedspread back in place and place the pillows on the bed and put the bed back in its place





First layer



Blanket



Second layer



Tuck in edges



Third layer



Fold Top Sheet



Tuck in edges





SOPs Turn Down Service

Enter the guest room

Find out if the guest is in the room.

Announce yourself before entering the guest room.

In case the guest is wants you to come back later then, politely as the time for Position the maids cart in front of the guest room.



Turndown the bed:

Enter the room, empty dustbin and ashtrays.

Remove the bedcover, fold it and place in the luggage rack drawer.

Remove pillow from luggage rack and place it on the head of the bed.

Make 90 angles with the second sheet.

Quilt and third sheet.

Spread the foot mat on the side of the bed. [The side where the corner is made] and put slipper on top of foot mat.

Always give turndown from the telephone side or inner side of the bed.

For double occupancy, both corner to be made.

Place turndown amenities:

According to the hotel procedure place the turndown amenities on the bed. (Eg: Flower, Chocolate etc.)

Place the Breakfast menu knob on the fold.

Put on the bedside lamp.

Tidy the guest room:

Look around the room and straighten or tidy anything that is out of order.

If a room is messy it may require more extensive cleaning.

Remove any room service tray, dishes and move them to the service pantry.

Empty the trash cans and replace the wastebasket liners.

Do a quick vacuum if required.

Tidy the bathroom:

Neatly fold used towels.

Wipe the vanity area if required.

If required replace the bathing towel.

Clear the dustbin if used.

Create a pleasant atmosphere:

Turn on the bedside lamps.

Close the drapes.

Draw the curtains so that there is no light coming from the corners or centre.

Set the A/C temperature to what was set by the guest.

Double check everything, lock the room and leave the guest room.

Update the status report.

SOPs Second service

Remove room-service trays and used plated, dishes, glasses and bottles.

Damp-dust the surfaces in the guest room that is likely to have been used by the visitors and guests.

Mop the floor and make the bed.

Replace the water jugs.

Clean the bathroom thoroughly.

Replace the soiled linen with fresh ones.

Spray on the air-fresher if the room has residual odor of food.

Exit the room and update the room report.



Room Inspection

| METRO INN HOTEL | | | | | |
|---------------------------|-------|----|-------------------------------|-----|----|
| ROOM INSPECTION CHECKLIST | | | | | |
| SI No: | DATE: | | ROOM ATTANDANT: | | |
| ROOM NO: | | | FLOOR SUPERVISOR: | | |
| REMARKS | | | SIGNATURE: | | |
| ENTERANCE / DOOR WAY | | | | | |
| Exterior door/Frame | YES | NO | Peep - Hole | YES | NO |
| Lock Operation | YES | NO | DND- Card (1 Nos.) | YES | NO |
| Room # Polished | YES | NO | Make My Room - Card (1 Nos.) | YES | NO |
| Entry light switch | YES | NO | Laundry - Card (1 Nos.) | YES | NO |
| Closet door mirrors | YES | NO | Closet Light | YES | NO |
| Entry light | YES | NO | Wardrobe Door | YES | NO |
| Cloth Hangers (8 Nos.) | YES | NO | Extra Blanket (1 Nos.) | YES | NO |
| Luggage Rack | YES | NO | Extra Pillows (2 Nos.) | YES | NO |
| Electronic Safe | YES | NO | Shoe Shine (1 Nos.) | YES | NO |
| Safe Instruction Card | YES | NO | Laundry Bags (1 Nos.) | YES | NO |
| Closet Door Tracks | YES | NO | Lights Switches | YES | NO |
| Emergency Exit Plan | YES | NO | A/C Operation | YES | NO |

| GUEST ROOM | | | | | |
|----------------------------|-----|----|-----------------------------------|-----|----|
| Desk | YES | NO | Desk Lamp | YES | NO |
| Chair | YES | NO | Aminity Folder (1 Nos.) | YES | NO |
| Trash Can | YES | NO | Room Service Menu | YES | NO |
| Hotel Rules | YES | NO | Hotel Directory | YES | NO |
| Breakfast Knob Card | YES | NO | Writing Material | YES | NO |
| Sewing Kit (1 Nos.) | YES | NO | All Pourpose Kit (1 Nos.) | YES | NO |
| Bible (1 Nos.) | YES | NO | Gita (1 Nos.) | YES | NO |
| Mirrors | YES | NO | Heavy Curtain clean | YES | NO |
| Sheer Curtain clean | YES | NO | Window operation | YES | NO |
| Drapes open properly | YES | NO | Picture & Frame lights Dusted | YES | NO |
| Window Cleaning | YES | NO | Night Stand Surface clean | YES | NO |
| Sofa cleaned | YES | NO | Table Cleaned | YES | NO |
| Beds Propery Made | YES | NO | Trash behind furniture | YES | NO |
| Under table clean | YES | NO | Under bed clean | YES | NO |
| Floor Lamp dusted | YES | NO | Picture & Frame Dusted | YES | NO |
| Bed Side table Clean | YES | NO | Bed Side lamp | YES | NO |
| Lamp shade | YES | NO | Telephone Disinfected & Working | YES | NO |
| Message pad (1 Nos.) | YES | NO | Service directory | YES | NO |
| Pen (1 Nos.) | YES | NO | TV Remote - Working | YES | NO |
| TV - Channel set correctly | YES | NO | Bed Side Radio set at proper time | YES | NO |
| Carpets Vaccummed | YES | NO | Mini Bar - All aminities placed | YES | NO |
| Thermos flask (1 Nos.) | YES | NO | High Ball glasses (2 Nos.) | YES | NO |
| Bottle Opener | YES | NO | Tissue Box | YES | NO |

| GUEST BATHROOM | | | | | |
|-----------------------------|-----|----|-------------------------------------|-----|----|
| Toilet Door Cleaned | YES | NO | Toilet door latch working | YES | NO |
| Bolt | YES | NO | Robe Hook | YES | NO |
| Washbasin and counter | YES | NO | Mirror | YES | NO |
| Mirror Screw caps | YES | NO | Tissue Box | YES | NO |
| Soap & Soap dish | YES | NO | Lights Switches | YES | NO |
| Hair Dryer | YES | NO | Sink Stopper Clean | YES | NO |
| Vanity Ledges Clean | YES | NO | Aminity Placement | YES | NO |
| Gargle Glasses | YES | NO | Ashtray | YES | NO |
| Toilet Tumblers | YES | NO | Shower cap | YES | NO |
| Pipes under sink | YES | NO | Waste basket clean | YES | NO |
| Sanitary disposal Bag | YES | NO | Toilet Porcelain | YES | NO |
| WC | YES | NO | WC Band | YES | NO |
| Flush | YES | NO | Toilet Roll - With Extra roll | YES | NO |
| Bath tub / Bath tub Stopper | YES | NO | BathTub Fitting (Nuts, Bolts etc.) | YES | NO |
| Bath Tub - No Hair | YES | NO | Bath Tub Drain | YES | NO |
| Shower Head | YES | NO | Soap Dish | YES | NO |
| Tap & Shower Operation | YES | NO | Shower Curtain | YES | NO |
| Bath Bucket | YES | NO | Bath Cup | YES | NO |
| Bathroom Floor | YES | NO | Bathroom Wall tiles | YES | NO |
| Telephone working & Clean | YES | NO | Vanity Area lights | YES | NO |



Public Area

Lobby: Here it is where the guest is welcomed when s/he enters the establishment for the first time, and where she can wait and rest.

Bars: Areas where alcoholic and non-alcoholic beverages are served to the guests.

Restaurants: Areas where food & beverages are served to the guest.

Administrative Office: Working areas where administrative personnel of the facility perform relevant duties.

Elevators: Mechanical equipment that performs ascending and descending functions. In large scale facilities, they are used in two forms as guest and personnel elevators.

Healthy life unit: This division includes sauna, baths and other sports areas open to guests.

Pool and beach: Here, guests can swim, sunbathe, etc.

Public toilets: Toilets outside of guest rooms.

Shopping areas: In these areas apparel, souvenir, etc. is sold to guests inside the facility.

Garden: Green outdoors areas decorated with various plants.

Garage (Parking Area): It refers to indoors outdoors areas where guests park their vehicles.

SOPs Cleaning the Lifts

Carry out the lift cleaning task early morning when the least number of guests are expected to use it.

Call the elevator on the ground floor.

Open its door.

Put appropriate signboard near it.

Clean the lift using the appropriate cleaning liquid according to the wall material of the lift cabin.

Wipe the lift doors.

Work from top to bottom while cleaning a lift cabin.

Keep the lift door open till the floor and walls are dried completely.

Spray clean air freshener.

SOPs Public Restroom Cleaning

Check whether the restroom is vacant before entering. If the restroom that is to be cleaned is by members of the opposite sex, knock on the door and announce housekeeping three times before entering

Open the restroom door and put the floor sign such as - CLEANING IN PROGRESS or other signs assigned by the hotels.

Apply all-purpose cleaner/disinfectant to toilets and urinals or appropriate cleaner to give time for the cleaning agent to work.

Empty the trash containers and ashtrays. Replace new bags for the trash container and wipe clear the ashtray. Do not empty ashtrays into toilets.

Clean basin and surrounding counter top areas. Use all-purpose cleaner/disinfectant with sponge, or use sprays. Check drain traps for hairs and other waste. Check for drips and leaks in pipes. Fixtures should be wiped clean with cleaner and polished. Wipe dry sinks and counter tops with clean cloth

Wipe mirrors with appropriate cleaning solutions. Mirror should be free from streaks and water spots.

Clean toilets and urinals using bowl brush and clean rug. Flush several times while rinsing the bowl brush in fresh water. Fixtures and outer area should be wiped with a damp cloth or sponge from top to base. Handles should be wiped and polished.

Toilet partitions should be cleaned using spray bottle with damp cloth or sponge. Remove any fingerprints on door locks and paper dispenser. Do not stand on a toilet to clean hard to reach areas. Use special cleaning tools for this purpose. Report any scratches to supervisor.

Wipe down walls, starting at one point and back to the start. Note any damages and notify the supervisor

The last procedure is to replenish toilet paper, tissues, paper towels and soaps. Sweeping and mopping the floor beginning from the farthest end and back towards the entrance. Mix solution with water and directly apply to the floor. Rinse using hot water. Rinse and wring mop frequently. Use warning sign – WET FLOORS if the floor is still wet. Spray air freshener before you leave if the public restroom does not have automatic air freshener.



SOPs Lobby Cleaning

Remove and replace dirty ashtrays

Pick up loose papers and trash. Report any items left behind by a guest to your supervisor

Empty trash containers. Replace wastebasket liners.

Clean glass and window areas, including any glass tabletops

Dust furniture, fixtures and lobby telephones

Polish drinking fountains. Wipe drinking area dry and polish operating buttons or knobs

Spot-clean walls and wall fixtures. Dust top and sides of any picture frames

Dust or polish hand railings

Clean hardwood or tile floor areas

Vacuum carpeted floor areas.

Straighten furniture, including loose cushions on sofas and chairs

SOPs Cleaning Hotel Entrance

Swab any excess water from the floor using a dry mop, rag or sponge

Sweep floor area, including matting or runners

Mop floor area, including matting or runners, if necessary

Clean glass areas of doors on both sides, working from the top down

Clean non-glass areas of doors. Pay attention to fingerprints and smudges around handles and knob areas.

Polish knobs or handles

Clean door tracks

Make sure all mats and runners are laying straight and flat. As a final check, open each door to ensure proper clearance on the floor

SOPs Cleaning Parking Area

The parking area takes the load of pollution created by hotel owned vehicles and guests' private vehicles. It is heavily polluted with dirt and dust. The parking area needs cleanliness with respect to the following terms:

Control the ventilation.

Control pollutant discharges occurring from broken drainage or water systems of the hotel.

Remove fine-grained sediment particles on parking floor.

Clean the area near lift.

Hard-sweep the parking floor using street sweeping equipment.

Collect and dispose the debris appropriately.

Bringing presence of any unusual debris to the notice of public area supervisor.

SOPs for Keeping the Garden

The gardener or the team of gardeners work to keep the garden looking beautiful. They must:

Water the plants regularly according to the season and requirement of the plants; generally early morning.

Remove the weed and fall leaves daily.

Implement the art of Arbosculture to enhance the beauty of the trees and bushes.

Keep the gardening tools clean and safe.

Report any damage or requirement of tools or plants to the public area supervisor.

Keep the lawn grass in healthy condition by periodic cutting with the help of scarifying machine.

Keep any artificial waterfalls or artificial water body clean.

Fertilizing and manuring the plants as per the schedule.

Recycle the food wastage in the hotel to prepare organic fertilizer.

SOPs for Cleaning the Dining Area

The dining areas need daily cleaning before their working hours start as well as when the restaurant staff requests cleaning. The SOP is given below.

Collect all the cleaning equipment and dining area keys.

Switch on all the electric lamps.

Open all the drapes and blinds for letting in the natural light.

Observe the entire area to plan the work.

Align all the chairs away from the table to make room for cleaning.

Clean the carpet area, using vacuum cleaner.

Remove any food stains from the carpet using appropriate cleaner.

If there is no carpet on the floor, sweep and mop it.

Dust all the furniture in the dining area.

Polish the furniture if required.

Using a feather duster, dust all the pictures, paintings, artworks, and corners.

Clean and disinfect the telephone devices.

Polish metal, glass, and wood items if required.

Clean the mirrors and windows by wiping them with wet sponge.

If requirement of maintenance is spotted, consult engineering department.

If any guest items are found then deposit it with housekeeping control desk.

Collect all dirty table linens and replace with the fresh ones.

Return the keys to the security department.

Record in the housekeeping register.

SOPs Dusting

Spray dusting solution and dust all items on the wall such as lamp, picture frames, light bulb and etc.

Dust and polish mirrors. Use glass cleaner on a clean glass cloth and wipe the mirror.

Check all the windows and clean with glass cleaner if necessary.

Dust and clean the telephone.

Dust the television set and front of the television set with glass cleaner.

Dust each table, work from top to bottom.

Dust all woods or chrome surface on chairs beginning at the top to the legs.

Clean the closet. Make sure all smudges are removed on the surfaces.

Clean and wipe all switches.

Clean both sides of the door.

Use furniture polish for woods and chrome and glass cleaner for mirror and windows.



Inspection for Public Area

| METRO INN HOTEL | |
|--|--|
| General | |
| Empty trash, reline, and spot clean waste receptacles | |
| Dust mop and wet mop hard floor surfaces | |
| Dust all surfaces (floor to shoulder height) | |
| Spot clean all entrance glass (twice per day if needed) | |
| Spot clean doors and walls (twice per day if needed) | |
| Disinfect phones | |
| Vacuum all carpeted areas | |
| Inspect area for defect and report to Maintenance and Housekeeping departments | |

| Checklist for Entrance & Lobby Area | | | |
|-------------------------------------|--|--|--|
| Carpet Vacuuming | | Picture frames on walls | |
| Wall & wall hangings | | Banisters | |
| Displays | | Window glazing | |
| Window sills | | Underneath furniture | |
| Furniture | | Clean inside elevator | |
| Elevator stainless steel door | | Stair railing | |
| Stairs/steps | | ATM machine | |
| Telephone stations | | Watering plants | |
| Planters/leaves | | Top surface of AC controls | |
| Denny's window ledges | | Put out Wet Floor signs | |
| Cleaning & moping floors | | Lamps | |
| Heating unit tops | | Dust wooden areas of Front Desk | |
| Front Desk counter tops | | Dust top of computer, monitor, printer | |
| Computer stations | | Underneath vending machines | |
| Fireplace area and surface | | Handles and door knobs | |
| Vending machines | | Entrance Doors/Glazing | |

| Checklist for Meeting Rooms & Ballrooms | | | |
|---|--|---------------------------|--|
| Stairs/steps | | Stair railing | |
| Foyer area by ballroom | | Vacuum carpet | |
| Displays | | Furniture cleaning | |
| Doors | | Picture frames on walls | |
| Window glazing | | Handles and door knobs | |
| Planters | | Window ledges and screens | |
| Tables | | Telephones | |
| Decorative furniture | | Window blinds | |

| Checklist for Offices | | | |
|-----------------------|--|-------------------|--|
| Empty trash | | Clean waste bins | |
| Tables | | Chairs | |
| Telephones | | Photocopy machine | |
| Fax machine | | Computers | |
| Vacuum carpets | | Window blinds | |
| Window glazing | | Window ledges | |
| Doors | | Knobs and locks | |

| Checklist for Public Washrooms | | | |
|--------------------------------|--|---|--|
| Don't forget to wear gloves | | Clean waste bins | |
| Empty trash | | Rim around bowl/toilet seat | |
| Toilet/Bowl/Tank | | Grab bars | |
| Tissue Holder Box/Surfaces | | Door and door knobs | |
| Baby change table | | Clean faucets | |
| Floor (clean & scrub) | | Paper towel holder box | |
| Sink (top & bottom) | | Dry rag to dry surfaces | |
| Urinals (top & bottom) | | Fill paper towel | |
| Towel bar | | Fill toilet tissue | |
| Mirrors | | Wet mop the tiles floor | |
| Spray air freshener | | Check toilet amenities, especially in ladies washroom | |



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Housekeeping operation and management is challenging work and need a high commitment from all workers. Integrity toward work is the most valuable aspect that emphasizes in housekeeping department.

I would love to hear your ideas and feedback about the book, to make the next edition even better. Please feel free to send a feedback to rahifa@pmkl.edu.my

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