



Competency Based Learning Materials (CBLMs)
ON
HOUSEKEEPING
(TOURISM & HOSPITALITY SECTOR)

Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance

Modules of Instruction

Generic:

SL No	Unit Code	Module Title	Nominal Hours
1	SICIP-THS-HK-01-G	Apply Occupational Safety and Health (OSH) Practices at Workplace	5
2	SICIP-THS-HK-02-G	Receive and Respond to Workplace Instructions	5
3	SICIP-THS-HK-03-G	Work in a team environment	5
4	SICIP-THS-HK-04-G	Manage Personal and Professional Development	5

Sector Specific:

SL No	Unit Code	Module Title	Nominal Hours
1	SICIP-TH-HK-01-S	Work in the Tourism and Hospitality Industry	10
2	SICIP-TH-HK-02-S	Follow Workplace Hygiene Procedure	5
3	SICIP-TH-HK-03-S	Provide Effective Guest Service	5

Occupation Specific:

SL No	Unit Code	Module Title	Nominal Hours
1	SICIP-TH-HK-01-O	Clean Premises and Equipment	40
2	SICIP-TH-HK-02-O	Perform Guest Room Preparation	65
3	SICIP-TH-HK-03-O	Perform Housekeeping Services	35
4	SICIP-TH-HK-04-O	Carry out Laundry Services	20

**CBLMs on
the Occupation Specific Competencies**

Module-1

MODULE TITLE: CLEAN PREMISES AND EQUIPMENT

Unit Code: SICIP-THS-HK-01-O

Skills for Industry Competitiveness and Innovation Program (SICIP)

Finance Division, Ministry of Finance

Module –01

Module Title: Clean premises and equipment

Unit Code: SICIP- THS -HK-01-O

Nominal Hours: 40 hrs.

Module Descriptions:

This module covers the knowledge, skills and attitudes required to clean premises and equipment. It specifically includes the task of preparing for works, cleaning dry and wet areas, performing special cleaning periodically and maintaining and storing equipment and chemicals.

Learning Outcome:

After completing this module, trainee will be able to:

1. Prepare for work
2. Clean dry and wet areas
3. Perform special cleaning periodically
4. Maintain and store equipment and chemical

Assessment Criteria:

- 1.1 OSH is followed and Personal Protective Equipment (PPE) is used.
- 1.2 Chemicals and cleaning agents are identified, collected and applied.
- 1.3 Tools and equipment are selected and collected as per assigned areas.
- 1.4 Tools and equipment are clean and sanitized as per workplace procedures
- 1.5 Dry and wet areas for cleaning are selected.
- 1.6 Dry and wet areas are cleared.
- 1.7 Wet area is signed and marked.
- 1.8 Equipment and cleaning agents are used.
- 1.9 Dry and wet areas are cleaned as per workplace standards
- 1.10 Wet areas are dried after cleaning.
- 1.11 Waste materials are disposed as per industry regulations.
- 1.12 Types of cleaning are identified
- 1.13 Work schedule is prepared
- 1.14 All types of cleaning are performed as per work schedule
- 1.15 Cleaning tools and equipment are cleaned, dried and stored
- 1.16 Equipment is cleaned after use.
- 1.17 Faults are identified and reported as per workplace procedures.
- 1.18 Routine maintenance is carried out as per workplace procedures.
- 1.19 Equipment and chemicals are stored as per workplace standard.

Information Sheet 1.1

Learning Outcome-1: Prepare for work

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Following OSH and using Personal Protective Equipment (PPE)
- 1.2 Identifying, collecting and Applying chemical and cleaning agents
- 1.3 Selecting and collecting tools and equipment as per assigned areas.
- 1.4 Cleaning and sanitizing tools and equipment as per workplace procedures.

1.1 Following OSH and using Personal Protective Equipment (PPE)

Following Occupational Health and Safety (OHS) guidelines and properly using Personal Protective Equipment (PPE) are critical for preventing workplace injuries, illnesses, and fatalities. OHS policies are an employer's legal and ethical duty to create a safe work environment, while PPE is the final, essential layer of protection for workers when hazards cannot be eliminated.

Occupational Health and Safety (OSH)

Occupational Health and Safety (OHS) is a field dedicated to protecting the health, safety, and welfare of workers by identifying hazards, assessing risks, and implementing control measures to prevent work-related injuries, illnesses, and fatalities. It involves creating a safe and healthy work environment through a combination of regulations, protocols, ergonomic considerations, and fostering a culture where safety is prioritized by both employers and employees.

Key Aspects of OHS

Risk Management: OHS involves identifying potential hazards, from chemical exposure and excessive noise to ergonomic risks, and implementing strategies to eliminate or reduce these risks.

Employee Well-being: The focus extends beyond physical safety to include the mental and social health of employees, ensuring their well-being is supported by their work environment.

Legal Compliance: In most parts of the world, employers have a legal and statutory obligation to provide a safe working environment, and compliance with OHS regulations is a key requirement.

Prevention and Treatment: OHS programs focus on both preventing health problems and injuries and providing treatment for those that do occur.

Proactive Approach: A core principle is to cultivate a proactive safety culture where safety is a priority and integrated into the organization's daily operations.

Benefits of Effective OHS Programs

Reduced Accidents and Illnesses: A primary benefit is the reduction of work-related accidents, injuries, and diseases, leading to fewer disruptions and a healthier workforce.

Increased Productivity: Preventing incidents and fostering a healthy workforce contributes to higher productivity and efficiency.

Enhanced Reputation: A strong commitment to OHS improves an organization's public image, attracting talent and customers.

Cost Savings: OHS can reduce costs associated with worker compensation, lost workdays, and potentially lower insurance premiums.

Personal Protective Equipment (PPE)

In housekeeping, Personal Protective Equipment (PPE) such as gloves, safety glasses, masks, coveralls, and sturdy footwear are essential to protect workers from hazards like chemicals, pathogens, dust, and physical dangers. Proper PPE selection is based on the specific cleaning tasks and potential risks involved, and it is the employer's responsibility to provide, train workers on, and maintain the equipment to ensure worker safety and health.

Personal Protective Equipment (PPE) is used to reduce or minimize the exposure or contact to injurious physical, chemical or biological agents. A hazard cannot be eliminated by PPE, but the risk of injury can be eliminated or greatly reduced. It is most important that people working in Housekeeping must wear suitable clothing and footwear. Housekeeping staff mostly complete cleaning and organizing job. Therefore, they must have sound knowledge of PPE to keep themselves as safe as possible.

PPE must be:

- comfortable and fit properly
- maintained and kept in good condition
- appropriate for the hazard
- not cause new hazards.

Again, PPE must be

- Protective
- Washable
- Light in weight
- Strong
- Absorbent

A list of PPEs given for conducting housekeeping activities and clean premises and equipment is given below:

Mask:

Masks are made **to contain droplets and particles you breathe, cough, or sneeze out.** If they fit closely to the face, they can also provide you some protection from particles spread by others, including the virus that causes COVID-19. In housekeeping Mask has various benefits such as prevents inhalation of harmful chemicals,



Face Shield:

Face shields are personal protective equipment devices that are used by many workers for protection of the facial area and associated mucous membranes (eyes, nose, mouth) from splashes, sprays, and spatter of body fluids. In addition to that, it is a clear plastic cover worn over the face to protect the person wearing it from viruses, chemicals, thrown objects. It is a very useful PPE for Housekeeping workers as they work with several chemicals for cleaning.



Hand Gloves:

Gloves are the most common type of PPE used. It can protect the hands from heat, spatter, dirt or radiations. Wearing gloves protects the hands from harsh detergents and other cleaning products which are used in the home and elsewhere. These gloves are traditionally used by people cleaning in the home and are popular with professional cleaners and for clearing up in shops, cafes and other public places.



Apron:

The housekeeping aprons are of many types such as waist aprons, cobbler aprons, vest aprons and many more. The waist aprons are again of many varieties such as round aprons with pockets, straight aprons, White V-line Apron. These can be worn on any type of dress uniform like shirt and pants, one-piece dresses and etc. In a business environment, a housekeeping apron is useful for identifying employees and for portraying your brand as a whole. By choosing the right housekeeping uniform, you can ensure that your staff look smart and make a good impression on your clients and customers.



Goggles:

Goggles are the primary protectors intended to shield the eyes against liquid or chemical splash, irritating mists, vapors, and fumes. They form a protective seal around the eyes, and prevent objects or liquids from entering under or around the goggles.



Safety shoes:

Suitable foot wear is as important as any other parts of the uniforms. Safety shoes are recommended. Shoes are worn to prevent slipping and protect feet from stab wounds should knives be dropped. Safety shoes offer protection from punctures, cuts, burns and impact and more! Safety boots also offer grip when walking on slippery or uneven surfaces, helping to prevent slips and falls which can lead to more serious problems such as broken bones and head injuries.



The "total" number of housekeeping PPE items for a department isn't a fixed number; it depends on the specific tasks, hazards, and the number of staff, and includes gloves, face masks/respirators, eye protection (goggles/shields), aprons/protective clothing, hair covers, and non-slip footwear. The specific PPE required, such as gloves, aprons, or more robust gear like masks and goggles, is determined by risk assessments for the cleaning situation, for example, high-risk areas with bodily fluids would require more significant protection.

1.2 Identifying, collecting and Applying chemical and cleaning agents

A thorough process of identifying, selecting, and applying housekeeping chemicals is crucial for safety, effectiveness, and protecting surfaces. The proper application of cleaning agents depends on the type of agent, the surface being cleaned, and the specific cleaning task.

To prepare for a housekeeping department role, you should focus on developing detail-oriented work habits, ensuring your physical fitness for demanding tasks, cultivating organizational and time-management skills to be efficient, and demonstrating strong customer service and communication abilities for teamwork and guest interactions. You should also prepare to learn cleaning procedures and safety protocols specific to the establishment, such as using equipment, handling chemicals, and following hotel policies, to ensure high standards of cleanliness and guest satisfaction.

Step 1: Identifying the cleaning task and surface

Before selecting a chemical, you must identify what needs to be cleaned and the nature of the surface. Using the wrong chemical can damage a surface or render the cleaning ineffective.

Common cleaning challenges and solutions

Grease, oil, and fatty deposits: These require an alkaline agent or a degreaser. Oven cleaning is a common task for which high-alkaline products are used.

Mineral deposits and rust: These stains, often called limescale, are best removed with acidic cleaners. Examples include buildup on faucets, showerheads, and toilet bowls.

Scuff marks and stubborn dirt on hard surfaces: Abrasive cleaners use fine, scouring particles to physically rub away tough grime. These are useful for floors, pots, and pans.

General dirt and soil: Everyday dirt, dust, and light grime on most washable surfaces can be removed with a neutral, all-purpose detergent.

Disinfection: Sanitizing surfaces, especially in bathrooms and kitchens, requires a disinfectant or sanitizer to kill bacteria, viruses, and fungi. Bleach (sodium hypochlorite) and quaternary ammonium compounds (Quats) are common agents.

Stains on soft surfaces: Upholstery, carpets, and fabrics need specialized cleaners. Many stains on carpets are best treated with enzymatic cleaners.

Step 2: Selecting the right chemical agent

Choosing the correct cleaning agent requires you to consider several factors based on the initial assessment of the cleaning task.

Main types of cleaning agents

Detergents: The most common type, detergents contain surfactants that help water lift dirt, oil, and grime from surfaces.

Common chemicals: Sodium bicarbonate (baking soda), washing soda, and various synthetic compounds.

Application: General surface cleaning, mopping floors, and laundry.

Degreasers (Alkaline): These chemicals are highly alkaline, with a pH typically greater than 7. They are effective at dissolving grease, oil, and protein-based substances.

Common chemicals: Sodium hydroxide (caustic soda) and ammonia.

Application: Ovens, grills, and kitchen floors with heavy oil buildup.

Acids: Acidic cleaners have a low pH and are used to remove mineral deposits, rust, and scale.

Common chemicals: Hydrochloric acid, phosphoric acid, and mild acids like citric acid and vinegar.

Application: Toilet bowls, descaling equipment, and rust removal.

Abrasives: These agents contain fine, hard particles to physically scrub away stubborn residue.

Common chemicals: Mineral powders like calcium carbonate and silica.

Application: Tough stains on hard surfaces like floors, grout, and pans. Do not use on delicate materials like glass or plastic, as they can scratch the surface.

Disinfectants: These are used to kill pathogens like bacteria and viruses. They should be used after a surface has been cleaned with a detergent.

Common chemicals: Sodium hypochlorite (bleach) and quaternary ammonium compounds (Quats).

Application: Sanitizing bathrooms, kitchens, and other high-touch surfaces.

Step 3: Applying cleaning agents safely and effectively

Following correct procedures ensures both safety for the user and protection for the surfaces being cleaned.

Before you begin

Wear Personal Protective Equipment (PPE): Always use gloves and eye protection when handling any cleaning chemicals. A mask or respirator is recommended in areas with poor ventilation.

Read the label: Always follow the manufacturer's instructions for proper usage, dilution, and recommended contact times.

Ensure ventilation: Work in a well-ventilated area, especially when using products that produce strong fumes.

Test in an inconspicuous area: If you are unsure about a product's effect on a surface, test it on a small, hidden spot first.

During application

Dilute correctly: When a concentrate is used, add the chemical to the water, not the other way around. This prevents splashing the concentrated chemical.

Never mix chemicals: Combining different products, especially bleach and ammonia, can create toxic gases and is extremely dangerous.

Observe contact time: Allow the chemical to remain on the surface for the specified "contact time" to ensure it works effectively.

Wipe and rinse correctly: Use clean cloths and rinse surfaces thoroughly to remove all chemical residue. Failing to rinse can cause surfaces to become sticky or discolor over time.

After cleaning







Store chemicals safely: Keep all chemicals in their original, clearly labeled containers in a secure, cool, dry, and well-ventilated area, away from food and out of reach of children.






Clean and maintain equipment: Clean and sanitize mops, brushes, and other tools after each use and store them properly.



Wash hands: Always wash your hands after handling cleaning chemicals, even if you were wearing gloves.

For thorough cleaning, the hotel, lodging house or any building must be equipped with appropriate cleaning and sanitizing equipment, tools and supplies as follows:

Cleaning Chemicals

Chemicals	Purpose	Proper Usages
<p>1. Water</p> 	<p>Water is the mother cleaning agents, because it uses every cleaning work.</p>	<p>Water Cleaning refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.</p>
<p>2. Wood Polish</p> 	<p>To polish wood surface, leather and imitation-leather surfaces.</p>	<p>Spray it sparingly and evenly on the surface.</p>
<p>3. Insecticides</p> 	<p>For fumigation to eliminate insects/pests.</p>	<p>In as much as the chemical is toxic, avoid spraying food containers and food items.</p>
<p>4. Glass Cleaner</p> 	<p>For polishing all glass surfaces such as mirrors, window, etc.</p>	<p>This chemical is highly flammable and must never be used near fire or flame. It also has high degree of evaporation and should therefore be used in small area sparingly one at a time to avoid wastage.</p>
<p>5. Air Freshener</p> 	<p>Used to remove foul odor in guestrooms, comfort rooms or any area with foul odor.</p>	<p>Use sparingly.</p>
<p>6. Toilet Cleaner</p> 	<p>Use for Cleaning the toilet, it kills mildew and household bacteria and disinfects the toilet.</p>	<p>This chemical solutions used for cleaning the toilet usually in conjunction with a toilet bowl brush. It kills mildew and household germs, bacteria and remove rust and also disinfects the toilet.</p>

<p>7. Carpet Stain Remover</p> 	<p>For stain or spot removal on carpets</p>	<p>To remove mud from your carpet, first let it first dry before vacuuming it. Avoid rubbing it with a cloth as this will only deepen the stain. Vacuuming over the area several times, until most of the dirt is picked up. Then, mix stain remover chemical with one cup of warm water. Blot over the area as needed until the stain is gone</p>
<p>8. Disinfectant</p> 	<p>Used to disinfect bowls, urinals, and other areas are most vulnerable bacterial contamination.</p>	<p>Dilution will depend on the degree of disinfection. The average is one cup of Lysol to 1 gallon of water. Pure Lysol maybe applied to urinals and toilet bowls since these areas already contain water. Use brush to clean and disinfect bowls and urinals then rinse afterwards.</p>
<p>9. Metal Polish</p> 	<p>For polishing brush copper and metal surfaces</p>	<p>Apply small amount on a cleaning towel and rub metal surfaces until the tarnish will disappear. Rinse immediately and clean with hot water to remove left-over polish.</p>
<p>10. Lacquer or Paint thinner</p> 	<p>Use to remove lacquer or paint from hard surfaces.</p>	<p>Apply with cleaning towel or scrubbing pad until left overs are removed. Dry and polish surface.</p>
<p>11. Muriatic Acid</p> 	<p>To be used only removing cement from hard surface.</p>	<p>Hand should not get into direct contact with the acid as this can cause skin irritation. If the remains are thick, leave solution on the area for a few minutes or longer. Then remove the remains with scraper or hard brush. Rinse thoroughly with water since any acid that remains on the surface may cause damage.</p>

<p>12. Degreaser</p> 	<p>Used to remove greases, oil, dirt carbon, ink, mildews and soil.</p>	<p>It is a chemical product mostly used for the removal of water-insoluble substances such as grease, paint, oil, lubricants, corrosive products, abrasive dust and all other organic films.</p>
<p>13. Drain Cleaner</p> 	<p>To expedite draining of clogs.</p>	<p>A chemical product that unblocks sewer pipes or clogged wastewater drains. The term may also refer to a mechanical device such as a plumber's snake, drain auger, toilet plunger.</p>

1.3 Selecting and collecting tools and equipment as per assigned areas.

The process of selecting and collecting tools and equipment for an assigned area involves understanding the specific tasks, assessing the necessary tools, and developing an organized system for retrieval and return. This maximizes workspace, boosts productivity, and enhances safety.

Step 1: Understand the task and area requirements

First, analyze the specifics of the assigned area and the work to be performed. This step dictates the type, quantity, and quality of tools needed.

Define the tasks: Determine all the individual tasks that will be performed in the assigned area. For example, a carpentry workstation will involve cutting, measuring, and fastening, while a chemical laboratory requires glassware, pipettes, and safety gear.

Identify specific needs: Consider the unique constraints of the job, such as working with delicate materials, performing tasks in tight spaces, or dealing with heavy objects.

Assess site conditions: The work environment can influence tool selection. For example, wet conditions may require waterproof equipment, while a need for portability may make cordless tools preferable.

Prioritize safety: Always identify the safety equipment required for the task first, such as goggles, gloves, or ear protection, and ensure it is selected and collected with the other tools.

Step 2: Select the appropriate tools

After clearly defining the task requirements, select the tools based on function, quality, and ergonomics.

Choose based on function: Select tools designed specifically for the job to ensure accuracy, efficiency, and safety. For example, use a tool with a bent handle for horizontal force and a straight handle for vertical force to prevent wrist injury.

Prioritize quality and durability: For tools that will see heavy or frequent use, invest in high-quality options from reputable brands. These tools will last longer and perform more reliably.

Consider ergonomics: Choose tools that are comfortable to hold and use, with features like soft grips or proper handle dimensions. This reduces fatigue and the risk of repetitive strain injuries.

Research your options: Look up product descriptions, compare features, and read user reviews for larger or more specialized equipment. Consult with more experienced colleagues if necessary.

Step 3: Collect and organize the tools

A systematic approach to collecting and organizing tools prevents loss, saves time, and maintains a safe, clean workspace.

Categorize and label storage: Group tools by function and clearly label their storage location. Use labeled drawers, cabinets, pegboards, and clear containers for small parts. Color-coded labels can also help with quick identification.

Maximize vertical space: Hang frequently used hand tools on pegboards or wall hooks near the workstation to keep them visible and within easy reach.

Use task-specific kits: For recurring jobs, assemble a dedicated toolbox or bag with all the necessary tools. This eliminates the need to gather individual items for each task.

Transport tools safely: When moving tools to the work area, use a designated toolbox, caddy, or cart to prevent drops or accidents.

Step 4: Maintain and store tools properly






Establishing a clear routine for tool maintenance and storage ensures longevity and a consistently organized workspace.

Clean tools after each use: Before putting tools away, wipe them down to remove dirt, moisture, and grime. This prevents rust and corrosion.

Return tools to their designated places: Enforce a "place for everything, and everything in its place" policy. This ensures tools are available for the next person and makes inventory checks easier.




Schedule regular maintenance: Set up a schedule for inspecting, calibrating, and servicing tools and equipment. This includes sharpening blades, lubricating moving parts, and replacing worn-out components.







Store in a clean, dry place: Protect tools from moisture, dust, and extreme temperatures by storing them in a secure cabinet or toolbox.







Cleaning Equipment	Proper use and maintenance
<p>1. Vacuum Cleaner</p> 	<p>Used to eliminate loose soil and dust particles from carpet surface, upholstered furniture and even hard surfaces.</p> <p>Dust bags must be emptied daily.</p> <p>After using, roll back the wire neatly on the back of the vacuum cleaner. Place it on one end of the trolley.</p>
<p>2. Floor Polisher</p> 	<p>Used in scrubbing, stripping and polishing hard floor surfaces and also vinyl, wood parquet, etc.</p> <p>Use the appropriate pad for scrubbing, stripping and polishing.</p> <p>Give the wax on the floor enough time to dry before polishing.</p>
<p>3. Carpet Sweeper</p> 	<p>Used to pick-up dirt and particles from the carpet. Press the handle and push towards the dirt to vacuum sweep the carpet.</p>
<p>4. Hydro-Vacuum or wet and dry vacuum.</p> 	<p>It is an all-purpose vacuum for dry and wet surface. It is also use for absorbing water in flooded or wet surface.</p>
<p>5. Carpet Extractor</p> 	<p>It is designed for dry foam shampooing of carpets. It removes dirt that sticks to or penetrates into the carpet layers.</p> <p>Simply twist handgrips and move machine gently from one corner to the other.</p>

<p>6. Room boy's cart or trolley.</p> 	<p>Used for stocking cleaning supplies and chemicals so as to make cleaning easier and faster.</p> <p>Wash soiled linen and garbage canvass weekly.</p> <p>Apply oil to the wheels to prevent rusting and remove strings or hair strands that may be found on the wheels.</p>
<p>7. Caution / Wet Floor</p> 	

Cleaning Supplies and materials

Supplies	Purpose	Proper Usage
<p>1. Dusting Cloths</p> 	<p>For dusting wooden and painted parts.</p>	<p>Make sure the cloths are clean otherwise the dusty cloth will merely rub the dust unto the surface being dusted.</p>
<p>2. Cleaning Towel</p> 	<p>Used for drying bathroom walls and floor tiles after they are cleaned.</p>	<p>Make sure the cloths are dry.</p>
<p>3. Polishing Cloths</p> 	<p>For polishing metal surfaces like bathroom fixtures</p>	<p>Use clothes that are made of fiber to be able to absorb the water left behind during the cleaning process.</p>

<p>4. Scouring pads</p> 	<p>Green: For scrubbing purpose only; White: For cleaning painted surfaces, glass, mirrors, marble and porcelain</p>	<p>Should not be used for painted surfaces, mirrors and glass panels. Neither should it be used with scouring powder.</p>
<p>5. Hand Brushes</p> 	<p>For brushing away dusts from rough surfaces such as rattan, wickerwork, etc. Also used for cleaning tiles.</p>	<p>Always make sure that the brush is not left immersed on the cleaning water for too long a time.</p>
<p>6. Toilet bowl brush</p> 	<p>For cleaning toilet bowls.</p>	<p>Toilet brush should be kept after use in the storeroom either in a holder or in plastic bag hanging on one end of the trolley. Never leave the brush with other cleaning equipment As this may contain a lot of dirt and bacteria.</p>
<p>7. Mop with mop handle</p> 	<p>For manual floor mopping</p>	<p>Clean water must be retained in one bucket while dirty water has to be squeezed into another bucket.</p>
<p>8. Floor and window Squeegees</p> 	<p>Used to remove excessive water from the surface and corners. It also speeds up the drying process.</p>	<p>Make sure that rubber strips are supple. Have it replaced moment it turns hard and brittle.</p>
<p>9. Ceiling Brooms</p> 	<p>For removing cobwebs in the ceiling</p>	<p>Clean the brittles of the broom after use and at the end of each shift.</p>

<p>10. Soft broom and stick broom</p> 	<p>For floor sweeping</p>	<p>Use soft broom for fine surfaces like floors; stick broom for rough surfaces like grounds.</p>
<p>11. Double bucket with trolley</p> 	<p>Use with mops for floor wet mopping.</p>	<p>These double bucket Trolleys are used for cleaning and mopping floors at large areas.</p>
<p>12. Mop wringer</p> 	<p>For wringing water from wet mops.</p>	<p>A small mopping bucket with wringer for home use is an essential equipment when it comes to tile or floor cleaning It is simple to use and usually allow for hands-free wringing. This helps to prevent any strain on the back and the hands.</p>
<p>13. Buckets</p> 	<p>Used with mops for cleaning floors, walls and other parts of the building.</p>	<p>Buckets must be emptied when the water is dirt. At the end of each shift they must be emptied, dried and cleaned. Parts must be lubricated from time to time.</p>
<p>14. Dust pan</p> 	<p>A flat pan that is open on one side and into which dirt from the floor is swept.</p>	<p>A dustpan and brush set is easier to use, and less susceptible to damage. When you don't want the hassle of setting up the vacuum cleaner</p>
<p>15. Insect sprayer</p> 	<p>Used for fumigation so as to eliminate pests and mosquitoes.</p>	<p>Sprayer the area while windows and doors are close. Leave it closed for at least 15 minutes then often to allow vapors and smell to evaporate, then remove dead mosquitoes.</p>

1.4 Cleaning and sanitizing tools and equipment as per workplace procedures.

To effectively clean and sanitize tools and equipment, first pre-clean to remove debris, then wash with detergent and hot water, rinse, and apply a sanitizing solution. Allow equipment to air dry without using towels, and ensure the sanitizer is left on the surface for the required contact time to kill bacteria before it is stored or used again.

Steps for Cleaning and Sanitizing

Pre-Clean: Scrape or wipe away any loose food scraps, dirt, or other debris from the surface. Wash: Use hot, soapy water and a suitable detergent to wash the equipment thoroughly, removing grease and remaining dirt.

Rinse: Rinse the equipment with clean water to remove all traces of detergent and loosened residue.

Sanitize: Apply the recommended sanitizing solution to the surface. Follow the manufacturer's instructions for the proper concentration and dwell (contact) time for the sanitizer to be effective.

Air Dry: Allow the equipment to air dry completely. Do not use towels, as they can transfer microbes back to the surface.

Inspect and Store: Inspect the equipment for any remaining soil and store it in a clean, dry place, out of direct sunlight, to keep it hygienic.

Important Considerations

Safety Gear: Wear protective gear, such as gloves and goggles, when working with cleaning and sanitizing products.

Ventilation: Ensure there is proper ventilation in the area when using any disinfectant products.

Cloth Usage: Use a clean cloth for cleaning and sanitizing, and change it daily or when it becomes visibly soiled to prevent cross-contamination.

Contact Time: Always ensure the surface remains wet with the sanitizer for the required contact time specified by the product's label.

Workplace Procedures: Always follow your specific workplace procedures and manufacturer's instructions for cleaning products and equipment.

Key Points

Reasons for Cleaning and Sanitizing Tools

- Prevents the spread of germs and cross-contamination.
- Keeps tools and equipment in good working condition.
- Improves cleaning efficiency and guest satisfaction.
- Reduces replacement costs by extending equipment life.

General Cleaning Procedures

- Manual Tools (dusters, brushes, brooms, mops):
 - Shake off dust and debris after use.
 - Wash with warm water and mild detergent.
 - Rinse thoroughly and allow to air dry.
 - Store in a clean, dry place.
- Buckets and Cloths:
 - Wash thoroughly with detergent after use.
 - Follow color-coding system (e.g., red for toilet, green for kitchen, blue for glass).
 - Disinfect with appropriate solutions.
 - Dry properly before storing to avoid mold.
- Housekeeping Trolley:
 - Wipe with disinfectant at the end of each shift.
 - Restock properly with clean items only.
 - Check wheels and handles for easy mobility.

Cleaning of Electrical Equipment

- Vacuum Cleaner:
 - Empty and clean the dust bag/container after each use.
 - Wipe the exterior with a damp cloth.
 - Check filters, hoses, and power cords regularly.
 - Store in a safe, dry area.
- Floor Scrubber/Polisher:
 - Remove brushes or pads and wash them after use.
 - Clean the water tank with disinfectant.
 - Wipe the body of the machine.
 - Ensure the machine is unplugged before cleaning.

Sanitization Procedures

- Use approved sanitizers/disinfectants for cleaning tools after each use.
- Follow the manufacturer's instructions for dilution and application.
- Sanitize equipment that comes into contact with restrooms, garbage, or food service areas more frequently.
- Always wear personal protective equipment (PPE) such as gloves and masks during sanitization.

Workplace Safety & Storage

- Ensure tools are completely dry before storage to prevent bacterial growth.
- Store electrical equipment safely to avoid accidents.
- Segregate tools for different areas (guest rooms, toilets, kitchens) to avoid cross-contamination.
- Report and replace damaged equipment immediately.

Benefits of Proper Cleaning and Sanitization

- Ensures hygiene and safety for both staff and guests.
- Maintains high housekeeping standards.
- Reduces the risk of infections and food safety hazards.
- Increases durability and efficiency of tools and equipment.
- Enhances the hotel's professional image

At the end of her shift, a room attendant washes all mops and cloths with detergent and hot water, disinfects them, and allows them to dry. The vacuum cleaner dust bag is emptied, and the trolley is wiped down with sanitizer before returning it to the housekeeping store.

Self-Check-1.1

Multiple Choice Questions (MCQs)

1. Why should housekeeping tools be cleaned and sanitized regularly?
 - a) To reduce cleaning time only
 - b) To prevent cross-contamination and maintain hygiene
 - c) To make them look new only
 - d) To increase workload
2. What should be done with mop heads after use?
 - a) Store them directly in the trolley
 - b) Leave them wet in the bucket
 - c) Wash, disinfect, and dry before storing
 - d) Use them for multiple shifts without cleaning
3. Which equipment requires emptying the dust bag after each use?
 - a) Floor polisher
 - b) Vacuum cleaner
 - c) Housekeeping trolley
 - d) Mop bucket
4. Why is color-coding important for cleaning cloths and buckets?
 - a) To match hotel interiors
 - b) To prevent mix-up and cross-contamination
 - c) To decorate the housekeeping trolley
 - d) To reduce staff workload
5. What should always be worn during the sanitization process?
 - a) Uniform only
 - b) Sunglasses
 - c) Personal Protective Equipment (PPE)
 - d) Apron only

Short Question

1. Q: Why should housekeeping tools be sanitized after use?
2. Q: What should be done with a mop after use?
3. Q: Which equipment requires emptying the dust bag after each use?
4. Q: Why is drying important before storing cleaning tools?
5. Q: What safety step must be taken before cleaning electrical equipment?

Answer Key -1.1

Multiple Choice Questions (MCQs)

- Why should housekeeping tools be cleaned and sanitized regularly?
 - a) To reduce cleaning time only
 - b) To prevent cross-contamination and maintain hygiene
 - c) To make them look new only
 - d) To increase workload**Answer:** b) To prevent cross-contamination and maintain hygiene
- What should be done with mop heads after use?
 - a) Store them directly in the trolley
 - b) Leave them wet in the bucket
 - c) Wash, disinfect, and dry before storing
 - d) Use them for multiple shifts without cleaning**Answer:** c) Wash, disinfect, and dry before storing
- Which equipment requires emptying the dust bag after each use?
 - a) Floor polisher
 - b) Vacuum cleaner
 - c) Housekeeping trolley
 - d) Mop bucket**Answer:** b) Vacuum cleaner
- Why is color-coding important for cleaning cloths and buckets?
 - a) To match hotel interiors
 - b) To prevent mix-up and cross-contamination
 - c) To decorate the housekeeping trolley
 - d) To reduce staff workload**Answer:** b) To prevent mix-up and cross-contamination
- What should always be worn during the sanitization process?
 - a) Uniform only
 - b) Sunglasses
 - c) Personal Protective Equipment (PPE)
 - d) Apron only**Answer:** c) Personal Protective Equipment (PPE)

Short Question & Answer

- Q.1: Why should housekeeping tools be sanitized after use?
Answer: To prevent cross-contamination, maintain hygiene, and ensure guest safety.
- Q.2: What should be done with a mop after use?
Answer: Wash with detergent, disinfect, dry completely, and store properly.
- Q.3: Which equipment requires emptying the dust bag after each use?
Answer: Vacuum cleaner.
- Q.4: Why is drying important before storing cleaning tools?
Answer: To prevent bacterial growth, mold, and foul odor.
- Q.5: What safety step must be taken before cleaning electrical equipment?
Answer: Always unplug the equipment before cleaning

Activity Sheet-1.1

Task: Identify the chemical and cleaning agents and write their purposes.

Instructions:

Read and understand the directions carefully:

- this practical demonstration is based on the performance criteria from all or some of the units of clean premises and equipment
- this assessment activity will be used to measure your underpinning skills
- you will have fifteen (15) minutes to familiarize yourself with the resources to be used
- you have one (1) hour to complete this demonstration




Procedure:


- Wear personal protective equipment (PPE) as required for the task to be performed
- Read the specific information provided
- Collect all materials needed to complete the task
- Perform the task within the given time
- Observe and follow Occupational Health and Safety (OHS) requirements at all times

Job Specification Information:

- Collect required supplies, materials, tools and equipment required for the job.
- Check for the picture very carefully.
- Identify the chemical and cleaning agents and put the names into the second blank column.
- Write the purposes of those chemical and cleaning agents and put them into the third blank column.

Drawing / diagram or sketch:

SL	Image	Name	Purposes
1			
2			
3			

4			
5			
Resources Required:			
Tools:		Job sheet and specification sheet	
Equipment:		N/A	
Machinery:		N/A	
Materials:		Pen, Pencils	
PPE:		Apron, Hand gloves and Mask	

Job Sheet -1.1

Job Name: Select and collect tools and equipment as per assigned areas.

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet.
4. Collect and prepare appropriate tools and equipment
5. Identify the assigned area (guest room, public area, toilet, restaurant, etc.).
6. List down the tools and equipment required for that area.
7. Go to the housekeeping control room/store and collect the necessary tools.
8. Check all equipment for cleanliness and working condition.
9. Move to the assigned area with all required equipment.
10. Dispose of waste materials according to kitchen protocols.
11. Store cleaned equipment and tools to designated areas.

Specification Sheet -1.1

Job Name: Select and collect tools and equipment as per assigned areas.

To complete the above task, you will need to use PPE, tools & equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs

Tools & Equipment	Quantity
Housekeeping trolley	1pcs
Mop	1pcs
Bucket	1pcs
Toilet brush	1pcs
Caddy	1pcs
Caution Sign	1pcs
Glass cleaning tools	1 pc

Materials	Quantity
Cleaning cloths (color-coded)	4 pcs

Information Sheet 1.2

Learning Outcome-2: Clean dry and wet areas

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Selecting dry and wet areas for cleaning
- 2.2 Clearing dry and wet areas
- 2.3 Signing and marking wet area
- 2.4 Using equipment and cleaning agents
- 2.5 Cleaning dry and wet areas as per workplace standards
- 2.6 Drying wet areas after cleaning
- 2.7 Disposing waste materials as per industry regulations

2.1 Selecting dry and wet areas for cleaning

The hotel premises and other establishments consist of public areas such as the lobby, waiting lounge, corridors rest rooms and others which may vary in quantity and size depending on the establishments size. These hotel premises are commonly the first places where the guest stays upon arriving in the hotel. As the hotel would want to create a good first impression to their guests, it is of importance to maintain the cleanliness and sanitation of the mentioned locations.

Definition of dry and wet areas

- **Dry Areas** → Spaces without frequent water usage, e.g., guest rooms, corridors, lobbies, offices, lounges.
- **Wet Areas** → Spaces with frequent water/moisture, e.g., bathrooms, kitchens, laundry, swimming pool areas.

The Hotel premises

Public area: Public area" means any enclosed indoor area open to and frequented by guest. It is readily available for all customers to enjoy.

For the discussion in this learning material, the following are considered public area

- Lobby
- Restaurants
- Bars
- Corridors
- Guest Elevators
- Public Toilet
- Gardens
- Gymnasium
- Play ground
- Swimming pool
- Outlet shops
- Car parking



A "Clean Premises and Equipment" in Housekeeping provides the knowledge and skills to maintain a hygienic environment by properly cleaning and sanitizing equipment and all areas

of a building or facility. Key aspects include selecting and safely using appropriate chemicals and equipment, following manufacturer's instructions for cleaning and disinfection, managing waste, performing regular cleaning according to schedules, and ensuring safety procedures are followed for both staff and customers.

Restroom:

Restroom consists of wash bowl, toilet, and other facilities for use. The floor of restroom is made of tiles/mosaic/granite/marble stone.

Restroom shows your guests that you care about their health and well-being.



Corridor: It is a long, narrow passage inside a building or hotel with doors that lead to hotel with doors that lead to rooms on each side.



Preparatory Cleaning Task

The first step in cleaning the premises is to prepare the work area for cleaning. As such, the tools and equipment must also be prepared and checked. Since the establishments have busy hours, it must be taken for consideration that the time of cleaning the area should be scheduled. Having the schedule will ensure that safe situation is considered for the guests.

Consider

- Can the job be completed before the area is needed?
- Are there enough staff to handle the job to get it done on time — if relevant?
- Have you got the right chemicals and enough of them to allow the job to be started and finished without interruption — the more interruptions there are to the cleaning process, the higher the chance that we will inconvenience someone?
- All the supervisors, clients and users are happy for the intended work to proceed?

Never just assume you can go ahead even when given a job card. Always check first.

Cleaning activities are normally timed to occur, for the most part, when public activity is at its minimum.

There will always, however, be times when cleaning must be done while people are in the area. This may be a regular pattern of events such as the on-going cleaning of public areas such as reception lobbies, swimming pool areas or caused by particular one-off circumstances such as functions, special events.

Thus, it is recommended to think first before you clean. Ensure that you are not creating unsafe condition to your guests.

Setting-up Equipment and material: When you are already aware of your job and of the places and things where you need to clean, the next thing to do is to set-up the equipment, tools, cleaning materials and cleaning chemicals needed for the job. Secure the supplies from the personnel in-charge.

Doing the job: When everything else is prepared, start the cleaning activities. Follow the recommended flow based on the premises where you have to do cleaning.

- Barricade the work area for cleaning to ensure safety
- Put in place appropriate warning signs which shows that the cleaning activity is ongoing.

The following points are necessary to be put in place before cleaning begins:

- 'Slippery When Wet' signs must be used when mopping or working with a slippery surface, there must be sufficient of these signs to provide suitable and adequate warning to anyone who may enter the cleaning area from any direction. They must be sufficient to be 'readily visible'
- During cleaning, 'Cleaning in Progress' signs should be posted as a warning to patrons and staff in the same way that Slippery When Wet signs are posted
- Physical barriers (floor-tape) and physical restraints (purpose-built safety barriers) may be used to restrict access to a site
- Locked doors are another practical way of denying access to areas and rooms
- Your workplace may have other signage that they require you to erect when cleaning is being done, often the signs that are available will depend on the company from whom they were bought.

Cleaning up/finishing up after the job.

After the cleaning procedure, the used tools and equipment should also be maintained. Thus, clean and maintain all the equipment. Return them in the required area.

Cleaning the work are:

A. Cleaning a window.

- I. Check for defects then clean the windows.
- II. Scrub the window, use the suggested cleaning chemicals. Start scrubbing on the edges of the window. Do this from top to bottom using small circular motion.
- III. Use squeegee to remove the dirty water.

Scrape: Wet the window; scrape in a forward motion three or four times in the same spot.

B. Cleaning the mirror.

- I. Use a glass cleaning chemical or combination of white or distilled vinegar and warm water
- II. Find newspaper to use as your cleaning cloth
- III. Crumple the newspaper into usable sizes
- IV. Clean the mirror first to remove any heavy dirt or marks
- V. Use plain water to do the pre-cleaning. Use a cloth with weave, which is softer and more non-abrasive
- VI. Dip the newspaper into the vinegar water solution after pre cleaning is finished. Rub the newspaper in slow circles across the mirror
- VII. Cover the entire surface of the mirror
- VIII. Go over the wet areas with a dry portion of newspaper. This will leave the mirror dry and keep drip marks from drying onto the surface.

C. Clean ceilings, surfaces and fittings these requires dusting and polishing.

- I. Dusting will need a duster or damp lint-free cloth.
- II. Polishing will require spraying the cleaning agent onto the cloth; do not spray directly onto the surface for cleaning.
- III. Buff the surface after cleaning to remove any streaks

The following areas will need either dusting or polishing:

- Air conditioning vents
- Doors — including top ledge and handles
- Frames and paintings
- Mirrors Skirting boards
- Windows
- Walls

- Lamps shades
- Telephone set
- Seat furniture
- All furniture

D. All carpeted areas should be vacuumed as well as non-carpeted areas which require this. It is important that you know the proper use of the machine.

E. Cleaning public bathrooms

1) Cleaning the vanity area:

- Clean and dry shelves
- Scrub hand basin, rinse, then dry and polish with clean cloth — check plughole
- Polish fittings and taps
- Clean and dry wall tiles
- Clean, dry and polish bench top
- Clean and polish mirror
- Check under vanity for cleanliness — cobwebs, etc.
- Replenish stock — soap, tissues, facial items, shower caps, water
- Replenish towels — paper or linen
- Conduct final check.

2) Cleaning public area showers:

- Wet shower basin and sides
- Clean tiles and floor — check plughole for foreign matter
- Clean shower curtain — check pole is clean and all hooks are in place and working
- Rinse walls and floor thoroughly
- Polish fittings
- Replenish supplies — shampoo, conditioner and soap
- Conduct final inspection — leave shower curtain neat and to one Side.
- Cleaning toilets

3) Flush toilet to wet sides of bowl:

- Pour in cleanser — leave to soak: continue with other work
- Wash lid and dry — both sides and near back hinges
- Wash seats a dry— both sides and near back hinges
- Wash out sides of the bowl and dry
- Wash and dry water holding unit and polish button
- Scour bowl thoroughly — use a toilet brush Flush toilet a number of times to wash away dirt and residue
- Place a hygiene strip over the closed toilet lid
- Conduct final inspection — leave lid down when thoroughly cleaned.

Wet Area Cleaning

Wet areas are those which have commonly wet surfaces and require water to clean them. Some techniques in cleaning these areas are as follows:

a. Mopping

- Remove everything that may be on the floor such as mats, trash cans, and small pieces of furniture
- Sweep the floor to remove dirt, hair, dust, and other debris

- Dissolve detergent into warm water using the manufacturer's instructions for the correct water to detergent ratio
- Pour the solution over the entire floor so that the solution can fill into the grout lines
- Allow the solution to remain on the floor for 15 to 20 minutes
- Scrub the grout with a small medium-bristled brush
- Rinse the floor with a mop dampened with clean water
- Mix a second batch of detergent and water
- Mop the entire floor with the fresh solution
- Rinse the mop with clean water and mop a second time over the floor to rinse it
- Use a squeegee to push residual moisture to one area of the floor before absorbing it with dry towels.



b. Pressure washing techniques

- Place any safety equipment on including closed shoes, waterproof clothing and safety glasses
- Connect the machine to a water source
- Attach the nozzle or tip and ensure it is correctly attached
- Start the machine
- Test the power of the pressure washer. The best is to start spraying few feet away from any object. Slow bring your wand to 3-4 feet distance from the surface you want to clean. Move your wand side-to-side a couple of times and check if the surface is clean. If additional cleaning is needed, move your wand gradually closer to the surface. The reason for the gradual cleaning is because pressure washers are extremely powerful and if you start too close you could damage the object instead of cleaning it Start to clean using a side-to-side motion. Keep the nozzle low and start closer to the body and then move the cleaning action further away until you find the right blend of pressure to clean and accuracy
- When washing walls start from the bottom and move up. Remember to take care when cleaning around areas such as windows and lights
- If you are to clean windows, clean from the side. Do not apply a direct 'face-on' contact. Check to ensure that water is not leaking inside
- When cleaning the ground, start at lower areas and work your up
- You may need to scrub areas that a pressure cleaner cannot remove stains
- Let the cleaning solution do its work for 20 minutes. This allows for the detergent to start dissolving the dirt, but do not let it sit too long so that it dries out
- When ready to rinse start at the top and work towards the bottom until entire area is detergent free.

1.2 Clearing dry and wet areas

Housekeeping staff are responsible for keeping all areas of the establishment safe, clean, and presentable. Both **dry areas** (such as guest rooms, corridors, lobbies, offices) and **wet areas** (such as bathrooms, kitchens, swimming pool decks, laundry rooms) must be cleared regularly. Proper clearing of these areas prevents accidents, ensures hygiene, and maintains the hotel's professional image.

Procedures for clearing dry areas

- **Dusting and Sweeping:** Remove dust, litter, and debris from surfaces.

- **Vacuuming:** Clean carpets, rugs, and upholstery.
- **Wiping:** Use dry or slightly damp cloths for furniture, fixtures, and glass.
- **Organizing:** Arrange furniture and supplies neatly.
- **Inspection:** Ensure no stains, dirt, or misplaced items remain.

Procedures for clearing wet areas

- **Drainage:** Ensure no water is left standing on floors.
- **Mopping:** Use disinfectant solution to clean and sanitize floors.
- **Wiping Surfaces:** Clean sinks, counters, mirrors, and tiles with disinfectant.
- **Fixtures and Fittings:** Scrub and sanitize toilets, showers, taps, and drains.
- **Drying:** Use dry mops or cloths to remove excess moisture and leave the area safe.
- **Signage:** Place **“Wet Floor” caution boards** to prevent slips and falls during cleaning.

Workplace safety and hygiene

- Always wear **PPE** (gloves, mask, apron, safety shoes).
- Use color-coded cleaning tools to avoid cross-contamination (e.g., red for toilets, green for kitchens).
- Handle cleaning chemicals as per manufacturer’s instructions.
- Ensure adequate ventilation when working in wet areas.

Benefits of clearing dry and wet areas properly

- Prevents slips, trips, and falls.
- Maintains hygiene and sanitation standards.
- Provides a safe and comfortable environment for guests and staff.
- Enhances the hotel’s cleanliness image.
- Reduces risk of bacterial growth in wet areas.

A housekeeping attendant first clears a guest corridor (dry area) by vacuuming the carpet and dusting the furniture. Later, in the guest bathroom (wet area), the attendant disinfects the toilet and sink, scrubs the shower, mops the floor with disinfectant, and ensures the floor is dry before removing the caution sign.

2.3 Signing and marking wet area

In housekeeping operations, safety is as important as cleanliness. **Wet areas**, such as bathrooms, kitchens, laundry sections, swimming pool decks, or any area that has been freshly mopped, pose a risk of **slips, trips, and falls**. To prevent accidents, wet areas must be **clearly signed and marked** with safety signage such as *“Caution – Wet Floor”*. This is a standard housekeeping practice in hotels, hospitals, and other institutions.

Definition of wet areas

- Any area where water, cleaning solutions, or spills are present.
- Examples: Bathrooms, kitchens, pool decks, freshly mopped lobbies, laundry rooms.

Purpose of signage and marking

- To **warn guests and staff** of potential hazards.
- To **prevent accidents** such as slips and falls.
- To show that the area is being cleaned and is temporarily unsafe.
- To comply with workplace safety regulations.

Types of signage and markings

- **Portable “Caution – Wet Floor” signs** (foldable, plastic).
- **Standing cones** with warning messages.
- **Barrier tapes** (for larger or restricted wet areas).
- **Floor stickers or markers** in permanent wet zones (e.g., poolside, bathrooms).

- **Multilingual signs** for international guests.
- **Pictorial signs** for universal understanding.

Procedure for signing and marking wet areas

1. Identify wet or slippery areas immediately.
2. Place “**Caution – Wet Floor**” sign or cone before starting to clean.
3. Ensure signage is **clearly visible** from all entry points.
4. If cleaning a large area, use multiple signs or barrier tape.
5. Keep the sign in place until the area is completely dry and safe.
6. Remove signage only after inspection and confirmation of safety.

Safety and workplace practices

- Always wear PPE (gloves, non-slip safety shoes) when working in wet areas.
- Use color-coded mops and buckets for wet area cleaning.
- Never leave a wet area unattended without signage.
- Position signs away from obstructions and ensure they do not block emergency exits

Benefits of signing and marking wet areas

- Prevents accidents and injuries.
- Protects the organization from liability and complaints.
- Builds guest confidence in safety and professionalism.
- Maintains compliance with health and safety standards.
- Provides clear communication for all staff and guests.

A housekeeping attendant begins mopping the hotel lobby floor. Before starting, she places two “*Caution – Wet Floor*” signs at both ends of the lobby entrance. Guests see the sign, avoid the wet area, and no accidents occur. Once the floor is dry, she removes the signs and restores the area for normal use.

2.4 Using equipment and cleaning agents

In housekeeping operations, **equipment** and **cleaning agents** are the two main resources used to maintain cleanliness, hygiene, and presentation of hotel areas. Equipment provides efficiency and reduces manual effort, while cleaning agents ensure surfaces are cleaned, sanitized, and well-maintained. The correct selection and proper use of both are essential for safe, effective, and professional housekeeping services.

Housekeeping Equipment

Housekeeping equipment is divided into **manual** and **mechanical** equipment.

- **Manual Equipment:**
 - Brooms, mops, brushes, dustpans
 - Cleaning cloths (color-coded), dusters, squeegees
 - Buckets, spray bottles, housekeeping trolley
- **Mechanical Equipment:**
 - Vacuum cleaner (upright, canister, backpack)
 - Floor scrubber and polisher
 - Carpet shampooing machine
 - Wet and dry vacuum
 - Steam cleaner

Proper Use:

- Check condition before use.
- Use as per manufacturer’s instructions.
- Wear PPE when handling equipment.

- Clean and store after use.

Cleaning Agents

Cleaning chemical is any chemical which will remove soil from a surface when used in conjunction with suitable equipment

Cleaning agents are substances used to remove dirt, stains, grease, and germs.

- **Types of cleaning agents:**
 - **Water** – universal solvent, often used with other agents.
 - **Detergents** – remove grease, dirt, and oil (used for floors, fabrics).
 - **Abrasives** – remove stubborn dirt from hard surfaces (tiles, sinks).
 - **Acids** – remove mineral deposits, rust, and stains (toilet cleaners, descalers).
 - **Solvents** – dissolve grease and stains (used on glass, furniture polish).
 - **Disinfectants/Sanitizers** – kill germs and bacteria (used in toilets, kitchens).
 - **Deodorant**- eliminate or mask unpleasant odors in a space, or to introduce a pleasant fragrance into the air

Proper Use:

- Know your chemicals (Smell, Color, Use)
- Always read instructions
- Use one chemical at a time (wash well before using a second)
- Never mix different chemical
- Never smoke or eat when using chemicals
- If a spillage occurs act quickly, remove affected clothing, wash area with lots of clod water
- Make sure a spill on the floor is mopping up immediately
- Label all containers clearly
- Indicate the dilution rate if necessary
- Keep aerosols away from hot pipes
- Keep the store locked when not in use
- Rotate stock
- Keep bin cards up to date
- Use funnels for dispensing and pre-diluting
- Keep the store will be ventilated
- Keep heavy containers on low shelves
- Use dispensers where possible
- Keep store clean
- Wear protective gloves and clothing if needed
- Use the correct cleaning agent for the task

Safety Measures

- Always wear **PPE** (gloves, mask, apron, safety shoes).
- Use caution signage in public/wet areas.
- Ensure good ventilation when using strong chemicals.
- Handle electrical equipment with dry hands.
- Report faulty equipment or chemical spills immediately.

Benefits of proper use of equipment and cleaning agents

- Ensures cleanliness, hygiene, and guest safety.
- Saves time and reduces physical effort.
- Prevents cross-contamination and spread of diseases.
- Increases lifespan of hotel property and equipment.

- Maintains professional housekeeping standards.

A room attendant cleaning a guest bathroom uses a toilet brush with disinfectant to clean the bowl, glass cleaner for the mirror, and a mop with detergent solution for the floor. After cleaning, the equipment is sanitized and stored properly, and all chemical containers are returned to the housekeeping store.

2.5 Cleaning dry and wet areas as per workplace standards

Hotels follow workplace standards by implementing distinct procedures for "dry" (low-moisture) and "wet" (high-moisture) areas, focusing on cleaning and then disinfecting all surfaces, especially high-touch points like door handles and countertops. Dry areas, such as guest rooms and lobbies, involve dusting, vacuuming, and sanitizing, while wet areas like bathrooms and pool facilities require frequent mopping, sanitization, and attention to water-related issues. Key standards include using appropriate cleaning agents and disinfectants, maintaining cleanliness in public and private spaces, ensuring proper waste disposal, and conducting regular cleaning of equipment and surfaces to prevent the spread of germs.

Dry area cleaning standards

Dusting: Regularly dust all surfaces, including furniture, decorative items, and handrails, to remove loose particles.

Vacuuming: Vacuum floors, carpets, and hallways daily, paying attention to corners and edges to remove dirt and debris.

Sanitizing: Disinfect all high-touch surfaces such as door handles, light switches, remote controls, and countertops to eliminate pathogens.

Waste Disposal: Empty all waste bins in rooms and public areas to prevent odor and the potential for bacteria to spread.

Linen Management: Follow proper procedures for collecting and washing soiled linens, ensuring they do not disperse germs into the air.

Wet area cleaning standards

Sanitary Facilities: Deep clean and disinfect toilets, sinks, showers, and surrounding areas to ensure hygienic use.

Floor Care: Frequently sweep and mop floors in high-moisture areas to prevent the accumulation of water and other substances.

Equipment Sanitization: Wipe down and disinfect exercise equipment, poolside furniture, and other items in fitness centers and pool areas.

Squeegee Use: After showers, use a squeegee to clean glass surfaces and walls to reduce water spots and mineral buildup.

Drain Protection: Use drain nets in showers and tubs to catch hair and reduce clogs, which can cause water to back up and create unsanitary conditions.

General Workplace Standards for Hotels

Cleaning vs. Sanitizing: Understand the difference between cleaning (removing visible dirt) and sanitizing (killing germs) and ensure both steps are performed.

High-Touch Surfaces: Prioritize frequently touched items, which are common breeding grounds for bacteria, and disinfect them regularly.

Food Safety: Apply strict food safety procedures in dining areas and kitchens, ensuring all food preparation surfaces are sanitized.

Staff Training: Train staff on proper cleaning techniques, the correct use of cleaning agents and disinfectants, and the importance of personal hygiene, including handwashing after removing gloves.

Environmental Considerations: Use environmentally friendly or allergy-friendly cleaning agents where appropriate, for example, for washing linens and curtains.

Housekeeping staff are responsible for maintaining both dry and wet areas of the hotel according to workplace hygiene and safety standards. Proper cleaning ensures guest comfort, prevents accidents, and upholds the hotel's reputation. Different areas require different techniques, equipment, and cleaning agents, but all tasks must follow established workplace procedures.

Cleaning of dry areas

Examples: Guestrooms, corridors, lobbies, lounges, offices, conference halls.

Equipment:

- Vacuum cleaner
- Broom, dustpan, mop
- Dusting cloths (microfiber, color-coded)
- Housekeeping trolley

Cleaning Agents:

- All-purpose detergent
- Glass cleaner
- Furniture polish
- Air freshener

Workplace Standards for Dry Areas:

- Start with dusting (top to bottom, left to right).
- Vacuum carpets systematically (straight lines or "V" pattern).
- Clean mirrors and glass surfaces without streaks.
- Wipe and polish furniture.
- Arrange furniture neatly after cleaning.
- Maintain good ventilation and pleasant fragrance.

Cleaning of wet areas

Examples: Bathrooms, washrooms, kitchens, spa areas, swimming pool surroundings.

Equipment:

- Wet mop and bucket with wringer
- Toilet brush
- Squeegee for glass/tiled surfaces

- Wet-and-dry vacuum
- Warning signage (“Wet Floor”)

Cleaning Agents:

- Disinfectant (for sinks, basins, toilets)
- Acidic cleaner (for stains, mineral deposits, scale)
- Detergent solution (for general floor/wall cleaning)
- Non-abrasive cleaner (for taps, chrome fixtures)
- Deodorizer/air freshener

Workplace standards for wet areas:

- Place caution sign before cleaning to prevent accidents.
- Follow **clean-to-dirty** principle (start from sink → shower area → toilet).
- Use correct dilution of cleaning agents as per instructions.
- Scrub and rinse surfaces thoroughly, then dry with mop/squeegee.
- Ensure no stagnant water is left on the floor.
- Replenish supplies (tissues, toiletries, towels).
- Leave the area sanitized, fresh, and safe for use.

Safety and hygiene measures

- Always wear **PPE** (gloves, mask, apron, safety shoes).
- Follow **color-coded cleaning system** to prevent cross-contamination.
- Never mix incompatible chemicals (e.g., bleach + ammonia).
- Handle and store cleaning agents as per manufacturer’s instructions.
- Keep equipment clean and in working order.
- Place signage during and after cleaning until the floor is completely dry.

Benefits of following workplace standards

- Ensures **guest safety and satisfaction**.
- Maintains **hygiene and cleanliness** throughout the property.
- Reduces risk of **slips, trips, and falls** in wet areas.
- Extends life of carpets, floors, and fixtures.
- Creates a professional housekeeping environment.

A housekeeper enters a guest bathroom, places a “**Wet Floor**” sign, uses a **disinfectant with a toilet brush** to clean the toilet bowl, wipes mirrors with a **glass cleaner**, and mops the floor with a **detergent solution**. In the bedroom, they **dust furniture, vacuum the carpet**, and polish wooden surfaces. After completion, the areas are clean, dry, and arranged as per workplace standards.

2.6 Drying wet areas after cleaning

In housekeeping, cleaning wet areas such as bathrooms, kitchens, washrooms, swimming pool decks, and spa areas is only part of the process. After cleaning, wet areas must be dried properly to ensure safety, hygiene, and guest comfort. Wet floors or surfaces left damp can lead to slips, falls, and bacterial growth, compromising workplace safety and hygiene standards.

Key Points

Importance of drying wet areas

- **Safety:** Prevents slips, trips, and falls.
- **Hygiene:** Reduces bacterial and mold growth caused by moisture.
- **Professional Standards:** Maintains a neat and guest-ready environment.
- **Equipment Protection:** Prevents water damage to floors, carpets, and furnishings.

Equipment used for drying wet areas

- Mops and dry mop heads – for absorbing water on floors.
- Squeegees – for removing water from tiles, glass, or smooth surfaces.
- Microfiber cloths – for wiping wet counters, mirrors, or furniture.
- Wet-and-dry vacuum cleaners – for large wet areas or spills.
- Fans or air dryers – to speed up drying in larger wet zones.

Procedure for drying wet areas

1. Place “wet floor” signage before starting the drying process.
2. Use a dry mop or squeegee to remove excess water from the floor.
3. Wipe down wet surfaces like counters, sinks, and mirrors using a clean, dry cloth.
4. Use wet-and-dry vacuum for large spills or water accumulation.
5. Allow floors to air dry completely before removing signage.
6. Check the area for any remaining damp spots that could be hazardous.
7. Inspect wet areas to ensure they are clean, dry, and safe for use.

Safety and hygiene measures

- Always wear ppe (gloves, mask, apron, and safety shoes) while cleaning and drying.
- Do not leave the area unattended with standing water.
- Keep caution signage until the floor is fully dry.
- Follow the color-coded cleaning system to avoid cross-contamination.
- Ensure proper ventilation to help the drying process.

Benefits of drying wet areas properly

- Prevents accidents and injuries.
- Maintains hygiene and reduces mold or bacterial growth.
- Ensures areas are ready and safe for guests or staff.
- Protects flooring and furnishings from water damage.
- Reflects professional housekeeping standards.

After mopping a guest bathroom, a housekeeper uses a dry mop to remove excess water from the floor, wipes the sink and countertop with a microfiber cloth, and uses a wet-and-dry vacuum to clear water from around the toilet. A “Wet Floor” sign is placed until the area is completely dry and safe for the guest.

2.7 Disposing waste materials as per industry regulations

Proper disposal of waste is a critical part of housekeeping operations in hotels, hospitals, and other commercial establishments. Waste may include **solid trash, hazardous materials, recyclables, food waste, and soiled linens**. Disposing of waste according to **industry regulations** ensures hygiene, safety, environmental protection, and compliance with legal standards.

Key Points

Types of waste in housekeeping

- **General waste:** Non-hazardous items such as paper, packaging, and broken items.
- **Recyclable waste:** Plastics, glass, aluminum, cardboard.
- **Hazardous waste:** Chemicals, cleaning agents, broken glass, batteries.
- **Food waste:** Leftover food from kitchens, restaurants, or room service trays.
- **Medical or biohazard waste (if applicable):** Used tissues, soiled linens, gloves.

Disposal Procedures

a) Segregation of Waste:

- Use **color-coded bins** for different types of waste.
 - Green: Recyclables

- Red: Hazardous or biomedical waste
- Black: General waste
- Brown: Food waste

Collection:

- Collect waste daily from rooms, public areas, and kitchens.
- Use gloves and proper PPE while handling waste.

Transport:

- Move waste in designated trolleys or carts to disposal points.
- Avoid spillage and contact with clean areas.

Final Disposal:

- General waste: Handed over to municipal or authorized waste contractors.
- Hazardous waste: Follow environmental safety and hazardous waste regulations.
- Recyclables: Sent to recycling facilities.
- Food waste: Can be used for composting or organic disposal as per hotel policy.

Safety and hygiene measures

- Wear **PPE** (gloves, mask, apron) when handling waste.
- Wash hands thoroughly after waste handling.
- Ensure proper labeling of hazardous and chemical waste.
- Avoid overfilling bins to prevent accidents.
- Maintain proper cleaning of waste collection areas to prevent odor and pests.

Benefits of proper waste disposal

- Reduces the risk of infection and disease.
- Prevents environmental pollution.
- Ensures compliance with health, safety, and environmental regulations.
- Maintains a clean and safe environment for guests and staff.
- Enhances the hotel's image of sustainability and professionalism.

Housekeeping staff collects waste from guest rooms using **color-coded bags**, separates recyclables from general trash, ensures hazardous waste like broken glass is properly packaged, and deposits all waste at the **designated collection point**. Food waste from the kitchen is collected separately and sent for composting, complying with hotel and environmental policies.

Self-Check-1.2

1. Multiple Choice Questions (MCQs)

1. Which of the following is considered a dry area?
 - a) Bathroom
 - b) Corridor
 - c) Kitchen
 - d) Swimming pool deck

2. Why is it important to place a "Wet Floor" sign when clearing wet areas?
 - a) To decorate the area
 - b) To warn guests and prevent accidents
 - c) To mark the area as clean
 - d) To save cleaning time

3. Which of the following is the most commonly used wet area sign?
 - a) "Do Not Enter" board
 - b) "No Smoking" sign
 - c) "Caution – Wet Floor" sign
 - d) "Silence Please" board

4. Which of the following is an example of manual equipment?
 - a) Vacuum cleaner
 - b) Floor scrubber
 - c) Mop and bucket
 - d) Steam cleaner

5. Which cleaning agent is commonly used for glass and mirrors?
 - a) Abrasive
 - b) Solvent-based cleaner
 - c) Detergent
 - d) Acidic cleaner

2. Short Questions

Q1: Why is color-coded equipment used in housekeeping?

Q2: What is the purpose of disinfectants?

Q3: What should a housekeeper do before entering a wet area to clean?

Answer Key-1.2

1. Multiple-Choice Questions (MCQs)

1. Which of the following is considered a dry area?

- a) Bathroom
- b) Corridor
- c) Kitchen
- d) Swimming pool deck

Answer: b) Corridor

2. Why is it important to place a “Wet Floor” sign when clearing wet areas?

- a) To decorate the area
- b) To warn guests and prevent accidents
- c) To mark the area as clean
- d) To save cleaning time

Answer: b) To warn guests and prevent accidents

3. Which of the following is the most commonly used wet area sign?

- a) “Do Not Enter” board
- b) “No Smoking” sign
- c) “Caution – Wet Floor” sign
- d) “Silence Please” board

Answer: c) “Caution – Wet Floor” sign

4. Which of the following is an example of manual equipment?

- a) Vacuum cleaner
- b) Floor scrubber
- c) Mop and bucket
- d) Steam cleaner

Answer: c) Mop and bucket

5. Which cleaning agent is commonly used for glass and mirrors?

- a) Abrasive
- b) Solvent-based cleaner
- c) Detergent
- d) Acidic cleaner

Answer: b) Solvent-based cleaner

2. Short Questions & Answers

Q1: Why is color-coded equipment used in housekeeping?

Answer: To prevent cross-contamination between areas.

Q2: What is the purpose of disinfectants?

Answer: To kill germs and bacteria on surfaces.

Q3: What should a housekeeper do before entering a wet area to clean?

Answer: Place a “Wet Floor” caution sign and wear PPE

Job Sheet -1.2

Job Name: Clean dry and wet areas as per workplace standards

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Identify whether the assigned area is dry or wet.
4. Select appropriate equipment and cleaning agents.
5. For **dry areas**: dust, vacuum, polish, and organize furniture.
6. For **wet areas**: place wet floor signage, scrub, disinfect, rinse, and dry surfaces.
7. Inspect the area to ensure cleanliness, hygiene, and safety.
8. Return equipment and unused chemicals to the store after use.

Specification Sheet -1.2

Job Name: Clean dry and wet areas as per workplace standards

To complete the above task, you will need to use PPE, Cleansing Agent equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs
Safety shoe	1pair

Cleaning Agents	Quantity
Detergent	1 ltr
disinfectant	1ltr
glass cleaner	1ltr

Equipment	Quantity
Vacuum cleaner	1pc
broom	
dustpan	
Dry mop	
Wet mop and bucket with wringer	1pc
Toilet brush,	1pc
squeegee	1pc

Materials	Quantity
Cleaning cloths (color-coded)	4 pcs

Information Sheet 1.3

Learning Outcome-3: Perform special cleaning periodically.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Identifying types of cleaning
- 3.2 Preparing work schedule
- 3.3 Performing all types of cleaning as per work schedule.
- 3.4 Cleaning, drying and storing cleaned tools and equipment

3.1 Identifying types of cleaning

Housekeeping is not limited to dusting and mopping. Different areas of a hotel or workplace require different **types of cleaning**, depending on the nature of use, level of dirt, and standards of hygiene required. Identifying the correct type of cleaning ensures **efficiency, safety, and guest satisfaction**.

Types of cleaning:

Daily cleaning

- Performed every day in guestrooms, bathrooms, lobbies, corridors, and public areas.
- Includes dusting, vacuuming, mopping, bed making, bathroom cleaning, and replenishing supplies.

Purpose: keeps areas hygienic and presentable for guests.

Weekly cleaning

- Done once a week or at fixed intervals.
- Includes deeper cleaning of areas not covered in daily cleaning, such as high surfaces, polishing furniture, or moving light furniture to clean underneath.

Purpose: maintains long-term cleanliness and prevents dirt build-up.

Spring cleaning / periodic cleaning

- A thorough, deep cleaning done periodically (monthly, quarterly, or yearly).
- Includes shampooing carpets, washing curtains, scrubbing walls, polishing floors, and deep-cleaning upholstery.

Purpose: maintains property condition and prolongs the life of furnishings.

Special cleaning

- Conducted for special situations such as after a party, function, renovation, or emergency (flood, spillage, accident).

Purpose: restores the area to its normal condition quickly and effectively.

Deep cleaning

- Intensive cleaning of specific areas like bathrooms, kitchens, carpets, or upholstery.
- Involves use of heavy-duty cleaning agents and equipment.

Purpose: eliminates stains, germs, and hidden dirt that normal cleaning cannot remove.

Terminal cleaning (used mainly in hospitals/healthcare but also in hotels' high-risk areas) A very detailed cleaning and disinfection process carried out after an area is vacated or contaminated.

Purpose: ensures removal of infectious agents and prepares the area for safe use.

Spot cleaning

- Immediate cleaning of accidental spills, stains, or dirt.
- Example: cleaning a coffee stain on carpet or wiping fingerprints off glass.
Purpose: prevents permanent stains and keeps areas presentable.

Safety and hygiene measures

- Select correct cleaning type based on area condition and guest needs.
- Use appropriate equipment and cleaning agents for each type.
- Follow **ppe guidelines** (gloves, apron, mask) during all cleaning tasks.
- Place **signage** in wet areas to prevent accidents.
- Always work according to workplace schedules and checklists.

Benefits of identifying types of cleaning

- Ensures proper cleanliness and hygiene in all areas.
- Improves efficiency by applying the right method at the right time.
- Prevents long-term damage to property and furnishings.
- Meets guest expectations for comfort and safety.
- Complies with workplace and industry standards.

A guest bathroom is given **daily cleaning** (toilet, sink, floor, and amenities replenished). At the end of the week, the same bathroom undergoes **weekly cleaning** (scrubbing tiles and polishing fittings). Once a month, a **deep cleaning** is scheduled, which includes descaling showerheads and deep-cleaning grout.

3.2 Preparing work schedule

A **work schedule** is a planned timetable that outlines cleaning tasks, staff assignments, time frames, and frequency of work in the housekeeping department. Preparing an effective work schedule ensures **systematic cleaning, fair workload distribution, staff efficiency, and guest satisfaction**.

Importance of preparing a work schedule

- Ensures all areas are cleaned and maintained regularly.
- Prevents duplication of work or missed tasks.
- Distributes workload fairly among staff.
- Improves time management and efficiency.
- Allows supervisors to monitor performance easily.
- Enhances guest comfort and satisfaction.

Types of housekeeping work schedules

1. Daily cleaning schedule
 - Routine cleaning of guestrooms, bathrooms, corridors, and public areas.
 - Tasks: dusting, vacuuming, mopping, making beds, replenishing supplies.
2. Weekly cleaning schedule
 - Covers tasks not done in daily cleaning such as polishing furniture, cleaning windows, washing walls, moving furniture.
3. Monthly/periodic (spring) cleaning schedule
 - Deep cleaning activities such as shampooing carpets, cleaning upholstery, washing curtains, scrubbing floors, or descaling bathroom fittings.
4. Special cleaning schedule
 - Created for special occasions (parties, banquets, conferences) or after emergencies (spills, floods, repairs).

Steps in preparing a work schedule

assess work requirements

- Identify all areas that require cleaning (guest rooms, back-of-house, public areas).
- Determine the frequency and standards needed.

Analyze staff availability

- Check the number of housekeeping staff available for the shift.
- Consider staff skills and experience.

Allocate tasks

- Divide cleaning tasks among staff according to workload and priority.
- Ensure fair distribution and avoid overburdening.

set time frames

- Specify the time required for each task (e.g., cleaning a standard guestroom may take 20–30 minutes).

Prepare documentation

- Write the schedule in clear format (daily/weekly/monthly charts or rosters).
- Share with housekeeping staff before the shift begins.

Monitor and adjust

- Supervisors check progress throughout the day.
- Adjust schedules if staff are absent, special requests arise, or emergencies occur.

Format of a simple daily work schedule (example)

Area/Room	Task	Frequency	Assigned Staff	Time Frame
Guest Room 101	Full cleaning	Daily	Staff A	8:00–8:30 am
Lobby	Vacuum & dusting	Daily	Staff B	8:30–9:00 am
Public Washroom	Sanitize & restock	Every 2 hrs	Staff C	9:00–11:00 am
Corridor 1st Fl	Mop & vacuum	Daily	Staff A	9:30–10:00 am

Workplace safety and standards in scheduling

- Include adequate rest breaks for staff to prevent fatigue.
- Avoid assigning hazardous tasks without proper PPE.
- Consider peak guest activity hours (e.g., avoid noisy cleaning during night).
- Ensure compliance with hotel policies and labor regulations.

Benefits of a good work schedule

- Smooth operations and efficient use of manpower.
- Higher cleanliness standards and guest satisfaction.
- Reduced staff stress and increased morale.
- Better monitoring and evaluation of housekeeping tasks.

If a hotel has **80 rooms**, and each room requires **30 minutes** for daily cleaning, a supervisor must prepare a schedule that ensures all rooms are cleaned in one shift by dividing them among the available staff, while also assigning public area and special tasks.

3.3 Performing all types of cleaning as per work schedule.

In housekeeping, different cleaning tasks must be carried out according to a **planned work schedule**. Performing all types of cleaning as per the schedule ensures **systematic**

workflow, proper hygiene, guest satisfaction, and efficient use of staff and resources. It also prevents missed tasks, duplication of work, and maintains the hotel in excellent condition.

Types of cleaning performed as per schedule

1. **Daily cleaning**
 - Done every day in guest rooms, lobbies, public washrooms, and corridors.
 - Tasks: dusting, vacuuming, mopping, bathroom cleaning, bed making, replenishing supplies.
2. **Weekly cleaning**
 - Done once a week or at fixed intervals.
 - Tasks: polishing wooden furniture, scrubbing bathroom tiles, moving furniture for thorough cleaning.
3. **Periodic / spring cleaning**
 - Performed monthly, quarterly, or annually.
 - Tasks: shampooing carpets, washing curtains, cleaning upholstery, polishing floors.
4. **Special cleaning**
 - Performed after events, functions, or emergencies (e.g., spills, floods, repairs).
 - Tasks: deep stain removal, odor control, or rearranging areas.
5. **Deep cleaning**
 - Intensive cleaning of specific areas like bathrooms, kitchens, and carpets.
 - Tasks: descaling bathroom fittings, scrubbing grout, deep-cleaning upholstery.
6. **Spot cleaning**
 - Immediate cleaning of spills or stains.
 - Tasks: removing coffee stains from carpet, wiping fingerprints on glass, cleaning sudden spills.

Steps in performing cleaning as per schedule

1. **Review the work schedule**
 - Supervisor or staff checks assigned cleaning tasks for the shift/day.
2. **Collect tools and equipment**
 - Ensure all necessary tools, equipment, and cleaning agents are available and in good condition.
3. **Wear PPE**
 - Use gloves, apron, mask, and safety shoes to ensure personal safety.
4. **Carry out cleaning tasks**
 - Perform assigned cleaning type (daily, weekly, periodic, etc.) According to schedule.
 - Follow **color-coding system** for cloths and buckets to avoid cross-contamination.
5. **Place safety signage**
 - “wet floor” or “cleaning in progress” signs must be displayed in public areas.
6. **Check quality standards**
 - Ensure work meets hotel/industry standards of cleanliness, hygiene, and guest safety.
7. **Record completion**
 - Update housekeeping logbook or checklist after each task is completed.

Workplace safety and standards

- Always follow **standard operating procedures (sops)**.

- Use cleaning agents as per manufacturer's instructions.
- Do not disturb guests while cleaning; respect privacy and timing.
- Ensure dry and wet areas are safe before leaving.
- Dispose of waste properly after cleaning.

Benefits of performing cleaning as per work schedule

- Ensures all areas are maintained regularly.
- Improves staff efficiency and time management.
- Prevents accumulation of dirt and damage to property.
- Provides a safe, hygienic, and comfortable environment for guests.
- Demonstrates professionalism and accountability in housekeeping.

A hotel with 60 rooms has a daily cleaning schedule for guestrooms and public areas, a weekly schedule for furniture polishing, a monthly schedule for carpet shampooing, and a special cleaning schedule after events. By following the schedule, the hotel maintains consistent cleanliness standards and avoids last-minute emergencies.

3.3 Cleaning, drying and storing cleaned tools and equipment

In housekeeping, tools and equipment are used daily for a variety of cleaning tasks. To ensure their long life, safe use, and effective performance, it is essential that these tools and equipment are cleaned, dried, and stored properly after every use. Poor maintenance can lead to contamination, accidents, or costly replacements.



Steps in cleaning, drying, and storing

1. Cleaning after use
 - Remove dirt, dust, and cleaning residue from tools (e.g., wash mops, rinse brushes, wipe vacuum cleaner).
 - Clean electrical equipment according to manufacturer's guidelines (unplug before cleaning).
 - Use warm water and mild detergent to wash reusable cloths, mops, and buckets.
2. Drying
 - Allow tools to dry completely before storage to prevent mold, odor, and bacteria growth.
 - Hang mops and brushes in a ventilated area, bristles facing downwards.
 - Wipe down equipment with dry cloths to avoid rusting or damage.
3. Storing
 - Store tools and equipment in designated storage areas or housekeeping closets.
 - Use wall hooks, shelves, or racks to keep items organized.
 - Store chemicals separately from cleaning tools to avoid contamination.
 - Follow the **color-coded system** to avoid cross-use of cleaning tools.
 - Ensure heavy equipment (e.g., vacuum cleaners, floor polishers) are kept in safe, dry areas.

Examples of cleaning and storage practices

- **Mops:** washed after use, wrung out, hung to dry, and stored upright in mop holders.
- **Cleaning cloths:** washed in hot water, disinfected, dried, and stored in clean linen shelves.
- **Buckets:** rinsed thoroughly, inverted to drain, and stacked neatly.
- **Vacuum cleaner:** dust bag emptied, filters cleaned, cord wound properly, stored in a dry place.
- **Brooms/brushes:** washed, if necessary, dried, and hung with bristles off the floor.
- **Electrical equipment:** wiped, checked for loose wires, stored safely away from water.

Workplace safety guidelines

- Always wear **ppe** (gloves, apron) when cleaning soiled tools.
- Unplug electrical equipment before cleaning.
- Never store wet tools in closed cupboards (causes bacteria and mold).
- Keep sharp tools (e.g., scrapers) covered and stored safely.
- Store chemicals and tools in separate designated sections.

Benefits of proper cleaning, drying, and storage

- Prevents spread of germs and cross-contamination.
- Maintains tools in good working condition, reducing repair/replacement costs.
- Improves safety by reducing risks of accidents and equipment malfunction.
- Keeps storage areas neat, organized, and professional.
- Ensures readiness for the next use, saving time for staff.

after cleaning a hotel lobby, the housekeeping staff washes the mop with disinfectant, wrings it dry, and hangs it on a mop holder to air dry. The vacuum cleaner's dust bag is emptied, filters are cleaned, and the cord is wound up before placing it back in the storage room. This ensures all tools are clean, safe, and ready for the next shift.

Self-Check -1.3

Multiple Choice Questions (MCQs)

- 1. Which type of cleaning is performed every day in guestrooms and public areas?**
 - a) Spring cleaning
 - b) Daily cleaning
 - c) Deep cleaning
 - d) Spot cleaning
- 2. Which type of cleaning is done immediately after spills or accidents?**
 - a) Spot cleaning
 - b) Weekly cleaning
 - c) Deep cleaning
 - d) Terminal cleaning
- 3. Who is responsible for preparing and monitoring housekeeping work schedules?**
 - a) Guests
 - b) Housekeeping supervisor/manager
 - c) Receptionist
 - d) Security guard
- 4. Why should cleaning tools and equipment be cleaned after use?**
 - a) To make them look shiny
 - b) To prevent contamination and prolong their life
 - c) To reduce the workload of the next shift
 - d) To impress guests
- 5. Why is drying important before storage?**
 - a) It saves electricity
 - b) Prevents mold, odor, and bacteria growth
 - c) Keeps storage rooms cool
 - d) Makes tools colorful

Answer Key -1.3

Multiple-Choice Questions (MCQs)

1 Which type of cleaning is performed every day in guestrooms and public areas?

- a) Spring cleaning
- b) Daily cleaning
- c) Deep cleaning
- d) Spot cleaning

Answer: b) Daily cleaning

2. Which type of cleaning is done immediately after spills or accidents?

- a) Spot cleaning
- b) Weekly cleaning
- c) Deep cleaning
- d) Terminal cleaning

Answer: a) Spot cleaning

3. Who is responsible for preparing and monitoring housekeeping work schedules?

- a) Guests
- b) Housekeeping supervisor/manager
- c) Receptionist
- d) Security guard

Answer: b) Housekeeping supervisor/manager

4. Why should cleaning tools and equipment be cleaned after use?

- a) To make them look shiny
- b) To prevent contamination and prolong their life
- c) To reduce the workload of the next shift
- d) To impress guests

Answer: b) To prevent contamination and prolong their life

5. Why is drying important before storage?

- a) It saves electricity
- b) Prevents mold, odor, and bacteria growth
- c) Keeps storage rooms cool
- d) Makes tools colorful

Answer: b) Prevents mold, odor, and bacteria growth

Activity Sheet- 1.3

Task: Preparing housekeeping work schedule

Instructions:			
Read and understand the directions carefully:			
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in clean premises and equipment. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 			
Procedure:			
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 			
Job Specification Information:			
<ul style="list-style-type: none"> ▪ Supervisor assigns a set of rooms and public areas for the day. ▪ Trainee lists out all cleaning tasks required for each area. ▪ Identify the type of cleaning (daily, weekly, periodic, or special). ▪ Allocate tasks among available staff. ▪ Assign time frames to each task (e.g., 25 minutes per guestroom). ▪ Prepare a written work schedule in chart/roster form. ▪ Present the schedule to the supervisor for review. 			
Assessment:			
SL			
1.	Tasks identified correctly by type.		
2	Fair workload distribution among staff.		
3	Time frames realistic and practical.		
4	Schedule written clearly and logically.		
5	All areas of responsibility covered.		
6	Tasks identified correctly by type.		
7	Fair workload distribution among staff.		
Resources Required:			
Tools:		Job sheet and Specification sheet	
Materials:		Sample hotel layout (rooms, corridors, public areas), Cleaning checklist (daily, weekly, periodic), Pen, paper, or scheduling sheet, Clock/timer	

Job Sheet -1.3

Job Name: Preparing housekeeping work schedule

Working Procedure:

1. Supervisor assigns a set of rooms and public areas for the day.
2. Trainee lists out all cleaning tasks required for each area.
3. Identify the type of cleaning (daily, weekly, periodic, or special).
4. Allocate tasks among available staff.
5. Assign time frames to each task (e.g., 25 minutes per guestroom).
6. Prepare a written work schedule in chart/roster form.
7. Present the schedule to the supervisor for review.

Specification Sheet -1.3

Job Name: Preparing housekeeping work schedule

To complete the above task, you will need to use PPE, tools, equipment and materials.

Materials	Quantity
Sample hotel layout (rooms, corridors, public areas)	5 pcs
Cleaning checklist (daily, weekly, periodic)	5 pcs
Pen	25 pcs
Paper or scheduling sheet	5 pcs
Clock/timer	5 pcs

Information Sheet 1.4

Learning Outcome-4: Maintain and store equipment and chemicals:

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Cleaning equipment after use.
- 4.2 Identifying and reporting faults as per workplace procedures.
- 4.3 Carrying out routine maintenance as per workplace procedures.
- 4.4 Storing equipment and chemicals as per workplace standard.

4.1 Cleaning equipment after use

in housekeeping operations, various equipment (manual, electrical, or mechanical) is used for cleaning, sanitizing, and maintaining guest rooms, public areas, and facilities. Proper cleaning and maintenance of these tools after each use is essential to:

- Maintain hygiene and prevent cross-contamination.
- Prolong the life of the equipment.
- Ensure readiness for the next use.
- Maintain professional housekeeping standards.



Types of housekeeping equipment

1. **Manual equipment** – brushes, mops, brooms, dusters, cloths, buckets, spray bottles, trolleys, carts, wringers, ladders.
2. **Mechanical equipment** – vacuum cleaners, floor polishers, carpet shampooers, steam cleaners.

Steps in cleaning equipment after use

A. Preparation

- Switch off and unplug all electrical equipment.
- Wear protective gloves if needed.
- Empty and dispose of collected dirt/waste properly.

B. Cleaning

- **Manual tools:**
 - Wash mops, dusters, and cloths with detergent/disinfectant.
 - Rinse buckets, wringers, and spray bottles with clean water.
 - Shake out and clean brushes/brooms.
 - Wipe trolleys and carts with disinfectant.
 - Dry metal parts to avoid rust.
- **Electrical tools:**
 - Wipe body and handles with a damp cloth.
 - Clean filters, dust bags, and brushes of vacuum cleaners.
 - Remove tangled hair, threads, or debris from rollers.

C. Drying

- Allow equipment (especially mops, cloths, and brushes) to dry in a well-ventilated area.
- Never store equipment while still damp (to prevent bacteria, mold, and odors).

D. Inspection

- Check for damages or wear and tear (loose wires, broken handles, torn mop heads).
- Report or replace defective items immediately.

E. Storage

- Store in a designated housekeeping equipment room.
- Hang mops and brushes on racks.
- Keep electrical equipment in a dry, safe place away from moisture.
- Arrange chemicals and spray bottles separately, clearly labeled.

Importance of cleaning equipment after use

- Prevents spread of germs and infections.
- Keeps tools effective and efficient.
- Reduces maintenance costs and extends equipment life.
- Ensures safety of housekeeping staff and guests.
- Promotes a professional housekeeping image.

Safety and hygiene practices

- Always unplug electrical equipment before cleaning.
- Do not immerse electrical parts in water.
- Use only recommended cleaning agents.
- Wear gloves and masks when handling contaminated tools.
- Label and segregate cleaning tools (e.g., bathroom mop vs. Kitchen mop).

Sample workplace practice

- ✓ after vacuuming, empty the dust bag, wipe the body with disinfectant, clean the filter, check the cord, and store properly.
- ✓ after mopping, wash mop head with detergent, rinse, squeeze excess water, hang to dry, and keep in storage area.

4.2 Identifying and reporting faults as per workplace procedures.

In housekeeping operations, various types of **equipment** (manual and mechanical) are used daily for cleaning and maintenance tasks. Over time, these tools may become damaged, worn out, or unsafe to use.

Identifying and reporting equipment faults promptly is essential to ensure:

Safety of staff and guests

- Smooth and efficient housekeeping operations
- Longer lifespan of equipment
- Cost savings on major repairs
- Maintaining high service standards

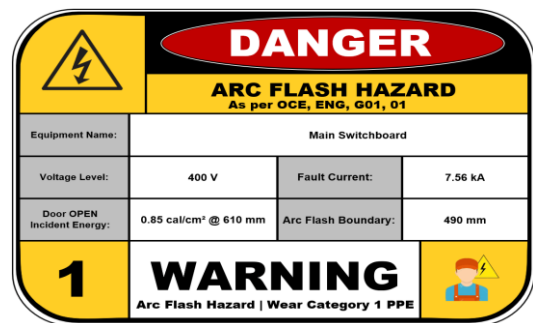
Examples of equipment faults

A. Manual equipment faults

- Mop head torn or dirty beyond use
- Bucket handle broken
- Brush bristles worn out
- Wheel of housekeeping trolley broken
- Rusted wringer parts
- Ladder steps loose or cracked

B. Mechanical equipment faults

- Vacuum cleaner not suctioning
- Loose electrical cord or plug
- Motor overheating or producing unusual noise



Steps in identifying equipment faults

1. **Inspection during use** – notice strange noise, reduced performance, or visible damage.
2. **Routine checks after cleaning** – check wires, handles, and moving parts.
3. **Observation of safety risks** – look for sparks, leaks, loose screws, or cracks.
4. **Feedback from staff/guests** – sometimes faults are identified through user reports.

Reporting procedures (workplace sops)

When a fault is found, it must be reported according to workplace procedures:

1. **Stop using the equipment**
 - Immediately discontinue use to avoid accidents.
 - Place a tag “out of order” if required.
2. **Inform the supervisor**
 - Report the fault verbally, especially if urgent or hazardous.
3. **Record the fault**
 - Enter the details in the **housekeeping logbook** or checklist.
 - Include type of fault, equipment name, and location.
4. **Fill out a maintenance request**
 - Use a **maintenance requisition form** or computerized system (if available).
 - Provide clear information: problem description, date, time, and reported by.
5. **Tag or isolate faulty equipment**
 - Keep equipment in a separate storage area until repaired.
6. **Follow-up**
 - Ensure the maintenance or engineering department attends to the issue.
 - Update records after repair is completed.

Importance of identifying and reporting faults

- **Safety:** prevents accidents and injuries.
- **Efficiency:** keeps operations smooth and avoids delays.
- **Cost-effectiveness:** minor repairs done on time prevent major expenses.
- **Guest satisfaction:** guests expect all equipment to be safe and functional.
- **Professionalism:** shows responsibility and high housekeeping standards.

Safety considerations

- Never attempt to repair electrical or mechanical faults unless trained.
- Always unplug electrical equipment before inspection.
- Wear gloves when handling broken or sharp equipment.
- Report immediately if the fault poses danger (e.g., electric shock risk).

Housekeeping staff use different **manual, electrical, and mechanical equipment** in their daily tasks. These tools may develop **faults** such as broken handles, worn-out brushes, damaged cords, malfunctioning motors, or broken trolley wheels.

To maintain **safety, efficiency, and professionalism**, it is important that faults are:

1. **Identified** – through inspection, observation, or feedback.
2. **Reported** – following workplace procedures such as:
 - Stop using faulty equipment.
 - Inform the supervisor immediately.
 - Record in logbooks or maintenance request forms.
 - Tag or isolate the equipment with “out of order”.
 - Follow up until repaired.

This process ensures:

- **Safety** of staff and guests
- **Smooth housekeeping operations**
- **Cost savings** by preventing bigger damages
- **Guest satisfaction** and a professional image of the establishment

In short, identifying and reporting equipment faults properly is a **key housekeeping responsibility** that supports efficiency, safety, and high service standards.

4.3 Carrying out routine maintenance as per workplace procedures.

Routine maintenance refers to the **regular, scheduled care of housekeeping equipment, tools, and facilities** to ensure they remain in good working condition. Unlike major repairs (done by maintenance or engineering), routine maintenance is the responsibility of the housekeeping staff as part of daily work. It helps in preventing damage, prolonging equipment life, ensuring hygiene, and maintaining workplace safety.



Scope of routine maintenance in housekeeping

A. Manual equipment

- Washing mops, cloths, and dusters after use
- Shaking and combing brushes
- Cleaning buckets, spray bottles, and wringers
- Storing tools properly after drying

B. Electrical equipment

- Emptying vacuum cleaner bags/filters after use
- Wiping body and cords with dry cloth
- Checking plugs and cords for damage
- cleaning rollers, nozzles, and attachments

C. Mechanical equipment

- Cleaning trolleys, wringers, and carts
- Oiling squeaky wheels
- Tightening loose screws and bolts
- Ensuring ladders are safe and sturdy

D. Facilities & fixtures (as part of daily checks)

- Checking for leaking taps, fused bulbs, clogged drains
- Reporting major issues to the maintenance department



Steps in carrying out routine maintenance

Step 1: inspection

- Check equipment before and after use for dirt, wear, or damage.

Step 2: cleaning

- Clean equipment immediately after use (drying, washing, disinfecting).

Step 3: minor adjustments

- Replace mop heads, tighten screws, oil wheels when required.

Step 4: safe storage

- Store equipment in designated storage areas (mops hung up, vacuum cords rolled).

Step 5: record-keeping

- Note routine maintenance performed in the housekeeping logbook.

Step 6: report major faults

- If beyond minor care, report immediately to the supervisor/maintenance team.

Importance of routine maintenance

- **Safety:** prevents accidents caused by faulty or dirty equipment.
- **Efficiency:** well-maintained equipment works better and faster.
- **Cost-effectiveness:** reduces breakdowns and replacement costs.
- **Hygiene:** prevents cross-contamination and maintains cleanliness.
- **Professional image:** shows responsibility and high housekeeping standards.

Workplace procedures for routine maintenance

1. Follow standard operating procedures (sops) for cleaning and storage.
2. Always unplug electrical equipment before cleaning.
3. Use appropriate cleaning materials (detergent, disinfectant, dry cloth).
4. Segregate equipment (e.g., bathroom mop vs. Kitchen mop).
5. Record maintenance activities in logbooks or checklists.
6. Report recurring issues to supervisors for preventive action.

Safety considerations

- Never immerse electrical parts in water.
- Wear gloves and protective gear when using disinfectants.
- Avoid diy repair for electrical/mechanical faults.
- Ensure equipment is completely dry before next use.

4.4 Storing equipment and chemicals as per workplace standard.

In housekeeping operations, both equipment (such as vacuum cleaners, mops, floor polishers) and chemicals (like detergents, disinfectants, bleaches, and glass cleaners) are used daily. Storing them correctly, according to workplace standards, is essential to ensure safety, efficiency, hygiene, and compliance with industry regulations. Improper storage can cause accidents, cross-contamination, and damage to expensive housekeeping assets.



Importance of proper storage

- Ensures **safety** of staff, guests, and workplace.
- Prevents **damage, accidents, fire hazards, or contamination.**
- Helps maintain **equipment efficiency and chemical effectiveness.**
- Complies with **legal and workplace standards.**

General principles of storage

For equipment

- **Clean before storage** – equipment must be washed, dried, and checked for faults.
- **Dry storage** – always store in a dry, well-ventilated area to prevent rust, mold, or odor.
- **Proper placement** –
 - Large items (trolleys, vacuum cleaners) in designated storage area.
 - Small tools (brushes, dustpans, spray bottles) on shelves or racks.
- **Avoid obstruction** – equipment must not block fire exits or pathways.
- **Labeling & organization** – equipment stored neatly and in their assigned place.

For chemicals

- **Follow msds (material safety data sheet)** or workplace guidelines.
- **Labeling** – all chemical containers must have clear labels (name, hazard symbols, expiry date).
- **Separate storage** – never store chemicals with food, linen, or guest supplies.
- **Avoid direct sunlight & heat** – store in cool, dry, and well-ventilated places.
- **Compatibility check** – store acids, alkalis, flammables, and disinfectants separately to avoid dangerous reactions.
- **Tightly sealed containers** – chemicals must be closed after use to prevent spills and evaporation.
- **Ppe usage** – gloves, mask, or goggles should be worn while handling strong chemicals.



Workplace standards

- Storage rooms must be:
 - **Clean, dry, and ventilated**
 - **Locked or restricted** to authorized personnel only
 - Equipped with **safety signs** (e.g., “no smoking,” “hazardous materials”)
- **Spill kits and fire extinguishers** should be available nearby.
- **First-aid kit** must be accessible in case of accidents.
- **Inventory records** must be updated regularly to track usage and expiry.

Safety precautions

- Never mix chemicals unless instructed by the manufacturer.
- Use original containers; avoid transferring chemicals to unmarked bottles.
- Dispose of expired or damaged chemicals according to workplace procedures.
- Ensure staff are trained in **emergency handling** (spills, burns, inhalation).

Benefits of proper storage

- Reduces risk of **accidents and injuries**.
- Maintains **professional housekeeping standards**.
- Increases **lifespan of equipment and effectiveness of chemicals**.
- Creates a safe, organized, and efficient work environment.

Proper storage of housekeeping equipment and chemicals is essential to maintain **safety, hygiene, efficiency, and professionalism**. Equipment should be **cleaned, dried, inspected, and stored in designated areas**, while chemicals must be **kept in original labeled containers, segregated by type, and stored in cool, ventilated areas**. Following workplace standards prevents **accidents, contamination, equipment damage, and chemical hazards**, while ensuring smooth operations and prolonging the lifespan of tools and chemicals.

Self-Check -1.4

Multiple Choice Questions (MCQ)

1. Why should housekeeping equipment be cleaned after every use?

- a) To make it look shiny
- b) To prevent germs and prolong equipment life
- c) To impress the supervisor
- d) To waste less time later

2. What is the main purpose of routine maintenance in housekeeping?

- a) To repair major breakdowns
- b) To prevent damage and ensure equipment efficiency
- c) To decorate the workplace
- d) To reduce the number of staff needed

3. Why is proper storage of equipment and chemicals important?

- a) To make the storage room look tidy
- b) To prevent accidents, contamination, and damage
- c) To reduce staff workload
- d) To comply with guest requests

4. How should chemicals be stored?

- a) In original labeled containers, segregated, away from heat and food
- b) In any container to save space
- c) Mixed together if they are cleaning chemicals
- d) On the floor near sinks

5. Why should housekeeping chemicals be stored in their original containers?

- a) To save storage space
- b) To maintain label information and prevent mix-ups
- c) To make them look new
- d) To reduce costs

Answer Key -1.4

1. Multiple Choice Questions (MCQ)

1. Why should housekeeping equipment be cleaned after every use?

- a) To make it look shiny
- b) To prevent germs and prolong equipment life
- c) To impress the supervisor
- d) To waste less time later

Answer: b) To prevent germs and prolong equipment life

2. What is the main purpose of routine maintenance in housekeeping?

- a) To repair major breakdowns
- b) To prevent damage and ensure equipment efficiency
- c) To decorate the workplace
- d) To reduce the number of staff needed

Answer: b) To prevent damage and ensure equipment efficiency

3. Why is proper storage of equipment and chemicals important?

- a) To make the storage room look tidy
- b) To prevent accidents, contamination, and damage
- c) To reduce staff workload
- d) To comply with guest requests

Answer: b) To prevent accidents, contamination, and damage

4. How should chemicals be stored?

- a) In original labeled containers, segregated, away from heat and food
- b) In any container to save space
- c) Mixed together if they are cleaning chemicals
- d) On the floor near sinks

Answer: a) In original labeled containers, segregated, away from heat and food

5. Why should housekeeping chemicals be stored in their original containers?

- a) To save storage space
- b) To maintain label information and prevent mix-ups
- c) To make them look new
- d) To reduce costs

Answer: b) To maintain label information and prevent mix-ups

Activity Sheet- 1.4

Task: Store equipment and chemicals as per workplace standard.

Instructions:				
<p>Read and understand the directions carefully:</p> <ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in clean premises and equipment. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 				
Procedure:				
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 				
Job Specification Information:				
<ul style="list-style-type: none"> ▪ Collect all equipment and chemicals after use. ▪ Wash, dry, and prepare equipment for storage. ▪ Place equipment in designated storage areas (vacuum in dry corner, mops on hooks, buckets stacked). ▪ Store chemicals in their original containers with labels intact. ▪ Separate hazardous chemicals from general cleaning agents. ▪ Place spray bottles on labeled shelves. ▪ Lock the chemical storage room and record the inventory. 				
Assessment:				
SL				
1.	Equipment cleaned and dried before storage.			
2.	Chemicals stored in labeled containers.			
3.	Hazardous chemicals stored separately.			
4.	PPE used during handling.			
5.	Storage room organized and ventilated.			
6.	Area locked and secured.			
7.	Equipment cleaned and dried before storage.			
Resources Required:				
Tools:		Job sheet and Specification sheet		
Materials:		Mops, brooms, vacuum cleaner, buckets cleaning chemicals (detergents, disinfectants, bleach), Shelves, mop holders, PPE, Labels and MSDS sheets		

Job Sheet -1.4

Job Name: Store equipment and chemicals as per workplace standard.

Working Procedure:

1. Collect all equipment and chemicals after use.
2. Wash, dry, and prepare equipment for storage.
3. Place equipment in designated storage areas (vacuum in dry corner, mops on hooks, buckets stacked).
4. Store chemicals in their original containers with labels intact.
5. Separate hazardous chemicals from general cleaning agents.
6. Place spray bottles on labeled shelves.
7. Lock the chemical storage room and record the inventory.

Specification Sheet -1.4

Job Name: Store equipment and chemicals as per workplace standard.

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs
Safety shoe	1pair

Materials	Quantity
Shelves	5 pcs
Mop holders	5 pcs
Labels	25 pcs
MSDS sheets	5 pcs

Cleaning Agents	Quantity
Detergent	1 ltr
disinfectant	1ltr
glass cleaner	1ltr

Equipment	Quantity
Vacuum cleaner	1pc
Broom	1pc
Dustpan	1pc
Dry mop	1pc
Wet mop and bucket with wringer	1pc
Toilet brush,	1pc
squeegee	1pc

-----End-----

Module-2

MODULE TITLE: Perform guest room preparation

Unit Code: SICIP-THS-HK-02-0

**Skills for Industry Competitiveness and Innovation Program (SICIP)
Finance Division, Ministry of Finance**

Module –02

Module Title: Perform guest room preparation

Unit Code: SICIP- THS -HK-02-O

Nominal Hours: 65 hrs.

Module Descriptions:

This unit covers the knowledge, skills and attitudes required to perform guest room preparation. It specifically includes the task of preparing for preparing for work, carrying out room making, carrying out bathroom cleaning, collecting and deliver guest cloths and cleaning and storing trolley & equipment.

Learning Outcome:

After completing this module, trainee will be able to:

1. Prepare for work
2. Carry out room making
3. Carry out bathroom cleaning
4. Collect and deliver guest cloths
5. Clean and store trolley & equipment

Assessment Criteria:

- 1.1 OSH is followed and Personal Protective Equipment (PPE) is used.
- 1.2 Assignment sheet is collected from team leader or Housekeeping control desk.
- 1.3 Keys are identified and collected.
- 1.4 Chemicals & cleaning agents, tools & equipment and room & bath room supplies & amenities are selected and collected.
- 1.5 Housekeeping trolley is prepared with linen and supplies, tools, equipment and a
- 1.6 amenity. Room making requirements are identified.
- 1.7 Room making requirements are identified.
- 1.8 Trolley is parked in front of the main door.
- 1.9 Room is accessed following customer service and security procedures.
- 1.10 Soiled bed linens are removed.
- 1.11 Fresh bed linens are placed and setup as per standard
- 1.12 Furniture, fixtures and fittings of room cleaning is performed
- 1.13 Room making is carried out as per the requirements
- 1.14 Garbage and soiled linens are removed as per workplace standards.
- 1.15 Chemicals are applied as required.
- 1.16 Furniture, fixtures and fittings of bathroom are cleaned.
- 1.17 Floor and walls are cleaned.
- 1.18 Amenities and supplies are checked and replenished.
- 1.19 Pests are identified and reported.
- 1.20 Any defects or damaged items unusual or suspicious person or items or occurrence is identified and reported.
- 1.21 Laundry bags and slips are used to collect guest clothes. Guest's clothes are collected, sorted and marked
- 1.22 Guest's clothes are delivered to laundry department
- 1.23 Supplies and other items are checked and recorded.
- 1.24 Trolley & equipment are cleaned.
- 1.25 Trolley & equipment are stored.

Information Sheet 2.1

Learning Outcome-1: Prepare for work

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.1 Following OSH and using Personal Protective Equipment (PPE)
- 1.2 Collecting assignment sheet from team leader or **housekeeping** control desk.
- 1.3 Identifying and collecting keys
- 1.4 Selecting and collecting chemicals & cleaning agents, tools & equipment and room & bath room supplies & amenities
- 1.5 Preparing housekeeping trolley with linen and supplies, tools, equipment and & amenity

1.1 Following OSH and using Personal Protective Equipment (PPE)

Same as Module-1, Information Sheet-1, Content 1.1. So that follow that one.

1.2 Collecting assignment sheet from team leader or housekeeping control desk.

The **assignment sheet** is an important document provided daily to housekeeping attendants before starting their duties. It is issued either by the **team leader/supervisor** or from the **housekeeping control desk**. It outlines the day's tasks and ensures that cleaning operations are carried out in an organized and systematic way.

The significance of knowing the room status is known in the Housekeeping Department. The data are essential as it gives the assigned person the chance to plan on preparing rooms for the guests. Prior to the start of the room boy's duty, the Head Housekeeper normally gives housekeeping briefing session.

housekeeping service order	
Date	address
Name	contact number
Housekeeping service provided	
room no.	
Description	
total price	
total	
Confirmation by service personnel	control confirmation
Remarks	

Room assignment sheet in housekeeping

A room assignment sheet is a daily log that details the rooms a housekeeping attendant is responsible for, including room numbers, guest information, room status, and specific tasks to be completed. It serves as a checklist for the attendant, helping them track their work, report any issues like pending maintenance or guest requests, and ensuring all necessary cleaning is done. The sheet is signed by both the attendant and a supervisor at the end of the shift to confirm tasks are complete and to document any remarks.

Key Information on a Room Assignment Sheet

Attendant's Name: The name of the housekeeping staff member assigned to the rooms.

Floor: The floor or area where the rooms are located.

Date and Shift: The specific date and shift for which the assignments are made.

Room Number: The individual room numbers the attendant is assigned to service.

Guest Information: Details like the guest's name and arrival/departure dates for occupied rooms.

Room Status: The current state of each room, such as vacant clean, vacant dirty, or occupied.

Cleaning Tasks: A checklist of specific cleaning duties, like making beds, changing linens, replacing towels, and restocking amenities.

Remarks Section: A space for the attendant to note any guest requests, pending maintenance issues, or other comments about a room.

Signatures: A section for both the room attendant and their supervisor to sign, acknowledging the tasks and information recorded.

Purpose of the Sheet

Task Management: To clearly outline the daily cleaning tasks and responsibilities for each attendant.

Communication: A vital tool for communication between the housekeeping staff, their supervisors, and potentially other hotel departments.

Accountability: To ensure all assigned rooms are serviced and to document any issues or exceptions.

Quality Control: Helps maintain cleanliness standards by tracking the status and completion of various cleaning tasks.

Housekeeping briefing session:

This session is an opportunity for the Head Housekeeper to:

- Verify the staff who have attended for work
- Discuss up-coming information that is of relevance — such as future occupancy levels for certain dates, special events, Very Important People (VIPs) who are expected
- Address room servicing problems — by discussing the results of room inspections undertaken by Floor Housekeepers or Head Housekeepers that have identified instances of sub-standard cleaning
- The discussion will identify what the problem was, re-state what the standards are and remind staff of what needs to be done to achieve the required standard
- Address complaints received by guests in relation to the preparation of their rooms — this can include complaints about poor cleaning, lack of supplies or equipment that are not working properly
- Identify up-coming training sessions and known staff absences
- Allocate rooms to individual staff for the shift — this usually takes the form a print-out of rooms that indicates (sometimes by name, sometimes by color coded highlighter) which staff are responsible for which rooms.
- These print-outs are either generated by Reception as a Housekeeper's generated by the Head Housekeeper on the basis of information provided by Reception that indicates the rooms where guests are leaving and the rooms where they are staying. Every room attendant receives their own print-out.
- It is not standard practice to be verbally informed of the rooms they are required to clean.

Generally, it is 'guest rooms' that will need to be prepared. These rooms can include:

A. According to number of beds:

- ❖ Single room — a room with single bed, good for one person
- ❖ Double — a room occupied by two persons with 1 double bed
- ❖ Twin room — room with two twin or two single beds, good for two persons
- ❖ Double — double — room with two double beds or 2 queen beds, occupied by two or more persons, it is sometimes called TWIN DOUBLE
- ❖ Family room - room with at least 1 doubled bed, with 1 or more single beds, designed to accommodate one small family.



B. According to price, layout and facilities:

- ❖ Economy— a room designed for an economical rate, usually short of standard facilities like air con, television and other amenities.
- ❖ Standard— room sold at moderate rate, equipped with standard facilities and amenities like air con, toiletries, TV, bed, note table, etc.
- ❖ Deluxe — a more luxurious and spacious room with amenities of superior quality, sold at a much higher price than standard room.
- ❖ Studio— a room with a studio bed- a couch which can be converted into a bed. It may also be called an executive room.
- ❖ Connecting room— two or more rooms with entrance doors from the outside door between them. This allows guests to get through each bedroom without going out of their rooms.
- ❖ Suite— a room with a parlor or living room connected to one or more full sized bedrooms, equipment with luxury amenities, and sold a higher price than standard rooms.

The briefing session is also an opportunity for housekeeping staff to raise any issues they have relating to their role, problems they are encountering, things they have identified that could impact on guest service delivery etc.

Types of suites

- Junior Suite — a room with a bed and a sitting area (usually a small lounge), there may be a small, separate bed, connected to the living room or parlor. It is also called a mini suite.
- Penthouse Suite — a suite usually located on the top floor of the hotel.
- Executive Suite — suite designed for a top executive, with facilities and amenities of superior quality.
- Hospitality Suite — suite used for entertaining visitors; serving as function room or a parlor

Types of beds

- Single bed — a bed approximately 36 inches by 75 inches
- Double bed — that can accommodate a couple or two individuals. It is approximately 54 inches by 75 inches in size.
- Queen bed — an extra-long, extra wide bed, about 60 by 80 inches in size
- King bed — an extra-long, extra wide bed, about 78 inches by 80 inches size.
- Roll-away bed — a portable bed

These rooms can contain their own spaces that require servicing such as:

- Bathroom
- Bedroom
- Lounge/living area
- Kitchen/kitchenette
- Balcony area
- Lobby or vestibule.

Status of room

The Head Housekeeper (known also as the Executive Housekeeper) or their appointed associate generally distributes the list of rooms to be cleaned.

There are usually three types of rooms that need to be cleaned:

Check out rooms:

These are the rooms where guests are expected to check-out. They may be known as 'departing rooms', 'going rooms' or 'vacated rooms'.

These rooms will take longer to clean than a room that continues to be occupied because a full service is required. Approximately thirty minutes is allocated.

The actual time required will depend on:

- The size of the room
- The furniture, features and facilities in the room
- The condition the room has been left in by the departing guests
- The standards that the property has relating to room preparation.

Occupied rooms:

These are rooms where the guest will be staying for another night. They may also be known as 'stay rooms'.

Generally, these rooms won't take as long to clean as a check-out room, and approximately twenty minutes will be allocated.

Vacant rooms:

You will also be, required to inspect and provide basic service to vacant rooms.

Vacant rooms are rooms that are not being used and which have been prepared ready for sale by Reception.

These rooms, even though not being used, still require some attention such as:

- Inspection — to identify anything that might have happened or gone wrong with or in the room
- General dusting
- Flushing of the toilet
- Checking that the refrigerator is working properly

- Ensuring the room has not been occupied by a guest for whom no information exists.

Common Codes used in room status:

G. M	General Manager	General Manager
R. M -	Resident Manager.	Resident Manager.
F&B -	Food & Beverage Department	Food & Beverage Department
F/O -	Front Office	Front Office
HK	Housekeeping Department	Housekeeping Department
OCC	Occupied	Occupied by a paying guest
VR	Vacant Ready	Vacant room, already made up and ready for occupancy, has been checked by supervisor.
VD	Vacant Dirty	Vacated but not ready for occupancy. Since it is still dirty or still being made up. It is also termed as ON-CHANGE.
OOO	Out of Order	Room is under renovation or not fit for occupancy since it requires maintenance work or repair.
BLO	Block	Reserved for a guest who is expected to arrive within the day.
NS	No Show	Room is reserved but not used or reservation has been canceled.
SO	Slept Out	Guest is assigned a room but did not sleep on his bed.
VC	Vacant Clean	Room is vacant and clean; ready for new occupants.
OC	Occupied Clean	Room occupied by a guest but does not need cleaning.
RVF	Room Found Vacant	Room was supposed to be occupied by a guest but it was found vacant.
DL	Double Lock	Room is Double locked
DND	Do Not Disturb	Room is on a Do not Disturb sign Guest is requesting to make-up his room.
MUR	Make Up Room	Guest is requesting to make up his room

Identifying the rooms to be serviced

Which room are clean first?

You need to check with your employer for their preferences in this regard but the general rule is that the departing rooms are cleaned before the stay rooms.

This is to allow the check-out rooms to be placed back on the board by Reception for sale to guests and to enable guests with bookings to be shown directly to their rooms rather than have them wait while the room is readied, or be re-roomed.

You can be contacted during your shift and asked to clean a specific room immediately as the guest is waiting at Reception for their room.

You can be contacted during your shift and asked to attend a certain room and perform supplementary cleaning duties. These may be required because the initial room preparation was not up to standard or because there has been an accident or spillage in the room that requires immediate attention.

You must always respect 'Do Not Disturb' (DND) signs. Where a 'Do Not Disturb' sign has been displayed on a room throughout your entire shift you must notify the Head Housekeeper of this so they can take the appropriate action.

There may not be a problem, but a check may be made to ensure that the guest is not ill.

Please Make Up My Room' signs can provide some guidance as to what rooms can be cleaned. It is standard procedure to clean these stay rooms before trying to clean stay rooms that do not display this sign.

You should monitor use of rooms that are shown on your list as 'Vacant'. If you see guests using these rooms then the relevant internal procedures must be followed.

These may include notifying the floor Housekeeper or head Housekeeper, notifying Reception or notifying Security.

It is not your job to challenge guests who are using these rooms. Not only is this rude as the person could be a legitimate walk-in guest who has just been checked in and roomed, but it may your personal safety.

You may be required to check guest numbers in occupied rooms—for example, you may be required to advise Reception or Housekeeping if a room designated —as 'S' (single appears to be occupied by two or more people).

Key points about collecting the assignment sheet

1. Purpose of assignment sheet

- To give clear instructions on the day's cleaning responsibilities.
- To ensure equal distribution of work among attendants.
- To maintain accountability of completed tasks.
- To avoid confusion or overlapping of duties.

2. Who issues it

- Housekeeping Control Desk: Central coordinating point for all housekeeping operations.
- Team Leader/Supervisor: Provides sheets directly to attendants in their section or floor.

3. Information contained in assignment sheet

- Room numbers assigned for cleaning (vacant, occupied, check-out, stay-over).
- Special instructions (e.g., VIP rooms, deep cleaning, maintenance requests).
- Guest preferences (extra amenities, do not disturb status, etc.).
- Cleaning priority order (early departures, late check-outs).
- Signature of supervisor/team leader.

4. Process of collecting assignment sheet

- Attendant reports to the control desk or team leader at the beginning of the shift.
- Collects the assignment sheet and signs for acknowledgment if required.
- Reads the sheet carefully to understand duties.
- Clarifies any confusion with the supervisor before starting work.
- Keeps the sheet safely for reference throughout the shift.



5. Importance of following assignment sheet

- Ensures smooth operation and guest satisfaction.
- Helps in systematic time management.
- Provides a record for monitoring and evaluation by supervisors.
- Prevents duplication of work or missing out on rooms/tasks.

Example in practical housekeeping

- A room attendant starts the morning shift. At the control desk, they receive their assignment sheet showing:
 - 12 rooms to clean (6 check-outs, 5 stay-overs, 1 VIP arrival).
 - Notes about extra towels for Room 405.
 - Instruction to report any maintenance issue in Room 310.
- The attendant follows the sheet throughout the day and ticks off tasks as they are completed.

Collecting the assignment sheet from the team leader or housekeeping control desk is the first step of a housekeeping shift. It provides attendants with a clear plan of duties, ensures accountability, and maintains smooth and professional service standards.

1.3 Identifying and collecting keys

Identifying and collecting keys in the housekeeping department involves staff collecting keys from a housekeeping control desk, often after signing a record, and using them to access rooms for cleaning, ensuring accountability through sign-out/sign-in logs and key control systems like key cards or electronic locks that track usage and prevent theft. Keys are stored in secure locations or on trolleys, with lost keys requiring immediate notification to the front desk.

1. Key Collection Process

At the Control Desk: Housekeeping staff report to the control desk, often where a key cabinet or electronic key management system is located.

Signing Out: Staff typically sign a logbook or use the electronic system to sign for their assigned keys, which may include master keys, section master keys, and guestroom keys.

Briefing: This is also when staff receive their daily briefing, duty rosters, and information on VIP guests.

2. Key Identification & Use

Identification: Keys are identified by their type, such as master keys for all non-double-locked rooms, section master keys for specific areas, or guestroom keys for individual rooms.

Key Cards: Modern systems use programmable key cards that limit access to specific rooms and time periods, providing a detailed log of entry for security and accountability.

Trolley Storage: Keys are often stored in a secure lockbox on the room attendant's trolley to prevent loss or theft.

3.

4. Key Collection & Return

From Public Areas: If an attendant finds a key in a corridor or public area, they must immediately notify the front desk.

End of Shift: At the end of their shift, staff return their keys to the control desk, often signing them back in to close out their record.

Secure Storage: When not in use, keys should be kept in secure, locked cabinets.

5. Key Control & Security

Importance: Key control is crucial to prevent theft, malpractice, and ensure security within the hotel.

Electronic Key Control Systems: These systems offer enhanced security and provide a comprehensive overview of key usage and access, making it easier to track key activity.

Policy Rules: Key control policies dictate how keys are issued, never allowed to leave the property, and the protocol for reporting lost keys.

- ❖ **Grand Master Key:** Open all doors in a hotel, also double lock doors for security purpose. Normally kept by the resident manager or Executive housekeeper. Ideally, there should be only one grand master key in order to maximize security.
- ❖ **Master Key:** Opens all doors but does not double lock doors and cannot open double lock doors. Normally held by the Executive housekeeper, front office manager, Chief of security.
- ❖ **Sub-Master Keys:** Open a particular floor, usually used by the room attendance, Floor supervisor and room service.
- ❖ **Section Key:** Will only open a certain number of rooms, i.e. 15 rooms or room attendant's section.
- ❖ **Room Key:** Opens one particular door for guest's use only.



Process of key collection

- At the beginning of the shift, the room attendant reports to the housekeeping control desk.
- Attendant identifies which key(s) are needed according to their assignment sheet (e.g., section master key for assigned rooms).
- The key is issued by the control desk supervisor and logged in the key register.
- Attendant signs for the key to ensure accountability.

Key Identification

- Keys are tagged or coded to show their type (e.g., MK for Master Key, SR for Supply Room).
- Room attendants must confirm they received the correct key for their assigned section.
- Some hotels use electronic key cards, which are programmed according to shift assignment.

Importance of proper key handling

- Ensures **guest safety and security**.
- Prevents **unauthorized access** to guest rooms.
- Maintains accountability of staff.
- Supports smooth housekeeping operations (without delays in accessing rooms).

Key control rules (best practices)

1. Guests should not be given out keys unless they can identify themselves or produce their key card.
2. Keys kept at the F/O desk should not be left unattended or accessible to anyone reaching over the desk.
3. Keys should never be left unattended i.e pass key left on room attendant's trolley.
4. Sometimes guest forget to hand in their room key on departure from the hotel, every opportunity should be taken to remind guest to hand in their keys i.e politely be the cashier when paying the bill or by the doorman when opening the car door for the guest. Sometime reminder box is left at front door for guests to deposit their keys before they leaving the building.
5. Room Attendants should always carry pass key tied around their waist when on duty, and never lend their key to any person.
6. If a guest requests to have their room door open by the room attendant, he/she should check with security first unless the guest is perhaps a long stay and is known to the room attendant.
7. Room attendants should also sign 'in' and 'out' for keys when commencing and finishing their duty. A written record should always be kept of employees who have been issued with keys.
8. If a key is lost, it must be reported immediately to the housekeeping control desk and security.

Keys are identified and collected” means that housekeeping staff must recognize the correct keys (master, section, or room keys) needed for their assigned work and collect them from the housekeeping control desk following proper key control procedures. **This ensures safety, accountability, and smooth room cleaning operations.**

1.4 Selecting and collecting chemicals & cleaning agents, tools & equipment and room & bath room supplies & amenities

Before starting daily cleaning tasks, a housekeeping attendant must **select and collect** the correct **chemicals, tools, equipment, and guest supplies** according to the assignment sheet and workplace standards. Proper selection ensures **efficient cleaning, guest satisfaction, cost control, and safety.**

Chemicals & Cleaning Agents

Housekeeping uses different chemicals for various surfaces and tasks. These must be selected carefully:

- **Glass Cleaner** → for mirrors and glass surfaces.
- **Multi-purpose Cleaner** → for general surfaces like tables, counters, and tiles.
- **Disinfectants** → for bathroom fixtures, toilet bowls, and high-touch points.
- **Furniture Polish** → for wooden furniture.
- **Carpet Shampoo / Spot Remover** → for carpets and upholstery.
- **Air Freshener/Deodorizer** → for fresh room atmosphere.



Chemicals must always be **eco-friendly (if possible), correctly diluted, and handled safely** as per manufacturer's instructions.



Tools & Equipment

Housekeeping attendants must select the right tools and equipment for their assigned tasks.

- **Manual Tools**
 - Dusting cloths, microfiber cloths, mops, brushes, sponges, buckets, spray bottles.
- **Mechanical Equipment**
 - Vacuum cleaner, floor scrubbing machine, carpet extractor, polishing machine.

All tools and equipment must be **clean, functional, and safe to use** before collection.

Room & Bathroom Supplies & Amenities

Guest rooms and bathrooms require proper supplies and amenities according to hotel standards. These are selected from the **housekeeping store/pantry** before starting work.

- **Room Supplies & Amenities**
 - Bed linen, pillows, blankets, notepads, pens, stationery, hangers.
 - Tea/coffee setup, glasses, minibar items (if applicable).
- **Bathroom Supplies & Amenities**
 - Towels (bath, hand, face, bathmat).
 - Toilet paper, soap, shampoo, conditioner, body lotion, dental/shaving kits (as per property standard).



Supplies must be **checked for quality, quantity, and expiry dates** before use.

Collection Process

1. Room attendant checks **assignment sheet** for the day's requirements.
2. Goes to the **housekeeping control desk/pantry** to collect:
 - Correct chemicals (in properly labeled containers).
 - Tools & equipment (clean and in good condition).
 - Guest supplies & amenities (as per room type – standard, deluxe, suite, VIP).
3. Loads trolley in an **organized way**:
 - Chemicals on the bottom shelf.
 - Clean linen & amenities on upper shelves.
 - Dirty linen space left separate.
4. Ensures **no shortage** during service.

Importance of Proper Selection & Collection

- Ensures **guest satisfaction** (well-stocked amenities, spotless rooms).
- Promotes **efficiency** (saves time, avoids repeated trips to store).
- Reduces **costs and wastage** (only correct quantities taken).
- Maintains **health & safety standards** (right chemical use, safe equipment).

“Chemicals & cleaning agents, tools & equipment, and room & bathroom supplies & amenities are selected and collected” means that housekeeping attendants must **choose the right materials and items required for cleaning and servicing guest rooms, collect them in proper quantities, and prepare their trolley before starting work.**

1.5 Preparing housekeeping trolley with linen and supplies, tools, equipment and amenity

A **housekeeping trolley** is a **mobile workstation** used by room attendants to carry all the necessary items (linen, guest supplies, amenities, chemicals, and tools) needed for cleaning and servicing guest rooms. It helps attendants work efficiently without making frequent trips to the housekeeping store.

Purpose of preparing the trolley

- To ensure all required materials are available for room cleaning.
- To save time and reduce back-and-forth movement.
- To maintain professionalism and systematic workflow.
- To provide quick and quality service to guests.



Items loaded on the trolley

A) linen

- Fresh bed sheets, pillowcases, duvet covers, blankets.
- Towels (bath, hand, face, bathrobe, bathmat).
- Napkins (if applicable for suites).

B) guest supplies & amenities

- Room: notepads, pens, stationery, laundry bags, glasses, coffee/tea setup.
- Bathroom: soap, shampoo, conditioner, body lotion, shower cap, dental kit, shaving kit, toilet paper, etc.

C) tools & equipment

- Dusters, microfiber cloths, sponges, mops, brushes, buckets.
- Vacuum cleaner, spray bottles, trash bags.

D) cleaning chemicals

- Glass cleaner, disinfectant, multipurpose cleaner, furniture polish, air freshener.

Process of preparing the trolley

1. Collect assignment sheet and check number/type of rooms.
2. Calculate required supplies and linen based on room type and occupancy.
3. Collect items from housekeeping store/pantry.
4. Arrange trolley systematically:
 - Heavy items and chemicals at bottom.
 - Clean linen and amenities on top.
 - Tools neatly placed for easy access.
5. Check for cleanliness and condition of the trolley itself.
6. Ensure no shortage of items before leaving for the assigned floor.



Loading and cleaning the room boy trolley:

1. Clean and dust shelves and containers before placing the guestroom supplies inside the trolley.
2. Check all wheels for threads that might have stocked on them. Otherwise, it will be hard to pull the cart and there is a danger of getting injured.
3. Check the rubber bumper if they are worn out.
4. Check the screw or sharp edge that could catch your clothing and could cause cuts.

5. Request for guestroom supplies like linen amenities, cleaning chemicals and cleaning tools from your supervisor.
6. Stock the trolley with the requested supplies according to allocated per stock or according to the number of guests.
7. Label all the chemical sprayers to avoid mixing with other chemicals.
8. Stock the cart by putting all the guestroom amenities on the top shelves.
9. Folded bed sheets and towels should be filed in the second shelf of the cart.
10. Put all the chemicals at the lower level of the shelves including the tools like scouring pad, rags, spatula, etc.
11. Vacuum cleaner, dust pan and soft broom are to be placed on one side of the room boys' cart (under the trash bag).
12. Clean the soiled linen canvas and put plants under liner on the trash canvass.

Importance of a well-prepared trolley

- Ensures **smooth workflow** without interruptions.
- Enhances **guest satisfaction** (rooms are serviced on time, fully stocked).
- Maintains **professional image** of staff.
- Improves **safety and hygiene** (organized, no mixing of chemicals with linen).



Example in practice

A room attendant is assigned 12 check-out rooms:

- Loads **12 sets of linens and towels**,
- Packs **12-bathroom amenity kits**,
- Carries **appropriate cleaning chemicals, dusters, mop, vacuum**,
- Arranges them on the trolley as per hotel standard,
- Checks everything before leaving for the floor.

“Housekeeping trolley is prepared with linen and supplies, tools, equipment and amenities” means that attendants must **systematically stock and organize the trolley with all necessary cleaning items and guest supplies before starting their duty**, ensuring efficient service, guest comfort, and smooth operations.

Self-Check-2.1

Multiple Choice Questions (MCQs)

6. **Why is an assignment sheet important in housekeeping?**
 - a) To track guest check-ins
 - b) To provide daily work instructions to attendants
 - c) To manage the front office schedule
 - d) To record laundry items

7. **What information is typically found on an assignment sheet?**
 - a) Room numbers, guest requests, cleaning priorities
 - b) Guest billing details
 - c) Kitchen inventory list
 - d) Event schedules

8. **Why must housekeeping attendants select and collect chemicals and tools before starting work?**
 - a) To save time and ensure smooth cleaning operations
 - b) To decorate the trolley
 - c) To avoid interacting with supervisors
 - d) To replace kitchen supplies

9. **Where should chemicals be placed on a housekeeping trolley?**
 - a) On the top shelf with linens
 - b) On the middle shelf with guest amenities
 - c) On the bottom shelf for safety
 - d) In the guest bathroom directly

10. **What should be done before taking the trolley to guest floors?**
 - a) Check if it is fully stocked and organized
 - b) Ask a guest to help load it
 - c) Leave it in the lobby for decoration
 - d) Skip supplies if in a hurry

Answer: a) Check if it is fully stocked and organized

Short Question

6. Q: What is the main purpose of the assignment sheet in housekeeping?
7. Q: Why should chemicals be placed at the bottom shelf of the trolley?
8. Q: What types of items are stocked on a housekeeping trolley?

Answer Key -2.1

Multiple Choice Questions (MCQs)

1. Why is an assignment sheet important in housekeeping?

- a) To track guest check-ins
- b) To provide daily work instructions to attendants
- c) To manage the front office schedule
- d) To record laundry items

Answer: b) To provide daily work instructions to attendants

2. What information is typically found on an assignment sheet?

- a) Room numbers, guest requests, cleaning priorities
- b) Guest billing details
- c) Kitchen inventory list
- d) Event schedules

Answer: a) Room numbers, guest requests, cleaning priorities

3. Why must housekeeping attendants select and collect chemicals and tools before starting work?

- a) To save time and ensure smooth cleaning operations
- b) To decorate the trolley
- c) To avoid interacting with supervisors
- d) To replace kitchen supplies

Answer: a) To save time and ensure smooth cleaning operations

4. Where should chemicals be placed on a housekeeping trolley?

- a) On the top shelf with linens
- b) On the middle shelf with guest amenities
- c) On the bottom shelf for safety
- d) In the guest bathroom directly

Answer: c) On the bottom shelf for safety

5. What should be done before taking the trolley to guest floors?

- a) Check if it is fully stocked and organized
- b) Ask a guest to help load it
- c) Leave it in the lobby for decoration
- d) Skip supplies if in a hurry

Answer: a) Check if it is fully stocked and organized

Short Question

1. Q: What is the main purpose of the assignment sheet in housekeeping?

Answer: To give clear instructions about rooms and tasks assigned to each attendant for the day.

2. Q: Why should chemicals be placed at the bottom shelf of the trolley?

Answer: To avoid spillage on linen and amenities, ensuring safety.

3. Q: What types of items are stocked on a housekeeping trolley?

Answer: Linen, guest amenities, tools & equipment, and cleaning chemicals.

Activity Sheet- 2.1

Task: Prepare Housekeeping trolley with linen and supplies, tools, equipment and amenities.

An Activity Sheet for a housekeeping trolley outlines tasks for preparing and using the trolley, including organizing supplies like linens, towels, and amenities on shelves from bottom to top, stocking a hand caddy with cleaners, and preparing for cleaning tasks, and the sheet may also serve as a checklist for cleaning the trolley and restocking supplies after use.

stock the bottom shelves with heavy items like linens, followed by medium-weight supplies like towels on the middle shelves, and lightweight amenities and cleaning supplies on the top shelves. Equipment such as vacuums are placed on the side, and cleaning tools are organized in a hand caddy or smaller containers. Maintain cleanliness by placing trash and soiled linen bags on the sides and ensuring everything is neatly arranged for guest and staff visibility.

Instructions:			
Read and understand the directions carefully:			
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Perform guest room preparation. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 			
Procedure:			
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 			
Job Specification Information:			
<ul style="list-style-type: none"> ▪ Collect assignment sheet from control desk. ▪ Calculate required linen, amenities, and chemicals based on assigned rooms. ▪ Visit housekeeping store/pantry to collect items. ▪ Inspect trolley for cleanliness and functionality. ▪ Arrange items systematically ▪ Double-check trolley for shortages or unsafe placements. ▪ Push trolley to assigned area for room servicing. 			
Assessment:			
SL			
1.	A well-stocked, safe, and organized housekeeping trolley ready for duty		
2			
Resources Required:			
Tools:		Job sheet and Specification sheet	

Guest linen	Clean linen (sheets, pillowcases, towels).
Guest supplies and amenities	Guest supplies (stationery, glasses, tea/coffee setup).
Equipment:	Housekeeping trolley, Mop and bucket, Toilet brush and caddy, Floor signs (“Caution – Wet Floor”), Glass cleaning tools
Machinery:	Vacuum cleaner, Scrubbing Machine
Materials:	Cleaning cloths (color-coded)
Cleaning agents	Properly diluted, stored in labeled bottles, eco-friendly if possible.
PPE:	Apron, Hand glove and Musk

Job Sheet -2.1

Job Name: Prepare Housekeeping trolley with linen and supplies, tools, equipment and amenities.

Working Procedure:

12. Wear appropriate PPE for the activity.
13. Follow OSH procedures.
14. Collect assignment sheet from control desk.
15. Calculate required linen, amenities, and chemicals based on assigned rooms.
16. Visit housekeeping store/pantry to collect items.
17. Inspect trolley for cleanliness and functionality.
18. Arrange items systematically
19. Double-check trolley for shortages or unsafe placements.
20. Push trolley to assigned area for room servicing.
21. Store cleaned equipment and tools to designated areas.

Specification Sheet -2.1

Job Name: Prepare Housekeeping trolley with linen and supplies, tools, equipment and amenities.

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs

Tools	Quantity
Glass cleaning tools	1 pcs

Guest linen	Quantity
sheets	6 pcs
pillowcases	6 pcs
towels	6 pcs

Guest supplies and amenities	Quantity
stationery	5 pcs
Glasses	5 pcs
Tea/coffee setup	5 pcs

Equipment	Quantity
Housekeeping trolley	1pcs
Mop	1pcs
bucket	1pcs
Toilet brush	1pcs
caddy	1pcs
Caution Sign	1pcs

Materials	Quantity
Cleaning cloths (color-coded)	4 pcs

Information Sheet 2.2

Learning outcome-2: Carry out room making.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Identifying room making requirements
- 2.2 Parking trolley in front of the main door
- 2.3 Accessing room following customer service and security procedures
- 2.4 Removing soiled bed linens
- 2.5 Placing and setting-up fresh bed linens as per standard
- 2.6 Performing furniture, fixtures and fittings of room cleaning
- 2.7 Carrying out room makings as per the requirements

2.1 Identifying room making requirements

In the housekeeping operation, before making a guest room, it is essential to **identify all requirements** to ensure cleanliness, comfort, safety, and guest satisfaction. This process allows room attendants to prepare adequately and deliver service according to workplace standards.



Guest information and room status

- Guest occupancy status: whether the room is vacant, occupied, stay-over, or due-out.
- Housekeeping status: clean, dirty, out of order, under repair.
- Special instructions: vip guests, long-staying guests, special requests (extra pillow, baby cot, allergy-free linen).

Linen and bedding requirements

- Fresh bed sheets, pillowcases, blankets, duvet covers, and mattress protectors as per hotel standard.
- Additional requirements like extra pillows, bolster, or customized bedding arrangements.

Cleaning tools and equipment

- Vacuum cleaner, mop, duster, spray bottles, garbage bags.
- Properly functioning housekeeping trolley with organized supplies.
- Personal protective equipment (gloves, masks, apron) for hygiene and safety.

Chemicals and cleaning agents

- Multipurpose cleaner for surfaces.
- Glass cleaner for mirrors and windows.
- Disinfectants for bathroom and high-touch surfaces.
- Air fresheners for room ambiance.
- Appropriate dilution and safe handling of chemicals are required.

Bathroom supplies and amenities

- Clean towels (bath towel, hand towel, face towel, bath mat).
- Toiletries (soap, shampoo, conditioner, body lotion, toothbrush kit, shaving kit, shower cap).

- Toilet paper rolls and tissue boxes.
- properly sanitized glassware and bins with liners.

Guest supplies and amenities

- Drinking water bottles or jug.
- Coffee/tea-making set with cups, sugar, milk powder, stirrers.
- Stationery (notepad, pen, hotel directory).
- Laundry bags and shoe-shine cloth.
- In-room information folder (emergency exits, services, menus).



Room appearance and comfort items

- Curtains and blinds clean and functioning.
- Carpets and upholstery checked for stains or damage.
- Lighting, air conditioning, and tv remote in working order.
- Flowers, magazines, or decorative items (if applicable).

Safety and security checks

- Ensure no unauthorized items are left behind.
- Fire exit plan visible.
- Electrical appliances (kettle, hair dryer, lamp) safe and functional.
- Doors and windows lock properly.

Importance of identifying room making requirements

- Ensures efficiency – room attendants know exactly what to prepare.
- Maintains guest satisfaction by meeting or exceeding expectations.
- Promotes standardization in housekeeping practices.
- Enhances safety and hygiene in guest rooms.
- Prevents delays or complaints by addressing requirements beforehand.

In short, identifying room making requirements means gathering all necessary information, tools, supplies, and guest-specific needs before starting the room-making process, ensuring a smooth workflow and a pleasant guest experience.

2.2 Parking trolley in front of the main door.

In housekeeping operations, the housekeeping trolley is an essential mobile workstation that carries all required linen, guest supplies, cleaning agents, and tools. Parking the trolley correctly is important for safety, efficiency, and guest privacy during room cleaning.

Correct positioning of trolley

- The trolley should always be parked in front of the main door of the room being cleaned.
- It must be placed close enough to access supplies easily, but not blocking the entire corridor.
- The room door remains open while cleaning, and the trolley serves as a visual indicator that housekeeping is in progress.



Safety considerations

- Ensure trolley is not blocking emergency exits, staircases, or fire safety equipment.
- Keep wheels locked (if available) to prevent trolley from rolling away.
- Position the trolley so that guests can pass freely through the corridor without inconvenience.
- Chemicals should always be stored on the lower shelf to prevent accidents.

Guest privacy and security

- Parking the trolley in front of the main door helps:
 - Prevent unauthorized entry into the room during cleaning.
 - Indicate to guests and supervisors that the room is under service.
- Room attendant should never leave the trolley unattended, especially when stocked with guest supplies, amenities, or cleaning chemicals.

Efficiency in room cleaning

- Keeping the trolley at the door allows the room attendant to:
 - Access linen, amenities, and tools quickly without walking far.
 - Reduce time spent in collecting missing items.
 - Maintain an organized workflow (dirty linen is collected inside, fresh items taken from trolley).

Professional practices

- Trolley must always be **clean, organized, and fully stocked** before being taken to the guest corridor.
- Supplies should be arranged neatly:
 - Top shelf: guest amenities and toiletries.
 - Middle shelf: linen and towels.
 - Bottom shelf: cleaning agents and tools.
 - Side pouches/buckets: garbage bags, duster, spray bottles.
- A neat and well-parked trolley creates a **professional image of the housekeeping staff**.

Importance of parking trolley at the main door

- Ensures **easy access** to all supplies.
- Maintains **guest safety and privacy**.
- Creates **professional appearance** in hotel corridors.
- Promotes **efficiency** and reduces time wastage.
- Prevents **misuse of supplies** or unauthorized room entry.

In short, **parking the trolley in front of the main door** is a standard housekeeping practice that balances **efficiency, safety, and guest security** while creating a professional environment in the hotel.

For the discussion in this learning material, the following are considered public area

- Lobby
- Restaurants
- Bars
- Corridors
- Guest Elevators
- Public Toilet
- Gardens
- Gymnasium
- Play ground
- Swimming pool
- Outlet shops
- Car parking

Restroom: Restroom consists of wash bowl, toilet, and other facilities for use. The floor of restroom is made of tiles/mosaic/granite/marble stone. Restroom shows your guests that you care about their health and well-being.



Corridor: It is a long, narrow passage inside a building or hotel with doors that lead to hotel rooms on each side.



Preparatory Cleaning Task

The first step in cleaning the premises is to prepare the work area for cleaning. As such, the tools and equipment must also be prepared and checked.

Since the establishments have busy hours, it must be taken for consideration that the time of cleaning the area should be scheduled. Having the schedule will ensure that safe situation is considered for the guests.

Consider

- Can the job be completed before the area is needed?
- Are there enough staff to handle the job to get it done on time — if relevant?
- Have you got the right chemicals and enough of them to allow the job to be started and finished without interruption — the more interruptions there are to the cleaning process, the higher the chance that we will inconvenience someone?
- All the supervisors, clients and users are happy for the intended work to proceed?

Never just assume you can go ahead even when given a job card. Always check first.

Cleaning activities are normally timed to occur, for the most part, when public activity is at its minimum.

There will always, however, be times when cleaning must be done while people are in the area. This may be a regular pattern of events such as the on-going cleaning of public areas such as reception lobbies, swimming pool areas or caused by particular one-off circumstances such as functions, special events.

Thus, it is recommended to think first before you clean. Ensure that you are not creating unsafe condition to your guests.

Setting-up Equipment and material: When you are already aware of your job and of the places and things where you need to clean, the next thing to do is to set-up the equipment, tools, cleaning materials and cleaning chemicals needed for the job. Secure the supplies from the personnel in-charge.

Doing the job: When everything else is prepared, start the cleaning activities. Follow the recommended flow based on the premises where you have to do cleaning.

- Barricade the work area for cleaning to ensure safety
- Put in place appropriate warning signs which shows that the cleaning activity is ongoing.

The following points are necessary to be put in place before cleaning begins:

- 'Slippery When Wet' signs must be used when mopping or working with a slippery surface — there must be sufficient of these signs to provide suitable and adequate

warning to anyone who may enter the cleaning area from any direction. They must be sufficient to be 'readily visible'

- During cleaning, 'Cleaning in Progress' signs should be posted as a warning to patrons and staff in the same way that Slippery When Wet signs are posted
- Physical barriers (floor-tape) and physical restraints (purpose-built safety barriers) may be used to restrict access to a site
- Locked doors are another practical way of denying access to areas and rooms
- Your workplace may have other signage that they require you to erect when cleaning is being done — often the signs that are available will depend on the company from whom they were bought.

Cleaning up/finishing up after the job. After the cleaning procedure, the used tools and equipment should also be maintained. Thus, clean and maintain all the equipment. Return them in the required area.

Cleaning the Work Area:

F. Cleaning a window.

- IV. Check for defects then clean the windows.
- V. Scrub the window, use the suggested cleaning chemicals. Start scrubbing on the edges of the window. Do this from top to bottom using small circular motion.
- VI. Use squeegee to remove the dirty water.

Scrape: Wet the window; scrape in a forward motion three or four times in the same spot.

G. Cleaning the mirror.

- IX. Use a glass cleaning chemical or combination of white or distilled vinegar and warm water
- X. Find newspaper to use as your cleaning cloth
- XI. Crumple the newspaper into usable sizes
- XII. Clean the mirror first to remove any heavy dirt or marks
- XIII. Use plain water to do the pre-cleaning. Use a cloth with weave, which is softer and more non-abrasive
- XIV. Dip the newspaper into the vinegar water solution after pre cleaning is finished. Rub the newspaper in slow circles across the mirror
- XV. Cover the entire surface of the mirror
- XVI. Go over the wet areas with a dry portion of newspaper. This will leave the mirror dry and keep drip marks from drying onto the surface.

H. Clean ceilings, surfaces and fittings these requires dusting and polishing.

- IV. Dusting will need a duster or damp lint-free cloth.
- V. Polishing will require spraying the cleaning agent onto the cloth; do not spray directly onto the surface for cleaning.
- VI. Buff the surface after cleaning to remove any streaks

The following areas will need either dusting or polishing:

- Air conditioning vents
- Doors — including top ledge and handles
- Frames and paintings
- Mirrors Skirting boards
- Windows
- Window sills
- Walls
- Lamps shades

- Telephone set
 - Seat furniture
 - All furniture
- I. All carpeted areas should be vacuumed as well as non-carpeted areas which require this. It is important that you know the proper use of the machine.**
- J. Cleaning public bathrooms**
- 1) Cleaning the vanity area:
 - Clean and dry shelves
 - Scrub hand basin, rinse, then dry and polish with clean cloth — check plughole
 - Polish fittings and taps
 - Clean and dry wall tiles
 - Clean, dry and polish bench top
 - Clean and polish mirror
 - Check under vanity for cleanliness — cobwebs, etc.
 - Replenish stock — soap, tissues, facial items, shower caps, water
 - Replenish towels — paper or linen
 - Conduct final check.
 - 2) Cleaning public area showers:
 - Wet shower basin and sides
 - Clean tiles and floor — check plughole for foreign matter
 - Clean shower curtain — check pole is clean and all hooks are in place and working
 - Rinse walls and floor thoroughly
 - Polish fittings
 - Replenish supplies — shampoo, conditioner and soap
 - Conduct final inspection — leave shower curtain neat and to one Side.
 - Cleaning toilets
 - 3) Flush toilet to wet sides of bowl:
 - Pour in cleanser — leave to soak: continue with other work
 - Wash lid and dry — both sides and near back hinges
 - Wash seats a dry— both sides and near back hinges
 - Wash out sides of the bowl and dry
 - Wash and dry water holding unit and polish button
 - Scour bowl thoroughly — use a toilet brush Flush toilet a number of times to wash away dirt and residue
 - Place a hygiene strip over the closed toilet lid
 - Conduct final inspection — leave lid down when thoroughly cleaned.

Wet Area Cleaning

Wet areas are those which have commonly wet surfaces and require water to clean them. Some techniques in cleaning these areas are as follows:

a. Mopping

- Remove everything that may be on the floor such as mats, trash cans, and small pieces of furniture
- Sweep the floor to remove dirt, hair, dust, and other debris

- Dissolve detergent into warm water using the manufacturer's instructions for the correct water to detergent ratio
- Pour the solution over the entire floor so that the solution can fill into the grout lines
- Allow the solution to remain on the floor for 15 to 20 minutes
- Scrub the grout with a small medium-bristled brush
- Rinse the floor with a mop dampened with clean water
- Mix a second batch of detergent and water
- Mop the entire floor with the fresh solution
- Rinse the mop with clean water and mop a second time over the floor to rinse it
- Use a squeegee to push residual moisture to one area of the floor before absorbing it with dry towels.



b. Pressure washing techniques

- Place any safety equipment on including closed shoes, waterproof clothing and safety glasses
- Connect the machine to a water source
- Attach the nozzle or tip and ensure it is correctly attached
- Start the machine
- Test the power of the pressure washer. The best is to start spraying few feet away from any object. Slow bring your wand to 3-4 feet distance from the surface you want to clean. Move your wand side-to-side a couple of times and check if the surface is clean. If additional cleaning is needed, move your wand gradually closer to the surface. The reason for the gradual cleaning is because pressure washers are extremely powerful and if you start too close you could damage the object instead of cleaning it Start to clean using a side-to-side motion. Keep the nozzle low and start closer to the body and then move the cleaning action further away until you find the right blend of pressure to clean and accuracy
- When washing walls start from the bottom and move up. Remember to take care when cleaning around areas such as windows and lights
- If you are to clean windows, clean from the side. Do not apply a direct 'face-on' contact. Check to ensure that water is not leaking inside
- When cleaning the ground, start at lower areas and work your up
- You may need to scrub areas that a pressure cleaner cannot remove stains
- Let the cleaning solution do its work for 20 minutes. This allows for the detergent to start dissolving the dirt, but do not let it sit too long so that it dries out
- When ready to rinse start at the top and work towards the bottom until entire area is detergent free.

2.2 Dry and wet areas are cleared.

In the housekeeping department of a hotel, "clearing" refers to two distinct processes: dry cleaning for items like dust-covered surfaces and dry-cleaning laundry services, and wet cleaning for damp surfaces, spills, and thorough cleaning of guest rooms and public areas. Dry areas involve dusting, polishing, and sometimes specialized solvent use for cleaning, while wet areas include tasks like cleaning bathrooms, wiping down surfaces with liquids, and vacuuming or mopping.

Dry Area Cleaning in a Hotel

Dusting and Polishing: Housekeeping staff use dusters and cloths to remove dust from furniture, fixtures, and surfaces.

Specialized Dry Cleaning: For delicate items like fabrics, the hotel may offer dry-cleaning services, using solvents instead of water to lift dirt and oils.

Ventilation: Before guests enter a cleaned room, it is ventilated to remove any stale air.

Wet Area Cleaning in a Hotel

Surface Cleaning: Tasks include wiping down mirrors, windows, and high-touch surfaces with cleaning solutions.

Bathroom Cleaning: Thoroughly cleaning and disinfecting bathrooms is a key part of wet area cleaning.

Floor Care: Floors are often vacuumed or mopped to remove dirt and spills, involving wet cleaning methods.

General Cleaning: Other general cleaning tasks in public areas are also considered wet processes due to the use of water and cleaning agents.

The Housekeeping Department's Role

The housekeeping department is responsible for maintaining the cleanliness of the entire hotel, including guest rooms and public areas.

Their work involves various types of cleaning, from the daily tasks of dusting and vacuuming to deeper cleaning processes.

They ensure that all areas are properly cleaned and maintained to provide a comfortable and hygienic environment for guests.

Housekeeping staff are responsible for keeping all areas of the establishment safe, clean, and presentable. Both **dry areas** (such as guest rooms, corridors, lobbies, offices) and **wet areas** (such as bathrooms, kitchens, swimming pool decks, laundry rooms) must be cleared regularly. Proper clearing of these areas prevents accidents, ensures hygiene, and maintains the hotel's professional image.

Procedures for clearing dry areas

- **Dusting and sweeping:** remove dust, litter, and debris from surfaces.
- **Vacuuming:** clean carpets, rugs, and upholstery.
- **Wiping:** use dry or slightly damp cloths for furniture, fixtures, and glass.
- **Organizing:** arrange furniture and supplies neatly.
- **Inspection:** ensure no stains, dirt, or misplaced items remain.

Procedures for clearing wet areas

- **Drainage:** ensure no water is left standing on floors.
- **Mopping:** use disinfectant solution to clean and sanitize floors.
- **Wiping surfaces:** clean sinks, counters, mirrors, and tiles with disinfectant.
- **Fixtures and fittings:** scrub and sanitize toilets, showers, taps, and drains.
- **Drying:** use dry mops or cloths to remove excess moisture and leave the area safe.

- **Signage:** place “**wet floor**” **caution boards** to prevent slips and falls during cleaning.

Workplace safety and hygiene

- Always wear **ppe** (gloves, mask, apron, safety shoes).
- Use color-coded cleaning tools to avoid cross-contamination (e.g., red for toilets, green for kitchens).
- Handle cleaning chemicals as per manufacturer’s instructions.
- Ensure adequate ventilation when working in wet areas.

Benefits of clearing dry and wet areas properly

- Prevents slips, trips, and falls.
- Maintains hygiene and sanitation standards.
- Provides a safe and comfortable environment for guests and staff.
- Enhances the hotel's cleanliness image.
- Reduces risk of bacterial growth in wet areas.



A housekeeping attendant first clears a guest corridor (dry area) by vacuuming the carpet and dusting the furniture. Later, in the guest bathroom (wet area), the attendant disinfects the toilet and sink, scrubs the shower, mops the floor with disinfectant, and ensures the floor is dry before removing the caution sign.

2.3 Accessing room following customer service and security procedures.

In housekeeping, **entering a guest room** is one of the most sensitive parts of the job. It must be done with proper **customer service etiquette** and **security measures** to protect both the guest’s privacy and hotel property.

Customer service procedures when accessing rooms

1. **Knock and announce**
 - Knock on the door **3 times** before entering.
 - Announce clearly: “*housekeeping!*”
 - Wait at least **10 seconds** for a guest’s response.
2. **Repeat if no response**
 - If there is no answer, knock and announce a second time.
 - If still no response, gently open the door with the master key while repeating “*housekeeping*”.
3. **Respect guest presence**
 - If the guest is inside, politely ask if it is convenient to clean the room.
 - If the guest declines, record the request and inform the supervisor.
4. **Use polite language and body language**
 - Always greet the guest with respect (e.g., “*good morning, sir/madam*”).
 - Maintain a friendly, professional tone.
 - Avoid unnecessary conversation unless initiated by the guest.
5. **Do Not Disturb (DND) signs**
 - Never enter a room with a dnd sign.
 - Record the DND in the housekeeping logbook and inform the supervisor if it persists for a long time.

Conducting a room check

Every morning the floor/area supervisor performs routine room check in every purposely to check the following:

- If the room is still occupied.

- If the beds in the guestrooms were slept on.
- If there are unregistered joiners who occupied the room.
- If the guest is out and the room is ready for make-up.
- If the guest has soiled clothes for laundry.
- If the guest is in good condition — not sick or high in drugs, etc.

Room check must be done with caution and tact. Some guests get very irritated someone gets into their room, especially in the morning when they are still sleeping or just, woke up from sleep.

Procedures for room check

Entering the room

1. Rooms with DND sign (stands for Do not Disturb)

Look for DND sign on the door knob and do not knock if the sign is on. If the sign is on. Call the guest through the phone in the afternoon. Once he/she responds, identify yourself and apologize for the disturbance. Tell him/her that you just want to know if he/she wants her room to be serviced.

“Good afternoon Mr./Mrs. This isfrom Housekeeping. I'm sorry for disturbing you but I just want to know if you want your room to be made up”

If the guest is not yet ready for the service, ask when he wants the service done.” Would you like us to do the makeup later? At what time sir/ma'am?"

Write down the exact time of request. If it is beyond your duty hours, endorse the request to the next shift.

2. Rooms without a DND and No Guest Inside

Knock twice gently on the door by using your knuckles or by activating the doorbell (whichever is used) and not your room keys or sharp object. Announce “Housekeeping”. If no one answers, knock again 3 times and give space of few seconds in between knocks until the guest responds. If still one answers, open the door gently and check for the status of the room. Record the actual status of the room in the housekeeper report. This is done every time the room attendant checks the room.

Submit one copy of the room status report to the front desk clerk for her to counter — check with their record in the room status indicator or the computer whichever is used.

3. If the guest is in his room and there is no DND sign

If the guest is in but he/she does not answer, open the door slowly and apologize for the disturbance.

Greet the guest good morning, introduce yourself and tell him/her your purpose.

Good morning Mr. Guest, I'm the Housekeeping supervisor doing a routine room check, I just want to make sure you are okay and that everything is in order in your room.

Ask the guest if he/she is ready for the makeup of the room. If not, offer to come back later.

Would you like us to make up your room now?

If not ready say: "When do you want the cleaning of your room?"

If the guest appears to be irritated or disturbed, say "I'm sorry to disturb you ma'am, have a nice day. Please call us should you need any assistance.

The supervisor/room attendant should not insist entering the room if the guest shows resentment or directly expresses that he/she does not want to be disturbed at all.



Discreetly try to find out if there were unregistered joiners who slept with the registered occupant. This has to be reported to the Front Office and a bill for "extra person" shall be charged to the guest during the check out.

If no one answers in the room the guest must have slept out and this should also be reported in the room status report.

During the room check, the supervisor also checks the status of each room and indicates it in his room status report.

Security procedures when accessing rooms

1. **Verify room assignment**
 - Confirm the room number from the housekeeping list before entering.
 - Enter only the rooms assigned for cleaning.
2. **Use of master key**
 - Always handle the master key responsibly.
 - Use it only when necessary and never lend it to anyone.
3. **Door positioning**
 - Keep the door open while cleaning, with the **trolley parked in front** as a security barrier.
 - This prevents unauthorized persons from entering unnoticed.
4. **Protect guest belongings**
 - Never touch, use, or move guest belongings unnecessarily.
 - If valuables are left in the open, clean around them carefully.
5. **Handling lost and found items**
 - If an item is found in the room, report and record it immediately as per hotel procedure.
 - Never keep lost items with you.
6. **Report suspicious items or activities**
 - Report immediately if you notice unauthorized items, damage, or unusual behavior in the room.

Accessing a guest room requires a balance of **politeness and professionalism** (customer service) and **strict adherence to safety and security measures** to maintain guest trust, privacy, and hotel standards.

2.4 Removing soiled bed linens

In housekeeping, **removing soiled bed linen** is one of the first steps in the bed-making process. It is essential for maintaining cleanliness, hygiene, and guest comfort while preventing cross-contamination.



Purpose of removing soiled bed linen

- To maintain a clean and hygienic sleeping environment.
- To prevent the spread of bacteria, viruses, and allergens.
- To prepare the bed for fresh linen as per hotel standards.
- To maintain the hotel's image of cleanliness and guest satisfaction.

Step-by-step procedure for removing soiled bed linen

1. **Prepare yourself**
 - Wear gloves and other protective equipment (if required).
 - Bring a linen bag or hamper for collecting soiled linen.
2. **Check the bed**

- Look for guest belongings (e.g., clothes, personal items, jewelry) on or under the bed.
- Carefully remove them before stripping the bed.
- 3. **Remove pillowcases and pillow covers**
- Take off pillowcases and place them in the soiled linen bag.
- 4. **Remove bedspread, blanket, and duvet cover**
- Fold them properly before putting into the soiled linen bag to avoid spreading dust.
- 5. **Strip the bed sheets**
- Remove the top sheet, followed by the bottom sheet and mattress protector.
- Roll them carefully, keeping the soiled side inward to avoid spreading dirt or germs.
- 6. **Place in linen bag**
- Put all soiled linen directly into a designated **soiled linen bag or trolley compartment**.
- Never place soiled linen on the floor, chair, or clean surfaces.
- 7. **Check for stains or damage**
- Inspect soiled linen for stains, tears, or burns.
- Report to supervisor or mark for special treatment in laundry.

Safety and hygiene practices

- Always wear gloves when handling soiled linen.
- Do not shake the linen, as it may spread dust and microorganisms.
- Keep soiled and fresh linen separate at all times.
- Carry soiled linen in closed bags or designated compartments on the housekeeping trolley.
- Wash hands after handling soiled linen.

Importance in housekeeping operations

- Ensures **guest hygiene and comfort** by providing fresh, clean linen.
- Supports **infection control** by reducing the spread of germs.
- Maintains **hotel standards and reputation**.
- Prevents **cross-contamination** between dirty and clean areas.
- Helps in **laundry management** by identifying stained or damaged linen early.

Removing soiled bed linens means carefully stripping the bed, collecting all dirty linen, and placing it in the designated linen bag for laundry while following **hygiene and safety procedures** to protect both guests and staff.

2.5 Placing and setting-up fresh bed linens as per standard

After removing soiled bed linens, the next important step in bed-making is placing **fresh linens** properly to ensure **cleanliness, comfort, and presentation** according to hotel standards. A neatly made bed not only provides guest comfort but also creates a professional impression of the hotel.

Purpose of placing fresh bed linens

- To ensure hygiene and a clean sleeping environment.
- To provide comfort and relaxation for guests.
- To maintain uniformity as per hotel standards.
- To enhance the aesthetic appeal of the guest room.
- To reflect professionalism and attention to detail of housekeeping staff.



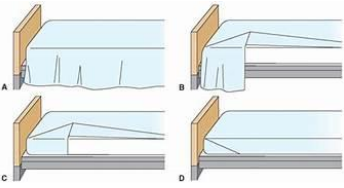

Preparing bed for the guests, supplies, materials and furniture must be made available. The room boy should be familiar with the following:


Items/Supplies	Location	Purpose
Beds Single bed 36" ×75" Double bed 54" ×75" Queen bed 60" ×80" King bed 78" ×80"	Inside the bed room	For sleeping
Bed linen		
Bed skirting or flounce	Encased into the box spring (if the bed has a box spring)	To cover the box spring
Bed pad	Encased right on top of the mattress	To protect the mattress from getting stained
Bed sheet Size: allocate an allowance 20-25 inches over bedside (on all sides) this depends on size of mattress.	On top of the bed pad. 2 bed sheets for regular guests, 3 for VIP.	To cover the bed and to ensure the guest comfort.
Bed cover	On top of the finished bed	To protect the linen from dirt and make the bed look more presentable.
Pillow with a pillow slip and pillow case one per occupant 2 for double and matrimonial beds.	Top of the bed in front of the head board.	For guest comfort.

Make-up Bed: Needed Supplies

Supplies	Number	Where to Place Them
Bed pad 1 st bed sheet 2 nd bed sheet Blanket Bed cover Pillow with slip and case	One Two One One One One for single bed 2 for double bed	On top of the mattress On top of the bed pad On top of the 1 st bed sheet On top of the 2 nd bed sheet On top of the finished bed Pillow is encased with a slip to be placed at the head of the bed.

Steps	Procedures	Purpose, Information	Additional
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<p>1. Lay down the bed pad on the mattress.</p> 	<p>Place it on top of the mattress; center it and smooth it flat over the bed. Secure it by tucking-in the garter on the corner.</p>	<p>Bed pad is intended to protect the mattress from stains.</p>
<p>2. Lay down the first bed sheet</p> 	<p>Place it evenly on top of the bed pad with the center down; tuck in the sheet under the mattress at the head and foot of the bed. Miter all corners then tuck in the undersides of the sheet in such a way that the sheet tightly covers the mattress.</p>	<p>The bed sheet is intended to cover the bed pad. If tightly done, the sheet will not easily crumple.</p>
<p>3. Lay down the second bed sheet</p> 	<p>Place it in such a way that the finished side of the hem is faced down at the head of the mattress. The sheet must be centered in such a way that the top of the sheet is pulled even with the headboard.</p>	<p>This is not only beautiful to look at but is also designed for the guest convenience</p>
<p>4. Lay down the blanket</p> 	<p>Put it on top of the 2nd sheet about 6 inches away from the edge of the mattress (head portion).</p>	<p>This will make the bed appear neat and clean</p>

<p>5.Lay down the bed cover</p> 	<p>Put the bed cover to of the bed and covered full bed, folded nicely on the pillow in the cover and folded under foot side of the bed.</p>	<p>For more presentable appearance; to protect linen from dirt.</p>
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Importance in Housekeeping

- Enhances guest satisfaction by providing a clean, comfortable bed.
- Upholds hygiene and safety standards.
- Creates a professional, welcoming atmosphere.
- Builds hotel reputation through consistency and neatness.

Setup of Linen:

1. All soiled linen items should be setup with fresh ones.
 - Bed sheets, pillowcases should be replaced daily.
 - Towels, hand towels, washcloth and bathmat should be replaced daily if they are used by the guest.
 - Blankets and bed covers should be immediately replaced once they are soiled.
 - All linen items used by sick guests should be replaced daily whether soiled or not and should be segregated in plastic bag from the rest of the linen items.
 - Bed sheets, pillowcases should be replaced daily.
 - Towels, hand towels, washcloth and bathmat should be replaced daily if they are used by the guest.
 - Blankets and bed covers should be immediately replaced once they are soiled.
 - All linen items used by sick guests should be replaced daily whether soiled or not and should be segregated in plastic bag from the rest of the linen items.
2. Curtains should be replaced once soiled.
3. Request for additional linen items like pillows, blankets, etc. will be granted depending on the availability of the item. Once delivered, it should be immediately logged down by the supervisor or room boy.
4. All line items should be properly folded and installed in the right containers or location.
5. Shower curtains (if made of plastic) may not be replaced but should be washed and cleaned daily during the room make-up. If other curtain material is used, wash and dry it at least one a week.
6. New occupant shall be provided with a new set of linen even if the ones used by former occupant are still clean looking.
7. The number and quality of linen to be used shall depend on the price of the room. Deluxe and suite rooms require linen of higher quality.



Selection and care of bed linen:

Bedspreads: Throw-over bedspreads require less delicate material than fitted covers. Most materials that are suitable for curtains can be used for bed covers. In calculating the quality required, the pattern should be taken into consideration.

Fitted bedcovers have a center panel which is the size of the bed surface. An extra flap is added at the top of the cover so this portion can be folded to cover the pillow.

When selecting bedspreads, choose those which are easy to wash. They should be grease resistant since people often sit or lie on the beds during day time. Besides, hotels rarely change the bedspread.

A soft, loose woven fabric is not advisable for bed cover since its shape easily gets distorted. A shiny satin type of fabric will be better.

The material should also be fire resistant, especially when there are people who smoke in their bedrooms.

Bed pad acts as padding between the mattress and the sheet, giving the guest additional comfort, especially when the mattress is buttoned. It also serves as under blanket, giving the body additional warmth as it absorbs body moisture. Bed pads also protect the mattress from any spillage or soiling. In modern hotels, a bed pad is flat, with quilted cover that goes over the mattress. Bed pads should be laundered regularly for high standards of appearance and hygiene.

Placing fresh bed linens means following proper steps to arrange sheets, blankets, pillowcases, and decorative items neatly and hygienically, ensuring comfort, presentation, and compliance with hotel standards.

2.6 Performing furniture, fixtures and fittings of room cleaning

Guestrooms are serviced by designed room attendants, room boys or chambermaids. In big hotels and lodging houses, rooms' maintenance is handled by one separate section, the Rooms Maintenance Unit headed by the Rooms keeping Manager. On every guest floor, area or station, a Floor or Area Superior is assigned to supervise the cleaning and the overall maintenance of the guestrooms as well as hallways and service area.

Guestrooms are serviced twice a day — morning and late afternoon up to evening.

Room attendants who report for the first shift perform the room make up and installation of room amenities. They also attend to service requests of guests. Those on second shift receive endorsement from the morning shift before performing the evening service. The evening service usually includes turndown of beds, make-up of the bedroom and bathroom, refill of thermos jug with water and other guest services.



In housekeeping, cleaning furniture, fixtures, and fittings is a critical step to maintain guest comfort, hygiene, and the overall presentation of the room. These elements include beds, chairs, tables, wardrobes, curtains, lighting, and other equipment in the room. Proper cleaning ensures the room is safe, visually appealing, and meets hotel standards.

Items Included

Furniture:

- Bed frames, chairs, tables, nightstands, wardrobes, sofas.






Fixtures:

- Lighting (lamps, ceiling lights, chandeliers)
- Curtain rods, towel racks, mirrors, shelves

Fittings:

- Door handles, knobs, switches, telephones, hooks, bathroom fittings

For furniture cleaning, care and maintenance are given below:

<p>1. For furniture to look better and shinier, apply/spray furniture cleaner and polish.</p>	
<p>2. Wipe and dust away all dirt in the inner and outer parts of the furniture using a clean and dry dusting cloth. Use the right dusting cloth like old diapers, terry towels cotton knitwear or flannel. Do not use cheese-cloth since it usually contains a starch sizing material. Also avoid using coarse fabrics which are linty, old clothing that may have buttons, snaps or trimmings with scratches and the synthetic fabrics which will not absorb moisture. Oiled or treated dust cloths should never be used on a waxed surface because oil softens the wax and the surface can become sticky or smeary.</p>	
<p>3. First dry dusting the furniture with dry dusting cloth, top to bottom wise.</p>	
<p>4. Then apply furniture cleaner on the duster and dust the furniture, top to bottom wise.</p>	
<p>5. Apply cleaner-solution to all corner and walls.</p>	

<p>6. When cleaning glasses, spray glass cleaner like "Mr. brasso" to make it look shinier.</p>	
<p>7. At last, apply furniture polish for shining the furniture and look better.</p>	

Cleaning Fixtures

- Wipe lampshades, light switches, curtain rods, and mirrors with suitable cloths and cleaners.
- Check for dust accumulation on ceiling lights or decorative fixtures.
- For mirrors and glass, use streak-free glass cleaner.

Cleaning Fittings

- Wipe door handles, knobs, switches, and hooks with disinfectant.
- Sanitize bathroom fittings if included (taps, towel bars, toilet flush handles).

Inspection

- Check for stains, damage, or malfunctioning items.
- Report any repair or maintenance needs to supervisor.
- Ensure furniture is positioned neatly and fittings are functional.

Safety and Hygiene Practices

- Use gloves when handling cleaning agents or chemicals.
- Avoid mixing chemicals to prevent hazards.
- Do not apply excess water to wooden furniture to avoid damage.
- Use soft cloths or microfiber to prevent scratches.
- Ensure electrical fixtures are switched off before cleaning.

Importance in Housekeeping

- Maintains professional and welcoming environment for guests.
- Reduces risk of guest complaints related to dirt, dust, or malfunction.
- Prolongs lifespan of furniture and fixtures through proper care.
- Supports hotel hygiene and safety standards.
- Enhances overall guest satisfaction and hotel reputation.

Cleaning furniture, fixtures, and fittings involves dusting, wiping, sanitizing, and inspecting all surfaces and equipment in the guest room to ensure cleanliness, functionality, and professional presentation.

2.7 Carrying out room makings as per the requirements

Room making is the process of preparing a guest room to meet hotel standards, guest comfort, hygiene, and aesthetic presentation. This step ensures that the room is fully ready for the guest, combining all cleaning, linen, and supply arrangements into a finished, professional presentation.

Purpose of room making

- To provide a clean, comfortable, and welcoming environment for guests.
- To maintain hygiene and safety standards throughout the room.
- To ensure all guest requirements and special requests are fulfilled.
- To create a professional and visually appealing room presentation.
- To maintain hotel standards and enhance guest satisfaction.

Requirements considered in room making

- Room status: vacant, occupied, stay-over, or due-out.
- Guest preferences: extra pillows, baby cots, room temperature, special amenities.
- Cleanliness: soiled linen removed, fresh linen arranged, dusting and polishing done.
- Furniture and fixtures: cleaned, sanitized, and properly positioned.
- Bathroom: clean, stocked with toiletries, towels, and amenities.
- Safety and security: door locks, electrical appliances, emergency information verified.
- Supplies and amenities: drinking water, tea/coffee setup, stationery, minibar items replenished.

A. Make up of check out rooms

This job should be executed immediately by the floor supervisor and the assigned room boy once the room is vacated by the guest.

Materials needed: room attendant cart, equipped with amenities and supplies

1. Knock on door twice, wait for reply. If no reply knocks again and enters room with key. If guest is in announce housekeeping, ask him or her whenever they wish to have their room mad up. Always address the guest as 'sir' or 'madam'. Do not use key to knock on door as it may mark paintwork.
2. Switch on lights. Drawback curtains, do not open windows if air conditioner is on. If room requires airing, turn off air conditioner and open windows.
3. Check for maintenance and lost property. These should be noted and reported to the supervisor. Remove soiled drawer paper, empty drawers.
4. Remove room service trays and trolleys.
5. Check for cobwebs from room and bathroom. Empty ashtrays and waste paper baskets from bathroom and bedroom into a sheet of newspaper if very full, or if there is broken glass, and put contents into waste receptacle or trolley.
6. Remove flask, glasses, trays and ashtray to bathroom.
7. Strip linen from bed and bathroom and put into linen bag.
8. Collect all clean linen and leave in a convenient place.
9. Make up bed with clean linen (emphasis on mattress, sheet, blankets, pillows, bedspreads)
10. Vacuum or brush upholstered furniture/curtain/fly proofing/air-vents/lamp-shades etc.
11. If no vacuum available, sweep floor before dusting. Dust room, systematically, always dust inside of drawers, wardrobe's, check lining paper. Disinfect phone once a week, clean daily. Finish at wardrobe, ensure you have sufficient hangers and arrange. Damp dust door knobs, light switches, tables-top, head-board, mirrors.
12. Wash glasses, flask, ashtrays and replace.
13. Vacuum room starting from the farthest corner working systematically towards the door. Do not forget to vacuum under beds and upholstered furniture.
14. Bathrooms
 - a. Dust bathroom
 - b. Clean toilet

- c. Clean shower, tiles fittings, shower curtain (if applicable)
 - d. Clean basin and surrounds
 - e. Put in guest supplies
 - f. Clean floor.
15. Check all room supplies and replace, fill flask.
 16. Remove all cleaning equipment.
 17. Close windows, ensure furniture is in position, and leave curtains open/closed.
 18. Stand at door, take a last look. See if the room is properly cleaned and made-up and nothing is left unattended. Also check the working condition of tv, shower, etc. Check for safety hazards. Report any deficiency to your supervisor for her to make service request.
 19. Close door, ensure that it is locked.

When are rooms made up or serviced?

1. Daily, unless the guest refuses a room make up as when a "Do Not Disturb" sign is hanged on the door knob of the guest's room.
2. Whenever a room is vacated through checkouts.
3. Whenever there is a make-up request. The guest usually hands in the door knob the sign "PLEASE MAKE UP MY ROOM"



B. Executing a turn down or evening service (5.00 P.M to 9.00 P.M)

1. Knock twice, wait for reply – knock again enter.
2. Turn on lights, empty ashtrays and baskets from bedrooms and bathroom and clean ashtrays. Check for obvious maintenance.
3. Remove bedspread, fold it neatly and put away in a convenient place.
4. Turn down bed. If bed has been used, remake.
5. Place night suit/night dress on fold of bed and place dressing gown at foot of bed and slippers at side of bed.
6. Tidy room, hang up clothes, and put away shoes in closet.
7. Enter bathroom, put on light. Flush toilet, wipe bath and basin if used.
8. Check room supplies. Take out breakfast menu and leave on pillow. Fill Flask.
9. Fold or replace towels if necessary. Check bathroom supplies, leave bathroom door ajar.
10. Draw curtains. Turn on bedside lamp, check room, shut door and make sure it is closed properly.

C. Work for the daily cleaning of an occupied room

Collect equipment. Always knock on the door before entering room. If there is no reply. Unlock the door and announce yourself as 'Housekeeping'. If the guest is in, excuse yourself politely and ask him when he wishes to have room serviced.

1. Check to see all lights are working. Draw curtains and ventilate room. Remove any trays or drinking glasses, empty ashtrays and wastepaper baskets.



2. Strip bed, make up bed. Linen should be changed according to house policy.
3. Hang night attire in wardrobe. Tidy any articles of clothing which may be lying around the room.
4. If no vacuum, brush curtains and upholstered furniture and floor then dust all furniture and fittings
5. If Vacuum available dust all furniture fittings. Clean telephone.
6. If Vacuum available then vacuum upholstered furniture and floor.
7. Check guest supplies.
8. Clean toilet, bath and wash basin. Replace towels. Check for soap and toilet paper and guest supplies.
9. Clean floor.
10. Close window, unless weather is very warm.
11. Survey room to see that all is in order, Close door (see note on Room check)

Note:

- a. Do not interfere with any guest's belonging.
- b. Never fit on clothes, use perfume, make-up etc.
- c. Do not check for lost property.
- d. Be careful of guest's belongings. Do Not Read magazines, test perfumes, smoke cigarettes or use guest toilets etc.
- e. Only rubbish in wastepaper basket to be removed from room.
- f. When Cleaning, always replace guest's belongings in exact position
- g. If the guest is staying for a long period, a thorough cleaning of room is normally done, once a week.



Room making as per requirements means completing all cleaning, bed preparation, furniture arrangement, bathroom preparation, and supply placement while considering guest preferences, safety, hygiene, and hotel standards to deliver a fully prepared and welcoming room.

Self-Check-2.2

1. Multiple Choice Questions (MCQs)

3. Before making a room, the first requirement to check is:

- a) Guest amenities
- b) Room status
- c) Bed linen
- d) Bathroom supplies

2. Which of the following is part of bathroom supplies?

- a) Pillowcase
- b) Laundry bag
- c) Toilet tissue
- d) Stationery

3. Why should the housekeeping trolley be parked in front of the main door?

- a) To decorate the corridor
- b) To block guests from entering
- c) To indicate the room is under service and ensure easy access to supplies
- d) To avoid using the housekeeping storeroom

4. Why should linen not be shaken while removing?

- a) It takes more time
- b) It spreads dust and germs
- c) It damages the fabric
- d) It disturbs the guest

5. How should the top sheet be folded over the blanket or duvet?

- a) At the foot of the bed
- b) At the head of the bed
- c) On the side of the bed
- d) It should not be folded

2. Short Questions

Q1: What should be done if a pillowcase is found stained?

Q2: Name three types of fixtures commonly cleaned in guest rooms.

Q3: Why is it important to handle fresh linen with gloves or clean hands?

Q.4: Why should soiled linen never be placed on the floor?

Q. 5: What action must be taken when a Do Not Disturb (DND) sign is displayed?

Answer Key-2.2

1. Multiple Choice Questions (MCQs)

1. **Before making a room, the first requirement to check is:**

- a) Guest amenities
- b) Room status
- c) Bed linen
- d) Bathroom supplies

Answer: b) Room status

2. **Which of the following is part of bathroom supplies?**

- a) Pillowcase
- b) Laundry bag
- c) Toilet tissue
- d) Stationery

Answer: c) Toilet tissue

3. **Why should the housekeeping trolley be parked in front of the main door?**

- a) To decorate the corridor
- b) To block guests from entering
- c) To indicate the room is under service and ensure easy access to supplies
- d) To avoid using the housekeeping storeroom

Answer: c) To indicate the room is under service and ensure easy access to supplies

4. **Why should linen not be shaken while removing?**

- a) It takes more time
- b) It spreads dust and germs
- c) It damages the fabric
- d) It disturbs the guest

Answer: b) It spreads dust and germs

5. **How should the top sheet be folded over the blanket or duvet?**

- a) At the foot of the bed
- b) At the head of the bed
- c) On the side of the bed
- d) It should not be folded

Answer: b) At the head of the bed

2. Short Questions & Answers

Q1: What should be done if a pillowcase is found stained?

Answer: Replace it with a clean pillowcase immediately.

Q2: Name three types of fixtures commonly cleaned in guest rooms.

Answer: Lamps, mirrors, curtain rods.

Q3: Why is it important to handle fresh linen with gloves or clean hands?

Answer: To prevent contamination and maintain hygiene.

Q4: Why should soiled linen never be placed on the floor?

Answer: Because it contaminates the linen further and creates hygiene issues.

Q. 5: What action must be taken when a Do Not Disturb (DND) sign is displayed?

Answer: Do not enter, record in logbook, and report to supervisor if it persists.

Activity Sheet- 2.2

Task: Carried out room making as per the requirements.

Instructions:				
Read and understand the directions carefully:				
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in perform guest room preparation. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 				
Procedure:				
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 				
Job Specification Information:				
<ul style="list-style-type: none"> ▪ Review room status (vacant, stay-over, occupied, due-out). ▪ Collect necessary linen, tools, and supplies. ▪ Remove soiled linen and replace with fresh bed linen. ▪ Dust, wipe, and sanitize furniture, fixtures, and fittings. ▪ Clean and prepare bathroom with fresh towels and amenities. ▪ Replenish guest supplies (water, tea/coffee set, stationery, minibar). ▪ Arrange furniture neatly and check decorative elements. ▪ Inspect lighting, temperature, and safety features. ▪ Perform final room check to ensure standards and requirements are met. 				
Assessment:				
SL	Cleanliness & Hygiene:		All surfaces, including furniture, floors, and high-touch areas, must be cleaned and disinfected to prevent the spread of germs and ensure a sanitary environment.	
1.	Tidiness & Organization		The room should be free of clutter, with items neatly stored and arranged, and surfaces cleared of unnecessary objects.	
2	Safety.		Floors should be free of hazards like spilled liquids, chips, or debris. Paint or markings should be used to highlight physical hazards	
3	Surface & Floor Maintenance:		Surfaces need to be cleaned and free of fingerprints and soil. Floors should be clean and free of dust, and any damaged or worn flooring, which could pose a tripping hazard, should be replaced.	
4	Waste Management:		Proper procedures for disposing of garbage and used chemicals must be followed in accordance with safety and environmental legislation and enterprise procedures	

5	Lighting: Light-		colored walls and good lighting help create a brighter and more hygienic atmosphere.	brighter
6	Equipment:		All equipment used for cleaning should be cleaned after use and stored in a designated area, ready for re-use.	
7	Housekeeping Standards and Procedures			
8	Enterprise Procedures:		Specific procedures and regulations within the enterprise or institution dictate the exact standards for cleaning and maintaining the room.	
9	Industry Standards:		Housekeeping standards in hotels and similar settings are designed to ensure that rooms meet specific levels of cleanliness and quality for guest or occupant satisfaction.	
10	Inspections:		Housekeeping supervisors are responsible for conducting thorough inspections to ensure that all aspects of the room meet established cleanliness and quality standards.	

Resources Required:

Tools:	Job sheet and Specification sheet
Equipment:	Housekeeping trolley with fresh linen, cleaning supplies, amenities, mop
Machinery:	Vacuum cleaner
Materials:	Cleaning cloths, duster,
Cleaning Agents	Water, detergent, disinfectant, glass cleaner
PPE:	Gloves, apron, protective gear

Job Sheet -2.2

Name of the Job: Carried out room making as per the requirements

Learning outcome: At the end of session trainee/learner will be able to know room making is carried out as per the requirement.

Working Procedure/Step:

1. Inspect & remove workplace hazard
2. Collect Job Sheet and specification sheet
3. Read Job Sheet and specification sheet
4. Collect all as per requirement Chemicals
5. Collect all required linen, tools, and supplies
6. Check cleanliness, safety, and guest-specific requirements.
7. Clean workplace

Specification Sheet 2.2

Job Name: Room making is carried out as per the requirements.

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs
Safety shoe	1pair

Cleaning Agents	Quantity
Detergent	1 ltr
disinfectant	1ltr
glass cleaner	1ltr

Equipment	Quantity
Vacuum cleaner	1pc
broom	1pc
dustpan	1pc
Dry mop	1pc
Wet mop and bucket with wringer	1pc
Toilet brush,	1pc
squeegee	1pc

Materials	Quantity
Cleaning cloths (color-coded)	4 pcs

Information Sheet 3.3

Learning Outcome-3: Carry out bathroom cleaning.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Removing garbage and soiled linens as per workplace standards.
- 3.2 Applying chemical as per required.
- 3.3 Cleaning furniture, fixtures and fittings of bathroom
- 3.4 Cleaning floor and walls
- 3.5 Checked and replenishing amenities and supplies
- 3.6 Identifying and reporting pests
- 3.7 Identifying and reporting any defects or damaged items unusual or suspicious person or items or occurrence

3.1 Removing garbage and soiled linens as per workplace standards

In housekeeping, the **removal of garbage and soiled linens** is a key responsibility to maintain **cleanliness, hygiene, safety, and a professional environment**. Proper disposal prevents bad odors, pests, and cross-contamination, while ensuring the guest room is ready for the next guest.

Purpose of removing garbage and soiled linens

- To maintain hygiene and prevent the spread of germs.
- To eliminate bad odors from guest rooms and corridors.
- To ensure guest comfort and satisfaction.
- To comply with workplace sanitation and safety standards.
- To keep fresh linen and clean supplies free from contamination.



Types of waste and soiled items

- Garbage/waste: food waste, packaging, tissues, disposable items.
- Soiled linen: used bed sheets, pillowcases, blankets, towels, bath mats.
- Other waste: broken items, damaged guest supplies, or used toiletries.

Step-by-step procedure for garbage and soiled linen removal

A. Garbage removal

1. Wear gloves before handling garbage.
2. Collect all trash from bins in guest rooms and bathrooms.
3. Replace bin liners with clean, fresh ones.
4. Transport garbage in designated trash bags or containers.
5. Dispose of garbage in designated disposal areas as per hotel policy (e.g., waste segregation for biodegradable and non-biodegradable).

B. Soiled linen removal

1. Strip the bed carefully to remove soiled sheets, pillowcases, and blankets.
2. Roll linen inward (soiled side inside) to prevent dust and germ spread.
3. Place soiled linen into designated linen bags (never directly on floor or furniture).

4. Separate linen according to type (bed sheets, towels, bath mats, blankets).
5. Transport linen to the soiled linen area/laundry collection point.
6. report any damaged or heavily stained linen for separate treatment.



Safety and hygiene practices

- Always use gloves, mask, and apron when handling garbage or soiled linen.
- Wash hands after handling waste or dirty linen.
- Keep soiled and fresh linen strictly separate.
- Never overfill garbage or linen bags.
- Follow waste segregation policies (biodegradable vs. Recyclable).
- Use closed carts or trolleys to transport soiled items.

Importance in housekeeping operations

- Prevents cross-contamination and spread of infections.
- Keeps guest rooms and corridors clean, odor-free, and presentable.
- Ensures efficient laundry and waste management.
- Promotes environmentally responsible practices through waste segregation.
- Maintains professional hotel image and improves guest satisfaction.

Garbage and soiled linens must be removed promptly and safely using designated bags, trolleys, and disposal areas, following hygiene, safety, and workplace standards to ensure a clean and healthy hotel environment.

3.2 Applying chemical as per required

Chemicals are an essential part of housekeeping because they make cleaning faster, more effective, and more hygienic. However, the wrong chemical, incorrect dilution, or unsafe handling can cause health risks, surface damage, and guest complaints. That's why housekeeping staff must know what chemical to use, when to use it, and how to use it safely.

Objectives of applying chemicals

- Remove stains, dirt, grease, and dust effectively.
- Destroy harmful microorganisms and prevent cross-contamination.
- Maintain the appearance and quality of surfaces, fabrics, and furnishings.
- Reduce cleaning time and effort by using the right product.
- Ensure guest safety and satisfaction through hygienic standards.



Principles of applying chemicals

1. Right chemical – right purpose

- Match chemical to the surface and type of dirt (e.g., toilet cleaner for wc, not for marble).

2. Right concentration

- Always dilute as per manufacturer's instructions. Over-concentration = surface damage & health hazard.

3. Right method

- Apply with correct tools (spray bottle, mop, sponge, brush).

- Avoid direct contact with skin or eyes.
- 4. Right contact time**
- Disinfectants must stay on the surface for a few minutes to kill germs effectively.
- 5. Right safety practice**
- Wear gloves, goggles, and masks where needed.
- Ensure room is well-ventilated while applying chemicals.

Standard procedure for applying chemicals

- 1. Preparation**
 - Collect required chemicals and tools on the housekeeping trolley.
 - Read product label for dilution ratio and instructions.
 - Wear ppe (gloves, apron, mask).
- 2. Application**
 - Spray or apply chemical on surface using cloth, sponge, or mop.
 - For tough stains, leave chemical to act for the recommended contact time.
 - Scrub or wipe as needed.
- 3. Finishing**
 - Rinse or wipe surface if required.
 - Dry surface to avoid streaks, watermarks, or slippery floors.
- 4. Post-use**
 - Store chemicals in original labeled containers.
 - Keep away from food, linen, and guest areas.
 - Report any unusual surface damage or reaction to supervisor.

Safety guidelines (workplace standards)

- Do not mix chemicals (e.g., bleach + acid → toxic fumes).
- Always add chemical to water (not water to chemical) when diluting.
- Label all secondary containers (e.g., spray bottles).
- Store in a locked, ventilated chemical storage room.
- Keep MSDS (Material Safety Data Sheet) for all chemicals on site.
- Train staff regularly on chemical handling.

Importance of correct chemical use

- Prevents damage to hotel property (e.g., marble stained by acid).
- Protects guest health and staff safety.
- Ensures hygiene standards and prevents cross-contamination.
- Improves cleaning efficiency and quality.
- Enhances hotel reputation by providing a clean, safe environment.

Applying chemicals “as required” in housekeeping means using the correct type of chemical, in proper dilution, with safe methods, and for the right purpose, ensuring cleanliness, hygiene, safety, and guest satisfaction while maintaining workplace standards.

3.3 Cleaning furniture, fixtures and fittings of bathroom

Cleaning the bathroom furniture, fixtures, and fittings is one of the most important duties of housekeeping. Bathrooms are considered high-use, high-risk areas for germs, stains, and odors. They must be kept spotless, sanitized, and pleasant-smelling to meet hotel hygiene and comfort standards.



Purpose of Cleaning Bathroom Furniture, Fixtures, and Fittings

- To maintain hygiene and prevent spread of bacteria and viruses.
- To keep the bathroom fresh, odor-free, and presentable for guests.
- To preserve the quality and lifespan of fixtures (taps, showers, tiles).
- To ensure guest comfort and satisfaction.
- To uphold hotel cleanliness standards.

Items included in bathroom furniture, fixtures, and fittings

- Furniture: Bathroom stool, vanity table, cabinets, or shelves.
- Fixtures: Wash basin, shower, bathtub, toilet bowl, urinals.
- Fittings: Mirrors, taps, showerheads, flush handles, towel rails, soap holders, dispensers, light fittings.

Step-by-step cleaning procedure

A. Preparation

1. Collect bathroom cleaning tools (brush, mop, sponge, duster).
2. select and prepare chemicals (toilet cleaner, disinfectant, glass cleaner, descaler).
3. Wear ppe (gloves, mask, apron).
4. Ventilate bathroom (open exhaust fan or door).

B. Cleaning process

1. Remove waste and used items
 - Collect used towels, bath mats, and toiletries.
 - Empty bins and replace liners.
2. Clean furniture (shelves, cabinets, vanity area)
 - Wipe with damp cloth and mild detergent.
 - Remove dust, stains, and watermarks.
3. Clean fixtures (toilet, sink, shower, bathtub)
 - Apply toilet cleaner inside wc bowl and scrub with brush.
 - Use disinfectant on sink and bathtub.
 - Remove limescale using descaler on taps and showerheads.
 - Rinse thoroughly to avoid residue.

Clean fittings (mirrors, taps, towel racks, handles)

- Spray glass cleaner on mirrors and polish streak-free.
- Wipe and shine taps, showerheads, and rails with disinfectant/polish.
- clean soap holders, dispensers, and flush handles.

Floor and wall cleaning

- Mop floor with disinfectant solution.
- Scrub tiles and grout to remove stains.

Final touches

- Replace fresh towels, bath mats, and toiletries.
- Ensure all fittings are dry, shiny, and free from watermarks.
- Spray air freshener for pleasant smell.

Post-cleaning

- Wash and store cleaning tools properly.
- Return chemicals to storage area.
- Wash hands thoroughly after cleaning.



Safety and hygiene standards

- Always use gloves when handling toilet cleaners and disinfectants.
- Never mix chemicals (to avoid harmful reactions).
- Ensure bathroom is dry after cleaning to prevent slips.
- Dispose of waste properly.
- Follow correct dilution for chemicals to avoid surface damage.

Importance of bathroom furniture, fixture, and fitting cleaning

- Prevents germ growth and bad odor.
- Creates a positive guest impression (clean bathrooms = clean hotel image).
- Reduces maintenance costs by preventing buildup of stains and scale.
- Ensures health and safety for guests and staff.
- Improves overall cleanliness rating of the hotel.

Cleaning of bathroom furniture, fixtures, and fittings involves removing waste, scrubbing and disinfecting toilets, sinks, showers, mirrors, taps, and shelves, and polishing fittings, while maintaining hygiene, safety, and guest comfort.

3.4 Cleaning floor and walls

Floors and walls are the largest visible surfaces in guest rooms, bathrooms, lobbies, and other hotel areas. Their cleanliness reflects the overall hygiene and standard of the hotel. Regular and proper cleaning not only keeps them spotless and hygienic but also preserves their appearance and durability.



Purpose of cleaning floors and walls

- To maintain hygiene and sanitation by removing dirt, dust, and germs.
- To create a neat, attractive, and welcoming environment for guests.
- To prevent slips, falls, and accidents caused by dirty or wet floors.
- To prolong the lifespan of flooring and wall materials.
- To prevent stains, odors, and pest infestation.

Types of floor surfaces in hotels

- Hard floors: marble, granite, ceramic tiles, vinyl, wood, terrazzo.
- Soft floors: carpets, rugs, mats.
- Semi-hard: wooden, parquet

Types of wall surfaces in hotels

- Painted walls
- Tiled walls (mostly in bathrooms and kitchens)
- Wallpapered walls
- Wooden/panel walls

The condition of floors depends on how well they are cleaned and maintained. Without proper maintenance, floor will wear easily and will lose their beauty. Bigger expense is incurred when floors are made to undergo frequent repair or replacement.

Floors should not only look clean shiny, but should also be in good condition — not broken, torn or damaged so as not to cause accidents. Cracks splintered and other problems should be repaired as soon as possible. Loose or defective floor tiles should be replaced.

Types of floors	Daily Maintenance
1. Hard Floors: Marble and cemented floors	Sweeping — daily Damp mopping — as needed Plain polishing — daily Stripping and finishing — periodically Brushing with a push brush Wet mopping
2. Vinyl/Resilient Floors	Sweeping — daily Damp mopping — as needed; Spray buffing and polishing as needed Vacuuming of corners — daily
3. Wood and Parquet	Sanding — initial application Sweeping — daily Spray buffing and polishing as needed Vacuuming of corners — daily Dust mopping — daily
4. Carpet	Vacuuming — daily Shampooing — when heavily soiled Extraction — when the soil has penetrated inner layers which can only be removed through extraction.

Cleaning methods for floors



A. Daily Cleaning









- Sweeping/Dusting: Remove dust and debris using a broom, dust mop, or vacuum.
- Mopping: Damp mop with a neutral detergent for tiled or vinyl floors.
- Vacuuming: For carpeted floors to remove dust, dirt, and allergens.

B. Periodic/Deep Cleaning

- Scrubbing: Use scrubber machine or hand brush for stained areas.
- Polishing/Waxing: For marble, wooden, and vinyl floors to restore shine.
- Carpet Shampooing/Steam Cleaning: For carpets to remove deep stains and odors.

Types of floor cleaning and maintenance

Types of floor cleaning	Equipment needed	Picture
1. Sweeping — removing dirt and trash from floors using sweepers and dust pan.	Soft broom for fine surfaces like cemented floors, vinyl. Stick broom for hard surfaces like grounds. Carpet sweeper for carpets	
2. Dust mopping — dusting away dirt on floors using mops.	Dry mop handle	

<p>3. Damp mopping — mopping the floor with lightly wet mop to clear the floor of dirt and soil.</p>	<p>Mop with handle Mop must be squeezed tightly on the wringer to prevent dripping Mop wringer</p>	
<p>4. Sprayer buffing-spraying the floor with a buff finish to retouch it and keep the gloss.</p>	<p>Sprayer buff finish steel wool Nylon pads</p>	
<p>5. Plain polishing — retouching the shine of floors by polishing with a polisher. The floor does not need to undergo stripping and sealing.</p>	<p>Floor Polisher — machine For manual polishing — Use abaca foot pad; or coconut husk</p>	
<p>6. Floor Stripping — requires application of stripping solution</p>	<p>Finishing solution Mop with handle Mop wringer</p>	
<p>7. Finishing Floor— performed on floors that are stripped of old wax and dirt and sealed for protection. The finishing is accomplished through the application of wax or floor shine and polishing thereafter using a floor polisher.</p>	<p>Paste/liquid wax Floor Polisher</p>	
<p>8. Wet mopping — mopping the floor using highly wet (but not dripping) mop</p>	<p>Mop Mop wringer Caution sign</p>	
<p>9. Shampooing — removal of embedded dirt and stains using carpet shampoo either manually or by the use of a machine. This process applies to carpets.</p>	<p>Push brush Carpet shampoo Pail of water</p>	
<p>10. Vacuuming - elimination of embedded dirt on floors using a vacuum cleaner</p>	<p>Ordinary vacuum cleaner or Hydro-v ac (wet and dry vacuum for wet and dry surfaces)</p>	

Cleaning methods for walls

- Dusting/Wiping: Use duster or damp cloth for painted and paneled walls.
- Spot Cleaning: Remove marks, stains, or fingerprints with mild detergent.
- Bathroom Walls (Tiles): Scrub with disinfectant or descaler to remove soap scum, mold, and mildew.
- Wallpapered Walls: Gently wipe with damp sponge (check material suitability).



Wall cleaning and maintenance:

To clean walls, first dust the wall to remove cobwebs and surface dust. Then, use a mild solution of dish soap and warm water with a soft cloth or sponge, working from top to bottom. For tougher stains, a paste of baking soda and water or a specialized cleaner can be used. After cleaning, rinse the area with a clean, damp cloth and allow the walls to air dry completely. Always test the cleaning solution in an inconspicuous area first to avoid damaging the paint.

Step-by-step guide to cleaning walls:

1. Dust the walls: Begin by dusting the walls to remove any loose dirt, cobwebs, and dust. Use a dry microfiber cloth or the brush attachment on your vacuum.
2. Prepare a cleaning solution: Mix a few drops of mild dish soap in a bucket of warm water.
3. Clean the walls: Dip a soft sponge or microfiber cloth into the soapy water, wring out the excess liquid, and gently wipe the walls in a top-down direction.
4. Rinse the walls: After cleaning a section, wipe the area with a clean, damp cloth to remove any soap residue.
5. Allow to dry: Let the wall air dry completely.

Tips for specific situations:

- Stubborn stains: For stubborn spots, you can use a paste of baking soda and water and gently scrub the area.
- Greasy walls: A solution of white vinegar (1/2 cup) and baking soda (1/4 cup) in a gallon of warm water can be effective for greasy kitchen walls.
- Flat paint: Be very gentle when cleaning flat or matte paint, as it can be easily damaged by scrubbing. Spot clean only and use a slightly damp cloth.
- Test solutions: Always test your cleaning solution on a small, hidden area of the wall first to ensure it doesn't cause streaks or paint damage.

Cleaning methods for walls

- Dusting/Wiping: Use duster or damp cloth for painted and paneled walls.
- Spot Cleaning: Remove marks, stains, or fingerprints with mild detergent.
- Bathroom Walls (Tiles): Scrub with disinfectant or descaler to remove soap scum, mold, and mildew.
- Wallpapered Walls: Gently wipe with damp sponge (check material suitability).

Cleaning floors and walls involves dusting, mopping, scrubbing, disinfecting, and polishing using the right methods and chemicals according to the surface type, ensuring a safe, hygienic, and visually appealing environment for guests.

3.5 Checked and replenishing amenities and supplies

In hotel housekeeping, amenities and supplies refer to the items provided in guest rooms and bathrooms to ensure comfort, convenience, and satisfaction. Checking and replenishing these items is an essential part of room preparation and servicing, as it reflects the quality of service and attention to detail offered by the establishment.



Purpose of checking and replenishing amenities

- To meet hotel standards and guest expectations.
- To ensure guests have all necessary items during their stay.
- To maintain consistency in room presentation.
- To avoid guest complaints or dissatisfaction.
- To promote hygiene and guest comfort.

Note that the list may vary depending on the workplace policies and standards. Those with are standard amenities for all commercial lodging houses.

Items and Supplies	Location	Purpose
A Bed Room Amenities		
DND (Do Not Disturb)	Door knob	For the guest to signal that he does not want to be disturbed. In such case, room make up should be deferred.
Make up sign	Door knob	Hanged when the guest wants to request for room cleaning.
Closet with at least 6 hangers	Inside the bedroom	For hanging clothes
Beds: Single bed 36" x 75" Double bed 54" x 75" Queen bed 60"x 80" King bed 78" x 80"	Inside the bedroom	For sleeping
Bed linen: Bed skirting or flounce	Encased into the box spring (if the bed has a box spring)	To cover the box spring
Bed pad	Encased right on top of the mattress	To protect the mattress from getting stained.
Bed sheet Size: allocate an allowance of 20-25 inches over bedside (on all sides) this depends on size of mattress.	On top of the bed pad 2 bed sheets per bed for regular guest, 3 for	To cover the bed and to ensure the guest's comfort
Bed cover	On top of the finished bed	To protect the linen from dirt and make the bed look more presentable.
Pillow with a pillow slip and pillow case one per occupant 2 for double and matrimonial beds.	Top of the bed in front of the Head board	For guest comfort

Shoehorn and shoe cloth	Inside the closet	Cloth is for polishing shoes, horn for fitting shoes.
Luggage rack	Between closet and dresser	For placing guest luggage
Dresser table with vanity mirror and dresser lamp	Inside the bedroom	
TV set	Top of dresser table or hand at eye level.	For guest entertainment and relaxation.
Night table with night table lamp on top of the table is a telephone, in house telephone directory, room service menu; under the table is a safety.	In between the 2 beds	Container for telephone and other amenities.
Guest folder or compendium. Contains envelope, stationary, ball pen, post card, directory of hotel services, guest comment survey, "where to find me"	On top of dresser table or writing table.	Guest folder is used for standard room; compendium for VIP and Deluxe / suite rooms.
Dresser chair	Under the dresser	
Coffee table and 2 easy chairs ashtray and match on top of the table.	In between 2 easy chairs.	To serve as working table and serving coffee and room service orders.
Floor lamp	Back of coffee table	Serve to light the room
Service tray with thermo jug filled with cold water; 2 covered glasses.	Top of dresser table or coffee table	
Side table	On the side of the double beds	Used only when double bed is used
Room service menu	Drawer of the night table or on top of coffee table.	Reference in placing room service orders.
Directory of Hotel Services	Top of the table or inside the compendium (if any) some use a tent card placed on top of the TV or dresser.	Provides information on the available products/services in the hotel like sauna, food outlets, entertainment, etc.
House Rules	Usually posted at the back of the door entrance	To orient guest on house policies for occupants.
Telephone with in house telephone directory	Top of the table or any place that is convenient to reach.	For reference in case guest wants assistance.
Safety handbook containing safety tips during emergencies	Drawer or top of table or inside guest folder or compendium.	Provides guidelines to the guest in case of an emergency.

Fire exit directional signs	Posted at the back of the entrance door	To give directions for evacuation during fires.
Bathroom Amenities:		
Bathroom Linen Bath towel 25" x 54" 500 gms Hand towel 18" x 33' 150 gms Face towel — 13" x 13" 60 gms 2 towel per room for 1 set 1 towel per occupant	Neatly folded in the towel rack	For use in bathing
Bath mat 30" 450 gms	To be hanged on the side of bath tub	To protect guest from slips from the floors and also from cold floors.
Hair shampoo and conditioner	Usually, part of the amenity tray or amenity basket	For shampooing hair
Shower cap	Also, part of the amenity tray	For daily shower — as cover for hair during shower.
Soap (must be sealed) 1 soap per occupant	On top of the soap dish One in lavatory and another one beside bathtub or shower.	
Toilet tissue	Rolled into the tissue dispenser inside bathroom	For toilet use
Facial Tissue	Inside the dispenser	For facial use
Garbage can, underlined with plastic liner	One in the bathroom One inside the bedroom	For garbage disposal
Laundry bag	Folded and neatly placed inside the drawer of dresser	For placing items for laundry
Pressing / Laundry List	Inside the drawer with the laundry bag.	Contains price for laundry and pressing
Morning Kit (small package of toothbrush and toothpaste)	Placed in the amenity tray	For morning use
Shaving kit contains shaver and shaving cream	Placed in the amenity tray or Amenity basket	For morning use
Sanitary bag	In the sanitary bag holder (bath room).	For wrapping sanitary napkin
Luxury Amenities — for deluxe room:		
Bubble bath (if bath tub is installed).	Inside bathroom	For use at the bath tub
Bath robe	In a bathrobe tray	Bathroom use
Slipper	Inside closet	
Sewing kit	Together with laundry bag	

Water heater with 2 cups and saucer, teaspoon and sachet of coffee, tea, creamer and sugar.		
Hand and body lotion and cologne	Inside basket of amenities in the bathroom.	
Body scrub	Beside bath tub or shower	
Fruit basket	Top of coffee table	
Hair dryer	Bathroom	

Step-by-step procedure for checking and replenishing

1. Check the Housekeeping Trolley:
 - Ensure adequate supplies and amenities are carried before servicing rooms.
2. Inspect the Guest Room:
 - Check used, missing, or low-stock amenities.
 - Remove soiled or half-used toiletries.
3. Replenish Supplies:
 - Replace items according to the hotel's standard setup.
 - Ensure proper quantity (e.g., 2 bottles of water, 2 soaps, 1 shampoo depending on policy).
4. Arrange Neatly:
 - Position amenities in designated spots (e.g., water bottles on bedside table, towels folded properly, toiletries on vanity).
5. Check Expiry Dates:
 - Ensure all consumables (water, coffee, toiletries) are within expiry date.
6. Final Inspection:
 - Cross-check with standard room checklist to confirm all amenities are in place.

Importance of standardization

Hotels usually have an **Amenity and Supply Checklist/Par Stock List** that guides housekeeping staff on:

- Which items to place in the room.
- How many quantities per room type (single, double, deluxe, suite).
- Exact placement for neatness and consistency.

Safety and Hygiene Considerations

- Never reuse leftover guest amenities (e.g., soap, shampoo, tissues).
- Handle fresh supplies with clean hands/gloves.
- Dispose of used or half-empty items properly.
- Replace bin liners when replenishing garbage bins.

Checking and replenishing amenities and supplies is about ensuring that **all required items are available, clean, fresh, and properly arranged** in guest rooms and bathrooms according to **hotel standards**, contributing to **guest satisfaction and positive experience**.

3.6 Identifying and reporting pests

In the hospitality industry, maintaining a clean, hygienic, and pest-free environment is essential for guest satisfaction and health. Housekeeping staff play a key role in the early detection of pests because they visit and inspect rooms, bathrooms, and common areas daily. Prompt

identification and reporting of pests prevents damage, contamination, and negative guest experiences.



Purpose of pest identification and reporting

- To protect the health and safety of guests and staff.
- To maintain cleanliness, hygiene, and hotel reputation.
- To prevent damage to property, furniture, and supplies.
- To avoid food contamination and spread of diseases.
- To support the pest control program of the hotel.

Common types of pests found in hotels

In guest rooms & furniture:

- Bedbugs – hide in mattresses, headboards, bed linens, and upholstery.
- Cockroaches – found in cracks, bathrooms, and pantries.
- Ants – attracted to leftover food and sweet substances.
- Termites – damage wooden furniture and fixtures.



In food & pantry areas:

- Rodents (rats/mice) – chew on food packages, wires, and furniture.
- Flies – contaminate food and spread bacteria.

In Bathrooms:

- Mosquitoes – breed in standing water.
- Cockroaches – thrive in damp, dark places.

Signs of Pest Infestation

- Droppings, eggs, or dead pests.
- Bite marks on furniture, paper, or fabric.
- Strange smells (e.g., musty odor from cockroaches).
- Bloodstains or black spots on bed linens (bedbugs).
- Holes or tunnels in wood (termites).
- Guest complaints about bites or sightings.



Procedure for housekeeping staff

1. Observation During Cleaning:
 - Inspect bed linens, mattresses, corners, and hidden areas.
 - Check bathrooms, closets, pantries, and waste bins.
2. Identification:

- Recognize pest type and level of infestation (minor/major).

3. Reporting:

- Immediately report findings to the supervisor or housekeeping control desk.
- Record details in the maintenance logbook (room number, type of pest, evidence found).

4. Follow-Up Action:

- Supervisor coordinates with Pest Control/Engineering Department.
- Pest control treatment is scheduled during non-occupancy or with guest relocation if required.

Safety and hygiene practices

- Do not attempt to apply pest chemicals without authorization.
- Always use gloves when handling linens or cleaning suspected pest-infested areas.
- Keep food and waste bins covered to discourage pests.
- Ensure proper ventilation and dryness in rooms and bathrooms.

Housekeeping staff must stay alert to signs of pests such as **bedbugs, cockroaches, rodents, and ants**, and **immediately report** them to supervisors for action. This ensures **guest safety, hygiene, and a positive hotel image**.

3.7 Identifying and reporting any defects or damaged items unusual or suspicious person or items or occurrence

Housekeeping staff are the eyes and ears of the hotel, as they enter guest rooms and service areas daily. Besides cleaning, they also play an important role in safety, security, and maintenance reporting. Identifying and reporting anything unusual ensures that the property remains safe, well-maintained, and secure for both guests and staff.



Purpose of identification and reporting

- To maintain the safety and security of guests, staff, and property.
- To ensure damaged items are repaired or replaced promptly.
- To detect suspicious activity or items that may pose risks.
- To assist in crime prevention and emergency preparedness.
- To uphold the hotel's reputation and guest confidence.

Examples of defects or damaged items

- Broken furniture (chairs, tables, bed frames).
- Faulty fixtures (lamps, locks, faucets, showers).
- Malfunctioning equipment (tv, ac, minibar fridge).
- Cracked tiles, peeling paint, torn carpets or curtains.
- Electrical issues (loose wires, damaged plugs).

Examples of unusual or suspicious items/occurrences

- Abandoned or unattended bags, packages, or boxes.
- Guest belongings left in strange locations.
- Signs of forced entry, tampered locks, or broken doors/windows.
- Strange odors (e.g., gas smell, burning smell, strong chemicals).
- Unusual behavior from guests or non-guests (loitering, trying to enter restricted areas).
- Discovery of prohibited items (weapons, illegal drugs).

Responsibilities of housekeeping staff

Observation

- Always stay alert during cleaning and room inspections.
- Check furniture, fixtures, equipment, and guest belongings left behind.

Identification

- Recognize what is normal versus unusual.
- Confirm the defect or suspicious activity without touching or disturbing.



Reporting

- Immediately report to the supervisor, housekeeping control desk, or security department.
- Record details: room number, location, type of damage/suspicion, time of discovery.
- Do not attempt to repair major defects or handle suspicious items personally.

Follow-up

- Supervisor escalates to the appropriate department (engineering for defects, security for suspicious items/occurrences).

Safety and security precautions

- Do not touch or move suspicious items.
- Avoid discussing findings with other guests.
- Place out-of-order signs for broken equipment until repaired.
- Ensure quick communication with supervisors/security.
- Always prioritize personal safety when reporting suspicious persons.

Housekeeping staff must be observant and responsible in identifying defects, damages, unusual items, or suspicious occurrences, and must report immediately to supervisors or security without interfering directly. This ensures safety, security, and smooth hotel operations

Self-check-2.3

1. Multiple Choice Questions (MCQs)

1. Why should soiled linens be rolled with the soiled side inward?

- a) To make it easier to carry
- b) To prevent contamination and dust spread
- c) To make laundry faster
- d) To save storage space**

2. Garbage should be disposed of:

- a) In guest bathroom bins
- b) In the laundry room
- c) In designated waste disposal areas
- d) In linen storage

3. What is the correct way to dilute chemicals?

- a) Add water to chemical

- b) Add chemical to water
- c) Mix two chemicals together
- d) Use without dilution

4. Why should PPE be worn when applying chemicals?

- a) To look professional
- b) To prevent contact with harmful substances
- c) To work faster
- d) To avoid spilling

5. Mixing bleach and acid together may cause:

- a) Good cleaning effect
- b) Pleasant smell
- c) Dangerous fumes
- d) Faster cleaning time

6. Which chemical is best for cleaning mirrors?

- a) Disinfectant
- b) Toilet cleaner
- c) Glass cleaner
- d) Detergent

7. What should be done first before cleaning a bathroom?

- a) Replace toiletries
- b) Remove used towels and garbage
- c) Spray air freshener
- d) Polish mirrors

8. What is the first step in cleaning a hotel floor?

- a) Mopping
- b) Sweeping or vacuuming
- c) Spraying disinfectant
- d) Scrubbing with machine

9. Why is a wet floor sign important?

- a) To warn guests and staff about slippery conditions
- b) To advertise cleaning products
- c) To decorate the hallway
- d) To mark finished work

10. Which of the following should never be reused?

- a) Laundry bag
- b) Half-used soap
- c) Sewing kit
- d) Telephone directory

Answer Key-2.3

1. Multiple Choice Questions (MCQs)

1. Why should soiled linens be rolled with the soiled side inward?

- a) To make it easier to carry
- b) To prevent contamination and dust spread
- c) To make laundry faster
- d) To save storage space**

Answer: b) To prevent contamination and dust spread

2. Garbage should be disposed of:

- a) In guest bathroom bins
- b) In the laundry room
- c) In designated waste disposal areas
- d) In linen storage

Answer: c) In designated waste disposal areas

3. What is the correct way to dilute chemicals?

- a) Add water to chemical
- b) Add chemical to water
- c) Mix two chemicals together
- d) Use without dilution

Answer: b) Add chemical to water

4. Why should PPE be worn when applying chemicals?

- a) To look professional
- b) To prevent contact with harmful substances
- c) To work faster
- d) To avoid spilling

Answer: b) To prevent contact with harmful substances

5. Mixing bleach and acid together may cause:

- a) Good cleaning effect
- b) Pleasant smell
- c) Dangerous fumes
- d) Faster cleaning time

Answer: c) Dangerous fumes

6. Which chemical is best for cleaning mirrors?

- a) Disinfectant
- b) Toilet cleaner
- c) Glass cleaner
- d) Detergent

Answer: c) Glass cleaner

7. What should be done first before cleaning a bathroom?

- a) Replace toiletries

- b) Remove used towels and garbage
- c) Spray air freshener
- d) Polish mirrors

Answer: Remove used towels and garbage

8. What is the first step in cleaning a hotel floor?

- a) Mopping
- b) Sweeping or vacuuming
- c) Spraying disinfectant
- d) Scrubbing with machine

Answer: b) Sweeping or vacuuming

9. Why is a wet floor sign important?

- a) To warn guests and staff about slippery conditions
- b) To advertise cleaning products
- c) To decorate the hallway
- d) To mark finished work

Answer: a) To warn guests and staff about slippery conditions

10. Which of the following should never be reused?

- a) Laundry bag
- b) Half-used soap
- c) Sewing kit
- d) Telephone directory

Answer: b) Half-used soap

Activity Sheet- 2.3

Task: Clean Floors and Walls

Instructions:			
Read and understand the directions carefully:			
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in perform guest room preparation. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 			
Procedure:			
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 			
Job Specification Information:			
<ul style="list-style-type: none"> ▪ Collect and prepare tools, chemicals, and PPE. ▪ Remove movable furniture and obstacles. ▪ Sweep, dust, or vacuum the floor. ▪ Mop or scrub the floor with the correct cleaning solution. ▪ Wipe or scrub walls depending on type (painted, tiled, wallpapered). ▪ Rinse and dry surfaces as needed. ▪ Replace furniture and check the area for safety and cleanliness 			
Assessment:			
SL			
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Resources Required:			
Tools:		Job sheet and Specification sheet	
Materials:		Broom, dustpan, vacuum cleaner, Mop, bucket, floor scrubber, Brushes and microfiber cloths, Neutral detergent, disinfectant, descaler (for tiles), PPE: gloves, apron, mask, non-slip shoes, Wet floor signage	

Job Sheet -2.3

Job Name: Clean Floors and Walls

Working Procedure:

2. Wear PPE and place wet floor signage.
3. Remove obstacles and movable furniture.
4. Sweep/vacuum the floor.
5. Mop with detergent or scrub if heavily soiled.
6. Clean walls top to bottom (dusting, wiping, scrubbing).
7. Pay attention to corners, edges, and skirting boards.
8. Rinse if required and dry thoroughly.
9. Replace furniture and check final appearance

Specification Sheet 2.3

Job Name: Clean Floors and Walls

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs
Safety shoe	1pair

Cleaning Agents	Quantity
Detergent	1 ltr
disinfectant	1ltr

Equipment	Quantity
Vacuum cleaner	1pc
broom	1pc
dustpan	1pc
Dry mop	1pc
Wet mop and bucket with wringer	1pc
Wet floor signage	1pc

Materials	Quantity
Cleaning cloths (color-coded)	4 pcs

3. **Verification:** Staff checks the slip and clothes to confirm accuracy (without touching too much for hygiene reasons).
4. **Tagging & Recording:** Clothes are tagged with room number or barcode, and details are recorded in the laundry logbook/system.
5. **Delivery to Laundry Section:** Bag and slip are sent to the laundry section for washing, pressing, or dry-cleaning.
6. **Billing:** Charges are posted to the guest's account based on the slip.

Guest Service Standards

- Always handle guest clothes carefully and respectfully.
- Never mix clothes of different guests in one bag.
- Ensure laundry slips are properly filled.
- Confidentiality is maintained (no sharing details about guest clothes).
- Inform guests politely if the slip is missing or unclear.

Safety and Hygiene Considerations

- Use gloves if clothes are heavily soiled.
- Keep laundry bags separate from hotel linen collection.
- Immediately report if suspicious or prohibited items are found inside bags (e.g., sharp objects, strong chemicals).

Laundry bags and slips are essential tools in guest laundry service. They help in **organized collection, proper documentation, hygiene maintenance, and error-free billing**, while ensuring a smooth and professional guest experience.

4.2 Guest cloths are collected and sorted and marked:

Guests have a certain expectation when sending their clothes for laundry, that it will be done efficiently and competently. Also, you need to ensure that the guest's laundry is delivered back to them according to their expectations with no damage or loss will occur. Referred to as the finishing process and that's involve.

In hotels, providing guest laundry service is an essential part of maintaining high standards of comfort and convenience. When guest clothes are collected, it is important that the process is carried out carefully and systematically to ensure efficiency and avoid errors. Laundry bags and slips are first collected from guest rooms as per the request or scheduled service. The clothes are then inspected for any stains, tears, or special care instructions. This initial check helps housekeeping staff to identify items that require special treatment and to ensure that no prohibited or dangerous items are included in the laundry.



Purpose of Collecting, Sorting, and Marking Guest Clothes

After collection, guest clothes are sorted according to various factors such as type of clothing, color, fabric type, and the type of service requested. Sorting ensures that delicate fabrics are handled carefully, white and colored items do not cause color transfer during washing, and similar types of garments are processed together. It also helps in prioritizing services such as dry cleaning, steam pressing, or express service. Proper sorting makes the laundry process more organized and efficient, reducing the risk of damage or mistakes.

- To **maintain hygiene and cleanliness** of guest clothes.

- To **ensure correct processing** (wash, dry-clean, press, or special instructions).
- To **avoid mix-ups** between different guests' clothes.
- To **track clothes accurately** for billing and delivery.
- To **protect guest satisfaction** and hotel reputation.

Steps in Collection of Guest Clothes

1. Collection from Room:

- Housekeeping or laundry staff collect laundry bags from guest rooms, as per guest request or hotel schedule.
- Check the **laundry slip/form** for details.

2. Inspection:

- Quickly inspect clothes for stains, tears, or special instructions.
- Ensure no **prohibited or dangerous items** are included.



Sorting of Guest Clothes

Guest clothes are sorted based on:

- **Type of Clothing:** Shirts, trousers, dresses, undergarments, towels, etc.
- **Color:** Whites, darks, colored fabrics (to prevent color bleeding).
- **Fabric Type:** Cotton, silk, wool, synthetics, delicate fabrics.
- **Service Required:** Wash, dry-clean, steam press, ironing only, express service.
- **Special Instructions:** Stains, repairs, folding preference, or guest-specific requests.

Why Sorting Matters:

- Prevents **color transfer** during washing.
- Ensures **proper care of delicate fabrics**.
- Makes laundry **efficient and organized**.

Marking of Guest Clothes

- Clothes are **tagged, labeled, or marked** with guest details:
 - Guest name and room number
 - Type of service requested
 - Special instructions (stain treatment, delicate fabric care)
- Methods of marking:
 - **Laundry tags attached** to items.
 - **Barcode stickers** linked to the guest laundry slip.
 - **Clips or strings** for delicate items.
- Ensures **tracking and accountability** throughout laundry processing.

Once sorted, guest clothes are marked or tagged to maintain clear identification and tracking. The markings typically include the guest's name, room number, type of service, and any special instructions. This can be done using laundry tags, barcode stickers, or clips for delicate items. Marking is crucial to ensure that clothes are correctly processed, tracked through the laundry workflow, and returned to the correct guest without errors.

- Clothes are **collected on time** and **handled carefully**.
- Proper sorting prevents damage or color mixing.
- Marked clothes can be **tracked accurately** in the laundry process.

The process of collecting, sorting, and marking guest clothes ensures that **laundry is processed efficiently, safely, and accurately**, while **maintaining guest satisfaction and protecting hotel reputation**.

4.3 Guest's cloths are delivered to laundry department:

Once guest clothes are properly collected, sorted, and marked, the next step in the housekeeping process is delivering them to the **laundry department**. This step ensures that the clothes are processed in a timely, efficient, and organized manner according to the guest's requested service. Housekeeping staff are responsible for handling the clothes carefully to prevent any damage, loss, or mix-up during transportation from the guest room to the laundry section.

Purpose

Delivering guest clothes to the laundry department ensures that the items are **processed efficiently, accurately, and hygienically** according to guest requirements. It helps maintain accountability, prevents loss or damage, and upholds hotel service standards.



Preparation for Delivery

Before delivery, housekeeping staff verify that each laundry bag has a **laundry slip or tag** detailing the guest's name, room number, type of clothing, and the specific service requested. This step ensures that the laundry department can handle each item correctly and reduces the risk of errors or misplacement.

Transport to Laundry Department

Guest clothes are transported using **clean trolleys or secure containers** to prevent soiling or contamination. Staff handle the items carefully to maintain hygiene and avoid damage. Heavy or bulky bags should be carried safely, following proper lifting techniques to prevent injury.

Handover and Documentation

Upon arrival at the laundry section, the bags and slips are handed over to the **designated laundry personnel**. The handover is recorded in a **logbook or system**, noting the time, room number, and any special instructions. Any missing, damaged, or unusual items are reported immediately to the housekeeping supervisor.

Proper delivery of guest clothes ensures a **smooth laundry workflow**, prevents delays in processing, and maintains accurate tracking for each item. It also guarantees that laundered clothes are returned to the guest **clean, undamaged, and on time**, contributing to overall **guest satisfaction** and maintaining the hotel's reputation for quality service

laundry room checklist

- Washer
- Dryer
- Detergent
- Fabric softener
- Stain remover
- Sift ruler
- Ironing board
- Iron
- Clothesline
- Hangers
- Laundry basket
- Trash can
- Cleaning supplies
- Folding table
- Storage bins

additional:

notes:

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Self-Check -2.4

Short Questions:

1. Why should housekeeping staff not mix clothes from different guests in one bag?
2. What factors should be considered when sorting guest clothes?
3. How does marking or tagging guest clothes help the laundry department?
4. How does proper documentation help in guest laundry service?
5. Mention two ways to ensure guest clothes are transported safely to the laundry department.

Answer Key -2.4

1. Short Answer Questions:

1. Why should housekeeping staff not mix clothes from different guests in one bag?

Answer: Mixing clothes may lead to loss, confusion, or billing errors and may affect the quality of laundry service for individual guests.

2. What factors should be considered when sorting guest clothes?

Answer: Clothes should be sorted by type, color, fabric, and type of service requested to prevent damage, color transfer, and ensure proper handling.

3. How does marking or tagging guest clothes help the laundry department?

Answer: Marking identifies each item with the guest's details and service requested, allowing accurate processing, tracking, and delivery.

4. How does proper documentation help in guest laundry service?

Answer: It records details like room number, guest name, type of clothes, service requested, and delivery time, ensuring accountability and accurate billing.

5. Mention two ways to ensure guest clothes are transported safely to the laundry department.

Answer: Use a clean trolley or container for transport and handle the laundry bags carefully to avoid damage or spillage.

Activity Sheet- 2.4

Task: Deliver Guest's Clothes to Laundry Department:

Instructions:				
Read and understand the directions carefully:				
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in perform guest room preparation. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 				
Procedure:				
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 				
Job Specification Information:				
<ul style="list-style-type: none"> ▪ Verify that each laundry bag has a correctly filled slip or tag. ▪ Place the laundry bags on a clean trolley or container. ▪ Transport the clothes safely to the laundry department. ▪ Hand over the bags and slips to the designated laundry personnel. ▪ Record the delivery in a logbook or system. ▪ Report any missing, damaged, or unusual items to the supervisor. 				
Assessment:				
SL				
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5				
Resources Required:				
Tools:		Job sheet and Specification sheet		
Materials:		Laundry bags with slips/tags Housekeeping trolley or clean container Gloves (PPE) Logbook or electronic recording system		

Job Sheet -2.4

Job Name: Deliver Guest's Clothes to Laundry Department:

Working Procedure:

1. Collect laundry bags from guest rooms according to schedule or guest request.
2. Check each bag for a properly filled laundry slip with guest details and service requested.
3. Place the bags securely on a clean trolley.
4. Transport the clothes to the laundry department without mixing bags or damaging items.
5. Handover the laundry bags and slips to the assigned laundry personnel.
6. Record details of delivery including time, room number, and any special instructions.
7. Report discrepancies or unusual items to the housekeeping supervisor.

Specification Sheet 2.4

Job Name: Deliver Guest's Clothes to Laundry Department:

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Hand Gloves	1pair

Equipment	Quantity
Housekeeping trolley or container	1pc

Materials	Quantity
Laundry slips/tags	1 pcs
Logbook or electronic recording system	1 pc

5.2 Cleaning trolley & equipment

Trolleys and cleaning equipment are cleaned to maintain hygiene, prolong lifespan, and prevent the spread of germs by removing debris, washing with soap and water, and disinfecting surfaces with appropriate cleaning agents. Daily wiped downs for the trolleys, with thorough cleaning and wheel lubrication done weekly, are recommended for optimal cleanliness and functionality.

Importance of Cleaning Trolley and Equipment

- Prevents the spread of germs and bacteria between guest rooms.
- Extends the life of cleaning tools and reduces repair or replacement costs.
- Maintains a professional image of the housekeeping department.
- Ensures equipment works efficiently without malfunction.

Steps for Cleaning Trolleys

1. **Remove Debris:** First, brush or wipe away any loose dirt, debris, or residue from the trolley surfaces.
2. **Wash with Soap and Water:** Use a suitable cleaning agent, such as soap and water, to wash the surfaces and remove germs and dirt.
3. **Rinse Thoroughly:** Rinse the items with clean water to remove any soap residue.
4. **Disinfect:** Apply disinfectants appropriate for the material of the trolley, especially in healthcare settings where high-density, non-porous materials are preferred for easier disinfection.
5. **Lubricate Moving Parts:** Apply oil to the wheels and other moving parts of the trolley to maintain their smoothness and functionality.
6. **Wipe Down Daily:** Daily wiping of carts and trolleys helps maintain overall cleanliness and prevents the accumulation of dirt and grease.



Procedure for Cleaning Equipment

1. Vacuum Cleaners: Empty dust bags, clean filters, and wipe outer surfaces.
2. Mops and Buckets: Wash thoroughly, disinfect, and dry properly to prevent bad odors and bacterial growth.
3. Spray Bottles: Rinse regularly and label clearly to avoid mix-ups.
4. Other Tools (brushes, dusters, brooms): Shake off dust, wash if required, and store neatly.



Importance of Cleaning Trolleys and Equipment

- **Hygiene:** Regular cleaning helps prevent the growth and spread of germs, crucial in places like hospitals and schools.
- **Durability:** Cleaning removes abrasive debris that can cause friction and wear, while the use of high-density, premium materials makes trolleys resistant to damage from cleaning agents, extending their lifespan.

- **Efficiency:** A clean and organized trolley streamlines the cleaning process, allowing cleaners to locate and access supplies more quickly, leading to increased efficiency.

Safety and Handling

- Always wear gloves when cleaning equipment used for chemicals or waste.
- Never mix cleaning solutions inside equipment like spray bottles or mop buckets.
- Ensure all tools are dried before storage to prevent rust or bacterial growth.

Expected Outcome

- Trolleys and equipment remain clean, sanitized, and ready for use.
- Longer lifespan and efficiency of housekeeping tools.
- Reduced risk of contamination and accidents.
- Smooth, professional housekeeping operations and higher guest satisfaction.

Regular cleaning of trolleys and equipment is essential for hygiene, efficiency, and professionalism in housekeeping service. It ensures that tools are always in good working condition and supports the hotel's commitment to quality service.

5.3 Storing trolley & equipment

Proper storage of housekeeping trolleys and equipment is essential to maintain cleanliness, safety, efficiency, and professionalism in hotel operations. Correct storage ensures that tools remain in good condition, are easy to locate, and are ready for the next use, while also preventing accidents, damage, or loss.

Importance of Proper Storage

- Prevents accidents such as slips, trips, or falls in hallways.
- Extends the lifespan of cleaning equipment.
- Keeps the workplace organized and efficient.
- Protects supplies and equipment from contamination or damage.
- Maintains a professional image of the housekeeping department.

Procedure for Storing Trolley

1. **Return to Storage Area:** After cleaning, the trolley should be parked in the **designated housekeeping storage room** and never left in hallways.
2. **Neat Arrangement:** Supplies and tools on the trolley should be neatly arranged according to par stock.
3. **Lock and Secure:** If the trolley contains chemicals or sharp objects, it should be kept in a secure area, locked if necessary.

Procedure for Storing Equipment

1. **Vacuum Cleaners:** Wrap cords neatly, empty dust bags, and store in a dry place.
2. **Mops and Buckets:** Store upside down or hung properly to dry and avoid bad odor or bacterial growth.
3. **Spray Bottles:** Label clearly, avoid mixing chemicals, and store in a ventilated cabinet.
4. **Brushes, Brooms, Dusters:** Hang or store upright to maintain shape and cleanliness.

Safety and Handling

- Use proper PPE when handling chemicals before storage.
- Store chemicals separately from guest supplies and linen.

- Ensure equipment is dry before storage to prevent rust and contamination.
- Follow hotel's workplace safety standards.
- Trolleys and equipment are stored safely and neatly in designated areas.
- All tools remain clean, dry, and in good working condition.
- Workplace is safe, organized, and efficient.
- Equipment is ready for use in the next shift without delay.

Storing housekeeping trolleys and equipment properly helps maintain safety, organization, and efficiency, while also protecting tools and supplies for long-term use and ensuring smooth hotel operations.

Self-Check -2.5

Short Questions:

1. Why is it important to record supplies in housekeeping?
2. Mention two examples of room supply that should be checked daily.
3. What should be done with leftover chemicals in spray bottles?
4. Why should equipment be dried before storage?
5. Why is proper storage of trolley and equipment important?

Answer Key -2.5

1. Short Questions:

1. Why is it important to record supplies in housekeeping?

Answer: To maintain accurate inventory, prevent shortages, and ensure smooth housekeeping operations.

2. Mention two examples of room supplies that should be checked daily.

Answer: Soap, shampoo, towels, tissues, and bottled water.

3. What should be done with leftover chemicals in spray bottles?

Answer: Bottles should be rinsed, dried, and relabeled if refilled.

4. Why should equipment be dried before storage?

Answer: To prevent rust, bacterial growth, and bad odors.

5. Why is proper storage of trolley and equipment important?

Answer: To maintain safety, hygiene, organization, and prolong the life of tools.

Activity Sheet- 2.5

Task: Store trolley and equipment

Instructions:			
Read and understand the directions carefully:			
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in perform guest room preparation. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 			
Procedure:			
<ul style="list-style-type: none"> ▪ Observe and wear personal protective equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow all health and safety (OHS) requirements at all times 			
Job Specification Information:			
<ul style="list-style-type: none"> ▪ Remove all garbage, soiled linens, and leftover supplies from the trolley. ▪ Clean and disinfect trolley and equipment. ▪ Dry all tools before storage. ▪ Store trolley in the designated housekeeping storage area. ▪ Place chemicals separately on shelves and ensure bottles are labeled. ▪ Arrange mops, brushes, and buckets neatly in their proper places. 			
Assessment:			
SL			
1.			
2			
3			
Resources Required:			
Tools:		Job sheet and Specification sheet	
Materials:		Housekeeping trolley Cleaning equipment (mops, buckets, vacuum cleaners, dusters, brushes) Housekeeping storeroom with designated shelves/racks PPE (gloves, mask if handling chemicals)	

Job Sheet -2.5

Job Name: Store trolley and equipment

Working Procedure:

1. Wear PPE before handling equipment or chemicals.
2. Remove soiled linen and garbage from trolley.
3. Check equipment for damages before storage.
4. Clean and disinfect trolley surfaces and compartments.
5. Wrap cords of electrical equipment like vacuum cleaners neatly.
6. Hang mops and brushes or store buckets upside down to dry.
7. Keep chemicals on designated shelves and away from guest amenities or linen.
8. Park trolley in the designated storage area, ensuring it does not block pathways.

Specification Sheet 2.5

Job Name: Store trolley and equipment

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs
Safety shoe	1pair

Equipment	Quantity
Vacuum cleaner	1pc
broom	1pc
dustpan	1pc
Dry mop	1pc
Wet mop and bucket with wringer	1pc
Wet floor signage	1pc

Materials	Quantity
Housekeeping storeroom with designated shelves/racks	As per designated

-----End-----

Module-3

MODULE TITLE: PERFORM HOUSEKEEPING SERVICE

Unit Code: SICIP-THS-HK-03-O

Skills for Industry Competitiveness and Innovation Program (SICIP)

Finance Division, Ministry of Finance

Module-3

Module Title: Perform Housekeeping Service

Unit Code: SICIP- THS -HK-03-O

Nominal Hours: 35 hrs.

Module Descriptions:

This unit covers the knowledge, skills and attitudes required to provide housekeeping services to guest. It specifically includes the task of receiving and handling guest requirements, providing relevant information to guest, liaising with other departments, and identifying and storing lost and found items.

Learning Outcome:

After completing this module, trainee must be able to:

1. Receive and handle guest requirements
2. Provide relevant information to guest
3. Liaise with other departments
4. Identify and store lost and found items

Assessment Criteria:

- 1.1 OSH is followed and Personal Protective Equipment (PPE) is used.
- 1.2 Guest is greeted by name with the title of respect.
- 1.3 Guests' requests are received very politely.
- 1.4 Guests are responded politely.
- 1.5 Guests' complaints are handled or referred.
- 1.6 Guest is informed on correct use of guest room supplies.
- 1.7 Malfunctioning is reported.
- 1.8 Suitable time is fixed to rectify the problem.
- 1.9 Malfunctioning of equipment are reported.
- 1.10 Food & Beverage related request are passed to relevant department.
- 1.11 Dangerous and suspicious movement or circumstances are reported to relevant personnel and department.
- 1.12 Items are identified and checked.
- 1.13 Found items are deposited to the lost and found section.
- 1.14 Missing/damaged item are reported
- 1.15 Unauthorized items are reported to supervisor immediately

Information Sheet 3.1

Learning Outcome-1: Receive and handle guest requirements

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.5 Following OSH and using Personal Protective Equipment (PPE)
- 1.6 Greeting guest by name with the title of respect.
- 1.7 Receiving guests' requests very politely.
- 1.8 Responding Guests politely.
- 1.9 Handling or referring guests' complaints

1.1 Following OHS and using PPE:

Same as Module-1, Information Sheet-1, Content 1.1. So that follow that one.

1. Greeting guest by name with the title of respect.

To greet a guest by name with a title of respect in housekeeping, a staff member should first knock and announce "Housekeeping" to get the guest's attention, wait for a response, and then, upon entering, smile, make eye contact, and use a polite phrase like "Good morning/afternoon/evening, Mr./Ms. [Guest's Last Name]. I'm here from housekeeping. May I service your room now, or would you prefer a later time?". If the name is not known, the greeting should be adjusted to something like "Good morning, sir/ma'am. I'm from housekeeping. May I refresh your room?"

The guests are the very reason why service-oriented business exists. They are the center of all the activities in the Tourism and Hospitality Sector. Thus, it is very essential to know who the guests are; they may be seen in the following examples:

- A Very Important Person (VIP)
- A client
- A patron
- A person willing to pay for the product you are offering
- A shopper

The above examples could be an individual, a family, a group of students, a child or anyone else who pays for your services.

Knowing who your guests are is advantageous to the business. The sense of familiarity of an establishment to the guests lead to better relationship with them, thus knowing the following about your guest will help at all times:

- 1) Demographic profile — age, sex, economic status, occupation, residence, appearance and nationality.
- 2) Psychological profile — moods, traits, attitudes, conviction, values, motives, beliefs, and tendencies

When receiving or welcoming a guest, it is considered polite and professional to

address them by their name along with an appropriate title of respect (e.g., Mr., Mrs., Ms., Dr., Sir, Madam). This shows courtesy, acknowledgment, and appreciation for their presence.



Importance

1. Creates a positive first impression – personalizing the greeting makes guests feel valued.
2. Builds respect and trust – using a respectful title shows professionalism.
3. Enhances hospitality experience – guests are more comfortable and engaged when addressed properly.
4. Demonstrates cultural sensitivity – many cultures place high importance on titles and forms of address.

Examples of respectful greetings

- “Good evening, Mr. Johnson. Welcome to our hotel.”
- “Hello, Dr. Sharma. It’s a pleasure to see you again.”
- “Welcome, Ms. Tanaka. How was your journey?”
- “Good morning, Sir/Madam. We are honored to have you here.”

Tips for a 5-Star Greeting

1. Maintain a Professional Appearance: Always wear a clean uniform and name badge.
2. Be Polite and Discreet: Minimize noise, respect the guest’s space, and keep conversations brief.
3. Offer Choices: Give the guest the option to have service now or at a later time.
4. Be Prepared to Adjust: If the guest is busy or wants service later, ask for their preferred time and assure them you will return at their convenience.
5. Show Gratitude: Thank the guest for their time and cooperation, and express your commitment to providing care and discretion.

Tips for proper greeting

- Know the guest’s name in advance (from reservations, records, or introductions).
- Use the correct title (Mr., Ms., Dr., Prof., Sir, Madam, Etc.).
- Speak clearly and politely with a friendly tone.
- Accompany greeting with a smile or slight bow/handshake depending on cultural norms.
- Avoid over-familiarity (e.g., using first names unless the guest invites you to).

2. Receiving guests’ requests very politely.

When guests make a request, staff or hosts should listen attentively and respond politely, respectfully, and with patience. This ensures that guests feel valued and respected, regardless of whether their request is simple, complex, or sometimes even impractical.



Importance

1. Shows respect & courtesy – polite responses reflect professionalism and good manners.
2. Builds guest satisfaction – guests are more likely to feel comfortable and happy.
3. Enhances reputation – a polite attitude creates a positive image of the host or establishment.
4. Improves communication – guests feel free to express their needs openly.

5. Encourages loyalty – guests who feel respected often return or recommend the service.

Examples of polite responses

- “Certainly, Mr. Smith. I’ll arrange that right away for you.”
- “Of course, Ms. Lee. I’ll be happy to assist.”
- “I’ll check on that immediately and get back to you, Sir.”
- “Thank you for letting us know, Madam. We’ll take care of it promptly.”

Tips for receiving requests politely:

- listen attentively without interrupting.
- acknowledge the request with respectful words (e.g., “absolutely,” “certainly,” “of course”).
- maintain a positive tone and body language (smile, nod).
- clarify if needed to avoid misunderstanding.
- act promptly and follow up if possible.

Receiving guest requests politely in housekeeping involves active listening, clear communication, and a positive, respectful attitude. By following a structured process, staff can ensure guests feel valued and that their needs are met efficiently.

Responding to guest requests face-to-face

When a guest sees you in the hallway:

1. Stop what you are doing and greet them warmly. Make eye contact and smile.
 - Polite phrase: “Good morning/afternoon/evening. How may I help you?” or “Is there anything I can assist you with?”.
2. Listen attentively without interrupting to fully understand their request.
3. Confirm the request. Repeat the details back to the guest to ensure accuracy.
 - Polite phrase: “So you would like an extra towel and a dental kit, correct?”.
4. Assure them you will handle it immediately.
 - Polite phrase: “Certainly, I will take care of that for you right away,” or “Yes, of course. I’ll arrange that for you immediately”.
5. Let the guest know if there is a delay. If you are busy, provide a realistic timeframe.
 - Polite phrase: “I am just finishing this room. I will bring that to you within 10 minutes. Is that acceptable?”.
6. Offer further assistance.
 - Polite phrase: “Is there anything else I can do for you?”.

When delivering requested items to the room:

3. Knock and announce yourself. Follow the standard “three announcements” rule.

Polite phrase: Knock twice. “Housekeeping!” Wait for a response. Knock twice. “Housekeeping, may I come in?”.

4. Greet the guest by name, if known. Using a guest’s name personalizes the service.

- Polite phrase: “Good afternoon, Mr. Anderson. Here are the extra towels you requested”.

3. Ask for placement instructions.

- Polite phrase: "Would you like me to place them in the bathroom?"

4. Confirm that the guest is satisfied.

- Polite phrase: "Is everything satisfactory?" or "Is there anything else you might need?"

5. Thank the guest and exit politely.

- Polite phrase: "Thank you. Enjoy your stay," or "Have a pleasant day".

Responding to guest requests over the phone

1. Answer the phone promptly with a polite greeting and your department name.

- Polite phrase: "Good morning, Housekeeping. [Your Name] speaking. How may I help you?"

2. Listen and take notes of the guest's name, room number, and request.

Repeat the request to confirm the details.

- Polite phrase: "Just to confirm, Mr. Anderson in Room 405, you would like an extra pillow and blanket?"

4. Communicate the next step. Let them know when they can expect the request to be fulfilled.

- Polite phrase: "Yes, certainly. I will send those up for you right away," or "Certainly, our attendant will be there within 10 minutes".

5. Conclude the call politely.

- Polite phrase: "Thank you for calling. Have a good day".


General etiquette for politeness







- Never say "I don't know." If you are unsure, say, "Let me find out for you and I'll get back to you immediately".
- Avoid using hotel jargon or casual slang. Speak in clear, polite, and complete sentences.
- Always be honest. Do not make promises you cannot keep. Instead, set realistic expectations.
- Never pass the guest to another department by saying "That's not my job." Instead, take ownership and communicate with the correct department yourself.
- Handle complaints gracefully. Listen calmly, apologize sincerely, and empathize with the guest's frustration. Avoid arguing.

Types of guest requests

There may be many times during a shift when the room attendant will have to handle guest requests and the reasons can vary.

Request for additional items

Items	Request
<p data-bbox="204 1731 416 1760">Additional Bed</p> 	<p data-bbox="635 1845 1294 1917">Additional Bedding – where the existing bedding is unsuitable, uncomfortable or insufficient laundry.</p>

<p>Tea, coffee, Sugar, etc.</p> 	<p>service — common among long stay guests' extra tea, coffee, sugar and milk, sachets, crockery or cutlery, etc.</p>
<p>Flowers Vase</p> 	<p>For flowers that have been delivered to them in the room.</p>
<p>Ironer board, hair dryer, etc.</p> 	<p>Replacement items such as hair dryers, toasters, irons and electric jugs to replace items that are not working Extra bathroom guest supplies</p>
<p>Baby crib</p> 	<p>For baby come along adult guests.</p>
<p>Stationary template.</p> 	<p>Additional stationery items such as letterhead paper, envelopes, postcards, pens, note paper.</p>
<p>Additional Linen</p> 	<p>Additional towels to accommodate extra showers or baths taken by the guests. Extra hangers for clothes, extra pillows, extra blankets, etc.</p>

Servicing of room

Rectification cleaning – guests may request an improvement in the servicing of room. They require housekeeping staff to provide remedial service to the room when the original room service is deemed by the guest to be sub-standard.

Clean-up after an in-room party or entertainment. A special room service where they have spilled something on the floor.



Room servicing in housekeeping involves a systematic cleaning and restocking process for guest rooms, including tasks like removing soiled linens, dusting and wiping surfaces, cleaning the bathroom, making the bed, replenishing amenities, and vacuuming or mopping the floors. The goal is to ensure the room is clean, fresh, and fully stocked for the next guest or for a guest who is staying for a while.

5. Preparation & Initial Check

Gather Supplies: Pack the trolley with fresh linens, guest amenities (soap, tissue, coffee, etc.), and cleaning supplies (disinfectants, glass cleaner, cloths).

Knock and Enter: Announce your presence by knocking before entering the room.

Air the Room: Open windows and curtains to air out the room and allow for ventilation.

Check for Lost & Found/Maintenance: Look for any items left by previous guests and check if any items in the room need maintenance.

1. Cleaning the Room

Remove Soiled Items: Clear all trash, soiled linens from the bed, and used towels from the bathroom.

Dust Surfaces: Dust all furniture, fixtures, lampshades, and surfaces, including remote controls.

Wipe & Disinfect: Wipe down and disinfect high-touch surfaces like light switches and door handles.

Clean the Bathroom: Thoroughly clean the sink, shower, toilet, and floor, and replenish bathroom supplies.

2. Bed & Floors

Make the Bed: After dusting, make the bed with clean, fresh linens.

Vacuum/Mop: Vacuum the carpet and furniture, then sweep or mop the hard floors.

3. Replenish & Final Touches

Replenish Amenities: Restock all guest supplies, including toiletries, coffee, and stationery.

Final Check: Walk through the room to ensure everything is clean, in its proper place, and that all lights and amenities are working correctly.



6. Reporting

Report Status: Inform the housekeeping control desk that the room is clean and ready for the next guest.

7. Responding Guests politely.

Responding politely to guests means using courteous words, a respectful tone, and positive body language whenever interacting with them. Even in difficult situations, politeness ensures the guest feels valued and respected.



Importance

1. Creates a positive impression – politeness builds warmth and trust.
2. Encourages clear communication – guests feel comfortable sharing their needs.
3. Strengthens relationships – respectful responses create long-term loyalty.
4. Demonstrates professionalism – reflects well on the host or organization.
5. Reduces conflict – a calm and polite approach can ease misunderstandings.

Examples of polite responses

- “Thank you for your patience, Sir. I’ll handle this right away.”

- “I completely understand, Madam. Let me assist you.”
- “Of course, Mr. Ali. I’ll make sure that’s taken care of.”
- “I’m happy to help. Please let me know what you need.”



Tips for responding politely

- Use respectful titles (Sir, Madam, Mr., Ms., Dr., etc.).
- Always listen fully before replying.
- Keep your tone calm, warm, and professional.
- Show positive body language (smile, nod, eye contact).
- Acknowledge concerns and offer solutions politely.

Enhances guest satisfaction – guests feel cared for when responses are kind and respectful.
 Reflects professionalism – polite communication is a sign of a well-trained and competent staff.

Builds guest loyalty – a guest who feels respected is more likely to return.

Reduces complaints – a polite and calm reply can prevent misunderstandings from escalating.

Promotes positive image – it creates goodwill and improves the reputation of the host, hotel, or organization.

1. Handling or referring guests’ complaints

Guests’ complaints

Ensuring guest comfort may relate not just to issues that can be handled quickly by housekeeping (such as rectification cleaning, a replacement jug for one that’s not working or extra tea and coffee supplies) but also handle or direct guest requests relating to:

- Noisy people in the room next doors
- Poor views from the balcony
- Noisy pigeons outside the room which stop guests getting to sleep
- Noisy elevators near the room
- Lack of facilities in the room
- Quality of facilities that is below guest expectations
- Advertising that has created expectations that are not be met

In most cases housekeeping may not be able to rectify these complaints personally, but they should ensure the appropriate person is contacted in a timely manner.

To handle housekeeping complaints, listen empathetically, apologize sincerely, and isolate the guest to ensure privacy. Stay calm and don’t argue. Take notes of the details, offer choices for resolution without over-promising, and set expectations for corrective actions. Monitor the progress, follow up with the guest to ensure satisfaction, and use the feedback for staff training and service improvement.

Steps for Handling a Complaint

1.Listen Actively and Empathetically

- Give the guest your full attention and let them explain their issue without interruption.
- Use phrases like “I understand” or “I can see why you’re upset” to show you care and validate their feelings.

2.Apologize Sincerely

- Offer a genuine apology for the inconvenience or dissatisfaction they are experiencing, regardless of fault.

3.Isolate the Guest and Stay Calm

- If possible, move the conversation to a private area so other guests don't overhear.
- Maintain a calm and professional demeanor, even if the guest is angry.

4. Gather Information

- Take notes on the key details of the complaint. This helps if the problem needs to be escalated or investigated by someone else.

5. Offer a Solution

- Propose clear, achievable solutions or offer choices.
- Never make a promise you can't keep or exceed your authority.

6. Take Action and Set Expectations

- Explain the specific steps you will take to resolve the problem.
- Provide an approximate timeframe for when the guest can expect the issue to be resolved.

7. Monitor and Follow Up

- Check on the progress of the corrective action.
- Follow up with the guest after the solution has been implemented to ensure they are satisfied.

When to Refer a Complaint

- If you cannot resolve it yourself: If the issue is beyond your scope of authority or requires a specialized solution, refer it to a superior.
- If it's escalating: If you can't calm the guest or de-escalate the situation, it's best to involve a manager.

Turn Complaints into Opportunities

- Use feedback to identify trends and improve housekeeping services.
- Empower your staff by training them on how to handle complaints effectively.

Handling guest complaints / Guest handling procedure:

Unfortunately, even with the best of intentions, things can sometimes go wrong and result in a guest complaint. As identified before, some requests are in fact complaints. The following are guidelines to handling guests complains:

- Listen to the guest's complaint- all the way through,
- Do not interrupt.
- This is passive listening at first.
- You are allowing the guest to get his angry feelings out.
- Filter through to the real problem- Ask adult questions, get factual information regarding the problem.
- Apologies to the guest.
- Act immediately and visibly- Nothing reassures an angry or disappointed guest better than an employee responding to a problem immediately and visibly. For example, "I will follow up on that right away. Let me call maintenance right now and see what they can do..." than pick up the phone.
- Never promise what you cannot deliver.
- Defer that which is beyond your authority or control.
- Look for that something (however unimportant) in the guest's remarks with which you can agree although you may not be able to agree with most of them.

The basis for providing excellent levels of customer service in housekeeping

In order to ensure the comfort and wellbeing of guests, housekeeping must develop a good relationship with guests.

This can be achieved by:

- Good personal presentation — as determined by house requirements that apply to uniforms and personal hygiene
- Greeting guests by name when known
- Providing excellent service at all times
- Finishing service delivery with appositive statement: “It’s been a pleasure”
- Providing information to guests (about the property, the local area, tourist attractions, transport, local customs, currency etc.) — and not just providing service in terms of specific housekeeping duties
- Assisting guests in public areas (such as the corridors of their floors or in lifts) or in-room when they see them struggling with their luggage.
The assistance may simply involve offering to call a porter to assist
Smiling
- Handling complaints in a professional manner
- Providing a safe and secure environment for the guests while they are staying in the establishment
- Respecting the guest’s need for confidentiality and privacy
- Having excellent product knowledge about the appliances, items, features in guest rooms.

For room attendant to provide excellent service, they must know the importance of making guests feel safe, secure and welcome while they are away from home

Self-Check-3.1

Questions:

1. What do you mean by OHS?
2. Write the importance of OHS.
3. Why we used PPE?
4. Mention the usages of 5 PPE
5. What is the procedure to receiving guest Requests?
6. How you respond on guest request?
7. How you handle guest complain?

Answer Key – 3.1

1. What do you mean by OHS?
Ans. OHS stands for Occupational Health and Safety. It refers to the practices, policies, and regulations that aim to ensure the health, safety, and well-being of employees in the workplace.
2. Write the importance of OHS.
Ans. Ensuring a safe and healthy work environment helps prevent workplace accidents, injuries, and illnesses, contributing to improved productivity and employee satisfaction. A safe workplace also reduces stress and fatigue, which are psychological

hazards that can lead to burnout. Protecting the well-being of employees and for creating a positive, productive, and compliant workplace culture.

3. Why we used PPE?

Ans. PPE (Personal Protective Equipment) is used to safeguard workers and individuals from potential hazards that could cause injury or illness. Its primary purpose is to minimize exposure to risks in various environments, such as workplaces, hospitals, construction sites, or during tasks that involve chemicals, biological agents, physical hazards, or electrical risks. PPE includes items like helmets, gloves, masks, safety glasses, and protective clothing, and it serves the following key purposes:

4. Mention the usages of 5 PPE.

Ans. Here are the uses of each personal protective equipment:

- 1) Apron: This is thick white linen with removable tapes. It is worn to knee length to protect fire and oil coming in contact with the worker.
- 2) Trousers: These are made of light cotton materials, in black and white checks.
- 3) Safety Shoes: Suitable foot wear is as important as any other parts of the uniforms. Safety shoes are recommended. Shoes are worn to prevent slipping and protect feet from stab wounds should knives be dropped.
- 4) Hand Gloves: Protect hands from contaminants, chemicals, and physical injuries. Ensure hygiene and prevent cross-contamination in food production or medical environments.
- 5) Face Mask: Protect the wearer from inhaling harmful particles, dust, or pathogens.

5. What is the procedure to receiving guest Requests?

Ans: Listen attentively without interrupting. Acknowledge the Request with respectful words (e.g., "Absolutely," "Certainly," "Of course"). Maintain a Positive Tone and body language (smile, nod). Clarify if needed to avoid misunderstanding. Act Promptly and follow up if possible.

6. How you respond on guest request?

Ans: Use respectful titles (Sir, Madam, Mr., Ms., Dr., etc.). Always listen fully before replying. Keep your tone calm, warm, and professional. Show positive body language (smile, nod, eye contact).

7. How you handle guest complain?

Ans: Listen to the guest's complaint- all the way through, do not interrupt. This is passive listening at first. You are allowing the guest to get his angry feelings out.




Filter through to the real problem- Ask adult questions, get factual information regarding the problem. Apologies to the guest.




Act immediately and visibly- Nothing reassures an angry or disappointed guest better than an employee responding to a problem immediately and visibly. For example, "I will follow up on that right away. Let me call maintenance right now and see what they can do..." than pick up the phone.

Never promise what you cannot deliver. Defer that which is beyond your authority or control. Look for that something (however unimportant) in the guest's remarks with which you can agree although you may not be able to agree with most of them.

Activity Sheet- 3.1

Task: Identify PPE and write their proper usages

Instructions:				
Read and understand the directions carefully:				
<ul style="list-style-type: none"> ▪ this practical demonstration is based on the performance criteria from all or some of the units of competency in Perform Housekeeping Service. ▪ this assessment activity will be used to measure your underpinning skills ▪ you will have fifteen (15) minutes to familiarise yourself with the resources to be used ▪ you have one (1) hour to complete this demonstration 				
Procedure:				
<ul style="list-style-type: none"> ▪ Observe and wear Personal Protective Equipment (PPE) as required for the task to be performed ▪ Read the specification information provided ▪ Collect all materials needed to complete the task ▪ Perform the task within the given time ▪ Observe and follow Occupational Health and Safety (OHS) requirements at all times 				
Job Specification Information:				
<ul style="list-style-type: none"> ▪ Collect required supplies, materials, tools and equipment required for the job. ▪ Check for the picture very carefully. ▪ Identify the Personal Protective Equipment and put the name in to the 2nd column ▪ Write the Proper usages of the PPE into the 3rd column 				
Drawing /Diagram, Image or Sketch:				
SL	Picture of PPE	Name of PPE	Usages of PPE	
1.				
2				
3				

4				
5				
6				
Resources Required:				
Tools:		Job sheet and Specification sheet		
Equipment:		N/A		
Machinery:		N/A		
Materials:		Paper, Pen, Pencils etc		
PPE:		Apron, Hand glove, Musk, Ear plug, Safety Shoes		

Job Sheet -3.1

Job Name: Accept housekeeping requests from guests

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet
4. Collect and prepare appropriate tools, and equipment
5. Receive housekeeping requests
6. Record the housekeeping requests and advise the delivery time of items or service
7. Accept the housekeeping requests
8. Take actions accordingly
9. Go to the room to deliver the requested items or services
10. Apologizes for the inconvenience.
11. Store cleaned equipment and tools to designated areas.

Specification Sheet -3.1

Job Name: Accept housekeeping requests from guests

To complete the above task, you will need to use PPE, tools, equipment and materials.

PPE	Quantity
Apron	01
Mask	01
Gloves	01

Tools & Equipment	Quantity
Electric kettle/jug	01
Telephone	01
Computer	01
TV	01
Video	As per required
Hair dryer	01
Alarm clock	01
Iron	01
Mobile charger	01

Materials	Quantity
Pen	01
Maintenance slip	01
Duster	01
Log book	01
Bathroom supplies (set)	01
Bathroom towel (set)	01
First aid kit	01
Tea, coffee, sugar, milk	As per required
Pillow set	01
Bed linen set	01
Cup, Saucer and cutlery set	01

Information Sheet 3.2

Learning outcome-2: Provide relevant information to guest.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Informing guest on correct use of guest room supplies.
- 2.2 Reporting malfunctioning
- 2.3 Fixing suitable time to rectify the problem.

2.1 Informing guest on correct use of guest room supplies.

To inform guests about the correct use of supplies in a hotel room, the hotel can provide a welcome packet, in-room information guides, or a digital welcome message highlighting essential amenities like the safe, coffee maker, or smart TV. Information should be clear, concise, and easy to find, including instructions for operating room features and information about available services and how to request them.

In many cases, in order to respond to a guest request, it requires the involvement of other people or departments.

A guest is not concerned who handles their request. Their concern is that it is simply handled in a satisfactory and timely manner.



General Practices

Maintain Professionalism: Respond to guest requests in a manner consistent with the hotel's customer service and security standards.

Be Proactive: Take initiative to anticipate guest needs and offer assistance before being asked.

Maintain Records: Always have a pen and notebook to record request details, whether the request is made in person or over the phone.

Ensure Privacy: Provide guests with privacy during their stay and maintain a welcoming atmosphere.

Safety and security

Where you receive a request from a guest for extra service provision and the guest appears annoyed, upset, affected by drugs or alcohol then you should always obtain help from another staff member.

Certainly, it is important to let someone know the room you are going to.

When you are servicing a room, others can tell where you are by the location of your trolley and looking at your room chart, but when you respond to a call to take an item to a room it is impossible for others to know where you are should you need help.

All it takes is a quick call to another staff member "Hi it's John here on the 7th floor: just taking some extra guest supplies to Room 1010. Should be back on station in 5 minutes."

Request is outside your normal work responsibility, you should:

- Record and confirm the request

- Pass the details on to the relevant person for them to action.
- Never, ever tell a guest “You’ll have to ring the Maintenance department — we don’t handle replacing light globes” or “Sorry, Room Service do that — perhaps if you ring 22 someone there can help you”.

Action is the key to responding to a request

Once a request is received, you must promptly seek out the item or equipment necessary to complete the request within the agreed timeframe.

The key to any request from a guest is to take action on their request.

To do this, you will most likely just go to your trolley (or to the nearest housekeeping storeroom), grab what is needed and take it to the guest room.

Requests for information can cover:

- Information on the products and services offered by the establishment — even though guests have an in-room compendium they can still want more detail than what is there and there is always the possibility that this information is out-of-date.
- Use your product knowledge about the property to answer these questions, and where you don’t know the answer, apologies, tell them you will find out the answer and get back to them, then do so.
- Availability of services, hours, location of meals, services and equipment — you might be able to inform a guest that there is an ice machine at the end of the corridor but perhaps you don’t know when the spa opens or what the treatments are how much they cost.
- How various types of equipment works — you are expected to know how to operate all the in-room facilities (this should be one of the first things you are trained in as part of your on-the-job training) but guests may ask you about other items of equipment throughout the property that you know nothing about. This is to be expected if you are the first person they see as they walk back not being able to operate a piece of gym equipment, not being able to get the vending machine to work.
- Requests for information about local services, attractions, transport, shopping, entertainment, bars, places to eat. While is probably more a reception or concierge role, once again, guests can ask you because ‘you are there’

In these situations:

- Never say “I don’t know” and leave it at that
- Never tell them it’s not your job to provide that sort of information
- Never tell them to look it up in their in-room information compendium.
- Never give them the impression that asking for the Information is an imposition or a stupid thing for them to do.

Know the house rules

- It is important for you to be well-versed on the different types of equipment that need to be set up and the steps to take to actually set up the equipment in a safe, secure and fully operational manner.
- You must also adhere to all health and safety regulations when moving items about, especially heavy items.
- You must also follow any establishment policies on setting up equipment.

Where appropriate, agree on suitable time to collect equipment

There may be times when the guest will only require an additional piece of equipment for a certain time span — a short-term loan.

When this item is placed in the room, it may be a good idea for you to reach an agreement with the guest about the collection time for that item.

The main reasons to identify a time for collection for these items are:

- To allow the guest to be able to plan their stay with us — it saves them wondering what is going to happen in relation to the item: they know what’s going to and happen and can plan accordingly.
- To prevent the situation where the guest may place the item in the corridor outside their door — minimizing the chance of damage to the item, or theft
- To give the guest space in their room — unwanted items take up space that the guest may want to use for something else
- To allow the asset to be put back into inventory and available for use by another guest if the need arises.
- In relation to agreeing on a time for collection of these short-term (or other) loan items: The arrangement to pick up should be made as a suggestion rather than a requirement the central idea is to provide service not to set limitations or ‘tell the guest what to do’ Guests should be encouraged to contact housekeeping and arrange for an extension of the pick-up time where they want the item for a longer period
- Where housekeeping staff will be off duty when the pick-up time arrives, arrangements need to be made with another department to collect the item. It is not acceptable for the guest to have to ‘put up with’ an item in their room that they don’t want there simply because we can’t pick it up. Room service staff, porters, or staff from any department could be asked to assist.

Log Books:

Some establishments will have a log book to record information about when and where extra items were delivered and when they need to be collected.

When an item recovered from a guest room and returned to the store (or to the vacant room from where it was borrowed), this log is signed to demonstrate to return.

This log book assists in tracking assets and making sure all room have their necessary items.

Hotel Logo and Name (www.setupmyhotel.com)							
Umbrella borrow log sheet							
Room No.	Guest Name	Borrow date	Borrow time	Given by	Return date	Return time	Received By
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

Types of items for collection

To service a guest request effectively, you may need to pick up items from the guest room such as:

- Room features including furniture, appliances or amenities not being used
- Housekeeping items and equipment that have been left behind
- Towels, face washers and bath mats that are now dirty and need replacing
- Toilet paper, tissues and other bathroom and guest supplies that have run out
- A replacement item — to take the place of something that isn't working
- Items that are no longer needed but which have been specially requested previously.
- Guest items requiring further action such as dry cleaning, storage or repair.



When you arrive to collect the items:

- Knock on the door and announce “Housekeeping”
- Greet the guest by name
- Apologies, if applicable
- Tell them why you are there- “I’ve come to pick up the.....”
- Ask for permission to enter the room
- Thank the guest for their permission to do so
- Keep your eyes and ears to yourself
- Pick up the item and walk to door
- Apologies again, if appropriate
- Make arrangements for a replacement item, where appropriate and a time for its delivery
- Thank the guest again
- Depart the room.

2. Reporting malfunctioning

There may be times when you will come across equipment that is malfunctioning — either not working as intended, making too much noise, is unsafe, is damaged or not working at all.

All such equipment must be immediately tagged as ‘Out of order’ and, where possible and safe to do so, the item should be removed from the guest’s room and logged at the housekeeping department as being in need of repair.

Where possible, a replacement item must be placed into the guest room so that required house service levels are maintained, and guest expectations continue to be met.

Replace items may come from storage or from a vacant room, in the immediate short term.

Sometimes a new item may be purchased as the replacement.

Reporting malfunctions

You must do your best to immediately replace the item in the guest room by seeking a replacement from the housekeeping department, storage or substituting one from a vacant room.

Where the item is of such importance such as the fridge, the TV, the air conditioner or stove (in a kitchenette situation) front office must be notified so they take the room off the board and not sell it.

If the room is occupied and a major piece of equipment is malfunctioning and can't be repaired or replaced immediately, the guest will have to be re-roomed (room change) to another room. It is housekeeping staff who will have to move the guest's luggage and belongings in such as cases, and set up those belongings in the new room

How might housekeeping attendant report 'these problems?'

The traditional ways of reporting these equipment problems are:

- Verbally — face-to-face or over the phone with the Floor Housekeeper, Maintenance department or the Executive Housekeeper
- Completing a relevant in-house report form — these are pro forma documents that detail the item of equipment, the room number the item came from, the problem that was identified, name of the person reporting it, date.
- Where establishments have their own in-house maintenance department it will be the Executive Housekeeper's responsibility to contact them for repairs or to make a judgment call about replacement rather than repair. It is the Executive Housekeeper's responsibility because the expenses will be charged against the Rooms Division.

Follow up actions after reporting malfunctioning of equipment's:

- Replacement items may come from storage or from a vacant room, in the immediate short term. Sometimes a new item may be purchased as the replacement.
- If there is problem regarding AC or anything in the room, the guest should be replaced in a new room with existing facilities.
- Housekeeper or supervisor should follow up with the guest about the replacement of equipment or room.
- Apologize for the inconvenience and also thanking for giving opportunity to serve.

3. Fixing suitable time to rectify the problem.

In housekeeping operations, problems such as damaged equipment, malfunctioning fixtures, or cleanliness concerns may arise. To ensure smooth workflow and guest satisfaction, it is important that these problems are addressed at the most suitable time.

Meaning

"Fixing a suitable time to rectify the problem" means scheduling the repair, replacement, or cleaning task:

- At a time that **minimizes disturbance** to guests or staff.
- When **resources (tools, staff, materials)** are available.
- Considering the **urgency** and **impact** of the problem.

Importance

- Ensures **guest comfort** (avoids inconvenience during peak hours).
- Prevents **work interruption** for other departments.
- Promotes **safety** by addressing hazards promptly.
- Improves **efficiency** by planning manpower and resources in advance.

Guidelines in fixing a suitable time

1. **Assess the urgency** – Is it a safety hazard (e.g., wet floor, exposed wiring) or a minor issue (e.g., loose knob)?
2. **Coordinate with other departments** – Maintenance, front office, and housekeeping must align schedules.

3. **Avoid peak times** – Plan rectification during low occupancy, early mornings, or when guests are out.
4. **Set a realistic timeframe** – Ensure there is enough time for proper repair or cleaning.
5. **Inform concerned parties** – Notify guests (if affected) and staff about the schedule.
6. **Monitor completion** – Follow up to check if the problem was resolved at the set time.

Example Scenarios

- **Minor repair:** A flickering light bulb in a guestroom may be scheduled for rectification when the room is vacant.
- **Major repair:** A clogged bathroom pipe in a suite must be addressed immediately, but with prior guest notification.
- **Cleaning issue:** A stained carpet in a corridor can be scheduled for deep cleaning during off-peak hours to avoid blocking the passage.

Key points to remember

- Always balance **urgency vs. convenience**.
- Communicate with **team members and guests**.
- Document the **schedule and completion** of the task.

Self-Check-3.2

Multiple Choice Questions

Choose the best answer.

1. Why is it important to fix a suitable time for rectifying problems?
 - a. To avoid guest disturbance
 - b. To ensure safety
 - c. To coordinate resources effectively
 - d. All of the above
2. When should non-urgent repairs be scheduled?
 - a. During peak check-in/check-out times
 - b. When guests are sleeping
 - c. During low-occupancy periods or when guests are not in the room
 - d. Immediately, regardless of inconvenience
3. Who should housekeep coordinate with before scheduling a repair?
 - a. Kitchen staff
 - b. Front office and maintenance
 - c. Security only
 - d. No one; they can decide alone

Short Questions

4. List two factors to consider when fixing a suitable time for rectification.
5. Give one example of a situation that requires **immediate** rectification.

Answer Key – 3.2

Answers:

Multiple Choice: Choose the best answer.

4. Why is it important to fix a suitable time for rectifying problems?
 - a. To avoid guest disturbance
 - b. To ensure safety
 - c. To coordinate resources effectively
 - d. All of the above

Answer: d. All of the above

5. When should non-urgent repairs be scheduled?
 - a. During peak check-in/check-out times
 - b. When guests are sleeping
 - c. During low-occupancy periods or when guests are not in the room
 - d. Immediately, regardless of inconvenience

Answer: c. During low-occupancy periods or when guests are not in the room

6. Who should housekeep coordinate with before scheduling a repair?
 - a. Kitchen staff
 - b. Front office and maintenance
 - c. Security only
 - d. No one; they can decide alone

Answer: b. Front office and maintenance

Short Answer

7. List two factors to consider when fixing a suitable time for rectification.

Answer: Urgency of the problem, guest convenience, availability of resources, or coordination with other departments.

8. Give one example of a situation that requires **immediate** rectification.

Answer: Exposed electrical wires, overflowing toilet, broken glass on the floor (any safety hazard).

Job Sheet -3.2

Job Name: Identify the malfunction and rectify the problem

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet.
4. Collect and prepare appropriate tools, equipment and Materials

5. Receive housekeeping requests
6. Record the housekeeping requests and advise the delivery time of items or service
7. Identify the malfunction
8. Take actions accordingly
9. Rectify the problem
10. Go to the room to deliver the requested items or services
11. Apologizes for the inconvenience.
12. Store cleaned equipment and tools to designated areas.

Specification sheet-3.2

Job Name: Identify the malfunction and rectify the problem

To complete the above task, you will need to use PPE, equipment and materials.

PPE	Quantity
Hand wash	01
Apron	01
Mask	01
Gloves	01

Materials	Quantity
Pen	01
Maintenance slip	01
Duster	01
Log book	01

Equipment	Quantity
Electric kettle/jug	01
Telephone	01
Computer	01
TV	01
Video	As per required
Hair dryer	01
Alarm clock	01
Iron	01
Mobile charger	01

Information Sheet 3.3

Learning Outcome-3: Liaise with another department

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Reporting malfunctioning of equipment
- 3.2 Passing F&B related request to relevant department.
- 3.3 Reporting dangerous and suspicious movement or circumstances to relevant personnel and department.

9. Reporting malfunctioning of equipment

In housekeeping operations, equipment such as vacuum cleaners, floor polishers, washing machines, or irons are used daily. Proper functioning of this equipment is crucial to maintain efficiency, cleanliness, and guest satisfaction. When malfunctioning occurs, it must be reported immediately to avoid further damage, delays, or accidents.



“Reporting malfunctioning of equipment” means promptly informing the appropriate person or department when a piece of equipment does not work properly, breaks down, or poses a hazard.

Importance of reporting malfunctions

- Prevents **further damage** to equipment.
- Ensures **safety** of staff and guests.
- Reduces **work delays** and interruptions.
- Allows for **timely repair or replacement**.
- Maintains **efficiency and productivity** in housekeeping operations.

Guidelines in reporting malfunctions

1. **Identify the problem clearly** – Observe what part of the equipment is not functioning (e.g., vacuum not suctioning, washing machine leaking).
2. **Stop using the equipment immediately** – To prevent accidents or worsening the damage.
3. **Tag the equipment as “Out of Order”** – So others do not attempt to use it.
4. **Report to the immediate supervisor** – Provide details: type of equipment, problem observed, and when it happened.
5. **Record in maintenance logbook** – For documentation and follow-up.
6. **Coordinate with maintenance/engineering department** – For repair or replacement.

Example Scenarios

- A floor polisher emits smoke while in use. The staff member stops using it, labels it as “Out of Order,” and reports it to the supervisor immediately.
- A vacuum cleaner has weak suction. The housekeeper notes the issue in the logbook and informs maintenance for checking.
- A washing machine in the laundry area leaks water. The staff stops its use and alerts the engineering team for urgent repair.

Key points to remember

- Never continue using malfunctioning equipment.
- Always **report immediately** through proper channels.
- Proper reporting ensures **safety, efficiency, and cost-effectiveness**.
- Documentation helps in tracking recurring issues.



10. Passing F&B related request to relevant department.

To liaise effectively, the housekeeping department must communicate with other departments such as the Front Office, Maintenance, and Purchasing to share guest status, report repairs, and manage supplies. Key activities include informing the front office of room availability, coordinating with maintenance for fixes, and liaising with purchasing for essential guest amenities and cleaning supplies.



Liaising with the Front Office

Share room status: Housekeeping provides the front office with real-time updates on room availability after cleaning to facilitate guest check-ins and departures.

Report guest items: Housekeeping informs the front desk about any items left behind by guests to ensure they are returned.

Coordinate guest needs: This collaboration helps manage guest expectations and ensures that services like re-rooming are handled efficiently.

Liaising with Maintenance (Engineering Department)

Report malfunctions: Housekeeping identifies and reports damaged equipment like broken TVs, air conditioners, or plumbing to maintenance for immediate repair.

Ensure repairs are completed: Housekeeping follows up to confirm that reported issues are resolved and that rooms are ready for guests.

Manage facilities: This coordination ensures that all facilities are safe, functional, and well-maintained for guest comfort.

Liaising with Purchasing

Manage supplies: Housekeeping works with purchasing to ensure an adequate supply of guest amenities, toiletries, and cleaning products.

Coordinate inventory: Both departments work together to maintain proper inventory levels and control costs.

Liaising with Food and Beverage (Kitchen)

Uniforms and supplies: Housekeeping provides fresh uniforms and other necessary items like dusters and pest control supplies to the kitchen staff.

Function setup: Housekeeping coordinates with the kitchen to prepare banquet rooms for functions, ensuring appropriate setup and cleanliness.

Key Principles for Effective Liaison

Centralized Communication: Utilize a housekeeping control desk or central hub for all interdepartmental communication.

Prompt Reporting: Immediately report any issues, malfunctions, or guest needs to the relevant department.

Timely Follow-Up: Always follow up on reported issues and requests to ensure they are addressed in a timely manner.

Accuracy and Detail: Provide detailed and accurate information, such as room numbers and specific problems, to prevent miscommunication.

Promptly relay such requests to the F&B or room service department.

“Passing F&B related requests to the relevant department” means that when a guest asks for food, drinks, dining services, or minibar replenishment, the housekeeping staff must immediately inform the food & beverage team instead of handling it themselves.

Importance

- Ensures guest satisfaction by delivering correct service.
- Prevents miscommunication between departments.
- Maintains efficiency and professionalism.
- Strengthens teamwork across hotel departments.
- Helps provide prompt service without delay.

Examples of F&B Related Requests

- Guest requests for room service food or drinks.
- Replenishment of minibar items.
- Delivery of extra bottled water, tea, or coffee packs.
- Special dietary requests (e.g., vegetarian meals, gluten-free bread).
- Requests for banquet setup or in-room dining arrangements.



Guidelines for housekeeping staff

1. Listen attentively to the guest request.
2. Clarify details if necessary (e.g., number of items, time of delivery).
3. Do not attempt to fulfill the request personally (unless it is a standard housekeeping item like water, coffee/tea sachets).
4. Contact the F&B department or room service desk immediately.
5. Record the request in the housekeeping logbook for monitoring.
6. Follow up politely with F&B if the guest checks back about the request.

7. Update the guest once the request has been passed on and confirm that it will be attended to.

Gather Essential Information:

- Guest Name: For identification.
- Room Number: To locate the guest.
- Request Details: A clear description of the item or service needed and the quantity (e.g., “one bottle of water,” “two glasses of wine”).
- Agreed Timeline: The time by which the guest expects the service or item.

2. Transmit the Request:

- Use the Right Channel: Utilize the hotel’s internal communication methods to contact the correct department. This could be a direct phone call to the Room Service operator or F&B manager, a message through the Property Management System (PMS), or an internal request form.
- Provide a Clear Summary: Relay the guest’s information and the specific request in a concise and understandable manner.

3. Follow Up and Inform the Guest:

- Confirm Receipt: Ensure the receiving department has acknowledged the request.
- Communicate Progress: Keep the guest informed of how their request is being handled and when it is expected to be completed.

Example Scenarios

- A guest asks a housekeeper for a pot of coffee. The housekeeper thanks the guest, informs them that the request will be forwarded, and immediately calls room service to place the order.
- During turndown service, a guest asks for a bottle of wine. The housekeeper reports this to F&B instead of attempting to get it themselves.
- A minibar is found empty of snacks. Housekeeping notes it and requests replenishment from F&B.

Key Points to Remember

- Housekeeping must **not deliver food or beverages** directly (unless it falls under in-room amenities).
- All F&B related requests should be **promptly forwarded** to the relevant department.
- Good **communication and coordination** between departments ensure smooth service.
- Always maintain a **polite and professional attitude** when handling requests.



3.3 Reporting dangerous and suspicious movement or circumstances to relevant personnel and department.

Housekeeping staff often work across various areas of the hotel, making them the “eyes and ears” of the property. Because of this, they may observe dangerous or suspicious activities that could affect the **safety, security, and reputation** of the establishment. It is critical that such observations are immediately reported to the **relevant personnel or department** (e.g., security, supervisor, or front office).



This refers to the responsibility of housekeeping staff to **promptly inform** the appropriate authority whenever they notice unsafe conditions, unusual activities, or suspicious behavior that may endanger guests, staff, or property.

Importance

- Ensures safety and security of guests, staff, and property.
- Prevents accidents, theft, or harm.
- Helps maintain guest confidence and trust in the hotel.
- Allows quick action by the right department (e.g., security, engineering, management).
- Reduces legal and financial risks for the establishment.

Examples of suspicious circumstances

- Guests or visitors behaving unusually (e.g., loitering in restricted areas).
- Unattended luggage or packages in public areas.
- Attempted forced entry into a guest room.
- Staff or outsiders removing items without authorization.

Examples of dangerous situations

- Wet or slippery floors that may cause accidents.
- Exposed electrical wires.
- Gas leaks or fire hazards.
- Broken glass, furniture, or equipment in guest or public areas.

Guidelines for housekeeping staff

1. Stay observant while on duty.
2. Do not confront suspicious individuals directly.
3. Report immediately to the relevant authority (security office, supervisor, or front office).
4. Provide details such as location, description of the person/object, and observed actions.
5. Follow hotel procedures for reporting (logbook, incident form, or emergency hotline).
6. Avoid spreading rumors—only report facts.
7. Prioritize guest safety above all else.

Example Scenarios

- While cleaning a corridor, a housekeeper notices a man trying to open several guestroom doors without a keycard. The staff discreetly informs security.
- A housekeeping attendant finds a strong smell of gas in the laundry area. They immediately stop work and alert engineering and security.
- A housekeeper discovers a suspicious, unattended bag in the lobby. They report it at once to security and ensure the area is avoided by guests until it is checked.

Key Points to Remember

- Always observe and report, never ignore.
- Report only to authorized personnel (security, supervisor, management).
- Timely reporting prevents accidents, crime, and emergencies.
- Housekeeping plays a vital role in overall hotel safety and security.



Self-Check-3.3

Multiple Choice

1. Why should housekeeping report dangerous or suspicious activities?

- a. To avoid extra work
- b. To ensure safety and prevent incidents
- c. To impress management
- d. To follow a daily routine

2. If you see a suspicious person in a restricted area, you should:

- a. Confront them directly
- b. Ignore them and continue working
- c. Report immediately to security or supervisor
- d. Ask them to leave politely

3. When encountering an unattended suspicious bag, you should:

- a. Open it to check what's inside
- b. Move it to the lost and found
- c. Report it to security and keep guests away
- d. Ignore it if it's not in your work area

True or False

1. Housekeeping staff should ignore suspicious activity if they are busy.

Answer:

2. Reporting hazards promptly can prevent accidents.

Answer:

3. Housekeepers should only report suspicious activity if they are absolutely sure it is dangerous.

Answer:

Answer Key-3.3

Answers:

Multiple Choice

1. Why should housekeeping report dangerous or suspicious activities?

- a. To avoid extra work
- b. To ensure safety and prevent incidents
- c. To impress management
- d. To follow a daily routine

Answer: b. To ensure safety and prevent incidents

2. If you see a suspicious person in a restricted area, you should:

- a. Confront them directly
- b. Ignore them and continue working
- c. Report immediately to security or supervisor
- d. Ask them to leave politely

Answer: c. Report immediately to security or supervisor

3. When encountering an unattended suspicious bag, you should:

- a. Open it to check what's inside
- b. Move it to the lost and found
- c. Report it to security and keep guests away
- d. Ignore it if it's not in your work area

Answer: c. Report it to security and keep guests away

True or False

1. Housekeeping staff should ignore suspicious activity if they are busy.

Answer: False

2. Reporting hazards promptly can prevent accidents.

Answer: True

3. Housekeepers should only report suspicious activity if they are absolutely sure it is dangerous.

Answer: False

Job Sheet -3.3

Job Name: Reporting the malfunction of equipment

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet or recipe instructions.
4. Collect and prepare appropriate tools, utensils, and equipment
5. Receive housekeeping requests
6. Record the housekeeping requests and advise the delivery time of items or service
7. Identify the malfunction
8. Report malfunctions as required
9. Take actions accordingly
10. Follow up with other departments after reporting malfunctions.
11. Replacement items delivered to the guest room either from storage or vacant room.
12. Change the room and shift all the belongings of the guest in the new room, If needed
13. Go to the room to deliver the requested items or services
14. Apologizes for the inconvenience.
15. Store cleaned equipment and tools to designated areas.

Specification sheet-3.3

Job Name: Reporting the malfunction of equipment

To complete the above task, you will know how to Report malfunction of equipment.

To report malfunctioning housekeeping equipment, you should use a formal maintenance request form, either in print or digital format. The report should be sent to the maintenance department and include all relevant details, such as the location, a clear description of the issue, and the urgency level. For safety, the broken equipment should also be tagged “Out of Order”.

Housekeeping equipment malfunction report

To: Maintenance Department

From: [Your Name/Housekeeping Supervisor Name]

Date of Request:

11. Equipment Information

Equipment Type: [e.g., Vacuum Cleaner, Floor Buffer, Laundry Machine, etc.]

Asset/ID Number: [If applicable]

Location: [e.g., Room #305, Floor 2 Hallway, Laundry Room, etc.]

Manufacturer and Model: [If known]

12. Malfunction Details

Date and Time Malfunction Discovered: [e.g., September 24, 2025, 10:30 AM]

Description of the Problem: [Be specific. For example: “The vacuum cleaner’s motor is making a loud grinding noise and has stopped picking up debris,” or “The floor buffer is not rotating properly and is causing a scraping sound.”]

Impact on Operations: [Describe how the malfunction is affecting duties. For example: “This is preventing us from cleaning the carpets on the third floor,” or “This is delaying the completion of laundry cycles.”]

13. Action Taken

Equipment Status: [e.g., Tagged as “Out of Order” and removed from service.]

Immediate Action: [e.g., “Reported to Housekeeping Supervisor.”]

Additional Notes: [Include any other relevant observations, such as if the equipment is leaking or if a fuse was blown.]

14. Recommendations and Urgency

Level of Urgency: [Select one: Low / Medium / High / Emergency]

Suggested Action: [Select one: Repair / Replace]

15. Signatures and Approval

Reported by: [Your Signature and Printed Name]

Approved by: [Supervisor’s Signature and Printed Name]

Information Sheet 3.4

Learning Outcome-4: Identify and store lost and found items

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 4.1 Identifying and checking Items
- 4.2 Deposited found items to the lost and found section.
- 4.3 Reporting missing/damaged item
- 4.4 Reporting unauthorized items to supervisor immediately

4.1 Identifying and checking Items

All guests expect venues to provide a formal, structured Lost and Found service. The exact nature of each Lost and Found service can vary enormously, and the systems employed to support them can also vary widely. This Section identifies properties offering such a service.

The Lost and Found facility

Lost Property Office

In most cases properties will not have a separate, standalone Lost and Found facility within the venue.

That is, there is rarely a „Lost and Found“ department, or a „Lost and Found“ office. The term „Lost and Found facility“ is a generic term referring to the service and protocols provided by a venue to:

- Record lost and found items
- Store found items
- Facilitate the return of lost and found items to their rightful owners.

Properties with Lost and Found facility

There is no legal requirement for properties to have a Lost and Found facility but they are common in the following venues:

- Hotels
- Motels
- Commercial catering facilities
- Convention centers
- Casinos
- Clubs
- Restaurants
- Resorts
- Theme and amusement parks
- Tourist attractions
- Back-packer accommodation
- Bed and Breakfast establishments
- Dormitories
- Villas.



Lost and found items:

Lost items

Lost items are items reported by guests/customers as having been lost – in most cases these items may have been left in a room, forgotten, or stolen.

Found items

Found items are items found by staff or guests/customers and handed in to venue staff.

It is possible one item can be, at the same time, both a lost and found item: It may have been identified as being lost by a guest while having been found and handed in by a staff member.

Classifications of found items

Properties often classify found items into one of three categories:

- Valuable items
- Non-valuable items
- Perishables items.

6.1 Deposited found items to the lost and found section.

As already stated, most properties will not have a separate, stand-alone Lost and Found facility within the venue: that is, there is rarely a „Lost and Found“ department, or a „Lost and Found“ office.

This Section discusses the possible location of the Lost and Found facility within properties.

Location of Lost and Found facility

Accommodation venues

In hotels and other accommodation venues the Lost and Found facilities are generally incorporated within another area/department usually Housekeeping (Rooms Division).

The physical Lost and Found area will therefore usually be within the Executive Housekeeper's office, or – for larger „found“ items – within an allied stores area, such as the linen store/room.

This situation has evolved for two main reasons:

- Most „found“ items are found by housekeeping staff and come from rooms where in-house guests have departed.
- Many items found are never claimed, perhaps because the guest does not know where they lost the item, or perhaps the item has been deliberately left behind because the guest does not want to take it with them.
- Perhaps the value of the item is such they are not worried about it, or perhaps they simply believe it could not have been found, or handed in, so why bother
- The Housekeeper's office is a restricted access area and is not generally a high guest-traffic area: this enables increased security and safety for the items not available in some other areas such as, for instance, the baggage room.

It is also possible, depending on the size, layout and structure of the business; your Lost and Found facility/area may be located in/at:

- Manager's office
- Front office/reception
- Central stores area – in/adjacent to the Store Person's office.

Other property types

Properties that are not accommodation properties may have their Lost and Found facility located:

- At the ticket sales area/counter



- In a „guest service“ location – this is common at an amusement/theme park where the „office“ also provides a range of other services such as:
 - First aid
 - Baby change facilities
 - Cloakroom
 - Hire of equipment.

Develop in-house lost and found policies and procedures

All properties offering formal Lost and Found facilities will have developed a set of policies and procedures to guide implementation of the service.

It is important you read and understand all relevant policies and procedures as they apply to your workplace.

This Section identifies and describes a variety of Lost and Found policies and procedures.

Location of Lost and Found policies and procedures

You should be able to access the Lost and Found policies and procedures in your workplace through one or more of the following:

- At Induction and Orientation – your supervisor will advise you about what applies and where supporting information is located
- Staff manual – will contain a section titled/covering Lost and Found
- Venue intranet – larger businesses will feature an intranet facility which will enable access to all policies and procedures Workplace signs – including:
 - Information posters
 - Directional signage – pointing to the location of the Lost and Found facility
 - „Lost and Found“ signs.

Possible Lost and Found policies and procedures

Description of items

Businesses will provide information regarding a description/definition of items that will be kept and those that will be discarded (thrown out).

Properties often classify found items into one of three categories:

- Valuable items which include:
 - Cell phones
 - Cash over a certain amount – as nominated by the venue
 - Laptop computers – and accessories
 - Cameras
 - Watches
 - Jewelry
 - Car or house keys
 - Handbags and wallets
 - Travel documentation – passports, visas, tickets
 - Business documentation – reports, notes, business papers, plans
 - Personal items – credit cards, driver’s license
- Non-valuable items such as:
 - Magazines
 - Make-up/cosmetics
 - Old/damaged clothing



- Stationery
- Perishables items:
 - Food
 - Drinks
 - Partly consumed items and unopened items.

Note: check with your supervisor to determine what applies in your workplace.

Holding times

This will specify the length of time a property will retain an item before disposing of it.

Valuable items

Valuable items are held for between six – twelve months.

Valuable items are held longer because there is a greater chance the owner will eventually make a claim for them.

Non-valuable items

Non-valuable items are commonly held for three – six months.

If the establishment has a guest library, unclaimed *books* may be entered into the library.

Perishable food

Where perishable food is held, it is usually kept for 24 – 48 hours only.

Many venues immediately throw out all open bottles of drink, and all opened food found in a departed guest room/refrigerator.

Disposal of items

This policy dictates what happens to found items if they are not claimed.

Dangerous, illegal or suspicious items

To protect the property and staff, there will nearly always be directions about action to take to ensure correct treatment of dangerous, illegal or suspicious items.

Processing for found items

These protocols will explain the procedures for receiving, recording and storing/securing items handed in by staff and guests as „found“ items.

Policies and procedures will address:

- Staff with responsibility for processing items
- Documentation to be completed – such as Lost and Found
- Slip/Tag and Found Register/Lost and Found Register
- Location for storage of items
- Notifications – internally to other staff/departments and guests; externally to departed guests
- Disposal of items – when their storage period has elapsed and items have not been claimed.



Procedures for claiming items

These are the house requirements to be followed when a person makes a claim on a Lost and Found item.

Standard procedures require the person claiming the item to be able to describe the item or furnish reliable proof of ownership.

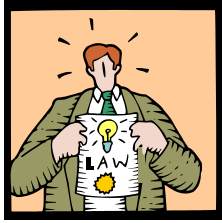
It is imperative items are never simply handed over to people making a claim without proof of ownership.

Relevant documentation must also be completed to track/record the return of the item.

Identify the legal requirements that apply to lost and found items

All properties have some form of legal obligation and responsibility when found items are handed in and stored for return to the person who lost them.

National laws



This Section highlights the issues to be aware of and emphasizes the need for you to determine the legal requirements imposed on venues in this regard for your home country.

It is important to contact your local industry peak body and ask them about the legal implications in your country regarding lost and found items.

You may also talk to the local authorities/Police or discuss requirements with your supervisor, or more senior/experienced workplace staff.

The information provided in these notes is generic in nature and based on industry best practice and ethical conduct.

On-the-job training

Your employer will also provide you with relevant advice and directions as part of your Induction and Orientation.

House policies, procedures and manuals will also reflect the legal requirements of your country.

Duty of Care

In this context (that is, where a property stores a found item with the intention of returning it to its rightful owner) „duty of care“ is a common law obligation requiring the hotel/staff to take action to protect the items against „foreseeable harm“.

This means a hotel must take whatever action is necessary, given the circumstances applying at the time, to ensure the found item does not come to any harm.

(A similar duty of care requirement applies across the property to all guests, staff, and members of the public.)

In regard to lost property this duty of care applies to situations where:

- The hotel returns the item to the wrong person
- The hotel loses the item once it stored it for safe-keeping
- Damage occurred to the item as a result of an action/event within the property.

Breach of duty of care can give rise to the potential for a guest to sue the hotel for negligence

Concept of receiving stolen property

It is possible someone taking possession of an item for processing as „found“ property may be charged with „receiving stolen property“ if:

- The items were, in fact, stolen
- The person knew, or ought reasonable be aware, they were stolen
- The person who received the items deliberately intended to receive the items and have them under their control.

Where the person had no intent to receive the stolen goods, did not know they were stolen or the goods were not, in fact, stolen it is highly unlikely a prosecution would be commenced or succeed.

The point to raising awareness about the potential for receiving stolen goods is to refuse to accept any items where you believe there is the possibility they may be stolen.

If in doubt about a situation of this nature, contact your Supervisor/Manager for advice.

Communicate the location and function of the lost and found facility to guests and staff

From time-to-time there can be a need to advise guests/customers about the location of the Lost and Found area in your workplace and to explain to them how to hand in or claim an item.

This Section identifies methods to communicate with people in this regard and identifies skills to be applied.

Advising guests/customers

Where formal Lost and Found services are available, the venue will seek to inform guests/customers about them.



Communication regarding the Lost and Found facility should take place to optimize its use both by staff and guests, and ensure lost items are returned to their owners.

This communication can occur verbally, in print, or via signage.

Staff should never *offer* Lost and Found advice to guests/customers.

Information should only be provided when:

Verbally

- Specifically asked a question – perhaps because the person has an item to hand in or they have lost something
- There is a situation where the advice is appropriate – for example, a person tells you they cannot find their watch but are not certain (at this stage) it is actually „lost“
- One guest/customer advises you someone else in the venue has lost or found an item.

Advising people verbally is an excellent option for sharing information as it allows you to:

- Verify people have understood what you have told them
- Follow-up the verbal advice with other help – such as escorting them to the Lost and Found service area.

Printed materials

Most properties will have the following hard-copy options as ways of advising guests/customers about Lost and Found:

- Guest account – a line or two is commonly included on the guest account advising them of how to contact Lost and Found after their departure if there is a need to do so
- Guest room compendium – there is usually a section in the in-room compendium advising guests:
 - The venue has a Lost and Found facility
 - Where it is

How to contact it.

Attention should be paid to providing these materials in different languages to match customer/guest profiles.

Other options

On-screen

Depending on the property and the level of in-room facilities, Lost and Found information may be provided:

- Through the information facility on the television in the guest room via a touch screen information unit in the lobby/foyer.
- In some cases, there may be signage – usually in the reception foyer area – indicating the location of the Lost and Found facility.

As with any printed form these signs may be required to be written in a variety of languages.

Obtaining updated Lost and Found information

Staff can obtain updated information about internal Lost and Found procedures:

- At regular (weekly, fortnightly) staff meetings
- At daily staff briefings and de-briefings – before work
- By reading the Communications Book – used by management in some venues to communicate important information to staff

- By regular reading of intranet files – policies, procedures, updates, alerts
- By reading all communications issued by management – such as emails, memos and posters on the staff information board in the tea room, change room, recreation room
- Through mandatory on-the-job training sessions.

Communication skills

When communicating with guests/customers about Lost and Found facilities and protocols the following interpersonal and communication skills should be applied:

- Demonstrate a willingness to help/communicate – never treat these situations as an imposition
- Show respect for the person – and concern for their situation/loss
- Use appropriate verbal language – as appropriate to the person’s age and race
- Use non-verbal communication to support the spoken word and other action taken – ensure body language matches the verbal language
- Be prepared to accompany the person to the Lost and Found area – as opposed to simply providing verbal or other directions/instructions
- Use sign language – where there is a communication problem caused by language differences: Point
- Speak at an appropriate pace and volume – do not yell, do not whisper
- Use person’s name where it is known or use „Sir“ or „Madam“
- Check your advice/information has been understood – ask if the person has understood or needs more information, a different explanation or another person to explain things
- Thank anyone who wants to hand a found item in – always thank people for their help, honesty and cooperation.

Establish lost and found register

All properties offering a Lost and Found facility will feature a Lost and Found register. Properties may purchase a Lost and Found Register from a hospitality supplier or prepare their own using the workplace computer.

This Section identifies the contents and role of this Register.

The Lost and Found Register

Combined Lost and Found Register

The Lost and Found Register is a bound book – that is, it is not loose-leaf.

The book is bound so pages cannot easily be removed, and if they are removed it is easy to see where they have been taken from.

Pages in the register are usually sequentially numbered pages.

Found items may be listed at the front of the register and reports regarding lost items may be recorded at the rear of the book.

The Register records three primary types of information:

- All appropriate items found on the premises by staff and/or customers and guests
- Details of all items reported as lost by customers/guests
- Actions taken in relation to lost and found items – including:
 - Efforts to find lost items – action taken by staff/the property in response to reports from guests/customers they have lost an item
 - Storage of found items – identifying where items have been stored so they can be easily retrieved when a claim is made
 - Details of the return of an item to its owner – identifying the owner and evidence obtain identifying the claimant as the rightful owner

- Details of disposal of found items – to prove/demonstrate what happened to unclaimed items and when this took place.

Found items

For „found items“ the register will usually provide space to record:

- Item number (optional) – some properties allocate every found item a number to assist with tracking
- Date/time – the item was found
- Description of item – sufficiently detailed to distinguish it from other similar items
- Finder – name and contact details of person who found it
- Location found – name of room/area where the item was found
- Name of owner/room occupant – where known
- Receipt number – some venues will issue a receipt to the finder whenever a found item is handed in: this helps maintain accountability and reduced chance of staff stealing items
- Action taken – to find the owner (where appropriate) Final disposal of the item such as:
 - „Returned to Owner“
 - „Discarded“
 - „Donated to XYZ“
- Signature of claimant – where item was returned to owner, including details of evidence presented by the claimant to prove they were the owner, such as:
 - Driver’s license number
 - Passport number
 - Reference to photocopied material filed for future reference.

Lost items

For items reported as lost the following details need to be recorded:

- Date/time – the lost report was made
- Description of item – in sufficient detail to allow the item to be identified
- Value of the item (optional) – indicating how much the item is worth
- Location where item was lost – if known
- Name of person who has lost the item
- Contact details – of person who has lost the item
- Action taken – to find the lost item.

Sample Lost and Found Register

The ‘found’ items section of the Register

The Lost and Found Register may have the following pages at the front of the book usually in Landscape format.

Item No.	Date/Time Found	Location Found	Description & Value	Name of Finder	Tag or Receipt No.	Action Taken	Disposal or Return	Sign. In	Sign. Out

Many variations on the above example are present within the industry at different properties

The 'lost' items section of the Register

The Lost and Found Register may have the following pages at the rear of the Register usually in Landscape format.

Date/Time Lost	Location Lost	Description & Value	Name of Contact	Action Taken	Returned – Date & Details of Proof of Ownership	Signature of Claimant

4.2 Reporting missing/damaged item

During daily housekeeping operations, staff may discover **missing or damaged items** in guest rooms, public areas, or back-of-the-house facilities. Proper handling and reporting of such findings are essential to maintain hotel standards, prevent misunderstandings, and ensure guest trust and satisfaction.

Reporting missing or damaged items means **notifying the appropriate personnel or department** when something is lost, stolen, or broken within the hotel premises, including guest belongings, hotel property, or operational equipment.

Importance of Reporting

- Prevents **losses and theft** from going unnoticed.
- Ensures **accountability and transparency**.
- Helps in **quick replacement or repair** of damaged items.
- Maintains **guest trust and satisfaction**.
- Provides **documentation** for hotel records, insurance, or investigations.

Examples of Missing/Damaged Items

- **Guest belongings:** wallet, jewelry, laptop, phone, clothes.



- **Hotel property:** towels, bedsheets, lamps, minibar items.
- **Equipment:** vacuum cleaners, trolleys, irons, washing machines.
- **Room amenities:** broken glassware, chipped plates, or malfunctioning TV remote.

Guidelines for Housekeeping Staff

1. **Stay observant** – Always check for missing or damaged items while cleaning or inspecting rooms.
2. **Do not touch guest belongings** – If personal items are suspected missing, report immediately without interfering.
3. **Tag damaged hotel property** – Mark as “Out of Order” or remove from service if necessary.
4. **Report to the immediate supervisor** – Provide details (room number, item description, type of damage or loss).
5. **Record in logbook or incident report** – For documentation and follow-up.
6. **Coordinate with other departments** – For example, front office (for guest-related issues) or maintenance (for repair/replacement).
7. **Maintain confidentiality and professionalism** – Especially when dealing with guest-related missing items.

Key Points to Remember

- Always **report missing or damaged items immediately**.
- Never attempt to resolve guest complaints about missing belongings on your own—always involve supervisors/security.
- Proper reporting protects **guests, staff, and the hotel**.
- Documentation is essential for **accountability and follow-up**.

4.3 Reporting unauthorized items to supervisor immediately

In the hospitality industry, **safety and security** are top priorities. During routine duties, housekeeping staff may encounter unauthorized, prohibited, or suspicious items in guest rooms, public areas, or back-of-the-house spaces. These items must be reported to the **supervisor or security personnel immediately** to ensure proper action is taken.

“Unauthorized items” refer to objects or materials that are:

- **Prohibited by hotel policies** (e.g., cooking appliances, candles).
- **Illegal or dangerous** (e.g., drugs, firearms, explosives).
- **Suspicious or unclaimed** (e.g., unattended luggage, unusual packages).
- **Not part of standard room setup** (e.g., furniture moved in by guests).

Importance of Reporting Unauthorized Items

- Ensures **safety** of guests, staff, and property.
- Prevents **accidents, theft, or criminal activities**.
- Protects the hotel from **legal and reputational risks**.
- Maintains **trust and confidence** of guests.
- Supports **coordination with security and management** in emergencies.

Examples of Unauthorized Items

- Electrical appliances like hot plates or rice cookers in guest rooms.
- Flammable materials such as gas stoves, candles, or fireworks.
- Dangerous objects like knives, firearms, or weapons.
- Illegal substances or drugs.
- Unattended or abandoned bags/packages in lobbies or hallways.

Guidelines for Housekeeping Staff

1. **Stay alert** during room cleaning and inspections.
2. **Do not touch or move unauthorized items**—leave them in place.

3. **Report immediately to the supervisor or security department.**
4. **Provide complete details:** location, room number, type of item, time found.
5. **Follow hotel procedures** for incident reporting (logbook, report form).
6. **Maintain confidentiality**—avoid alarming guests or spreading rumors.
7. **Prioritize safety**—if the item appears hazardous, evacuate the area if necessary.

Example Scenarios

While cleaning a guestroom, a housekeeper finds a lit candle near the curtains. They immediately report it to the supervisor for safety action.

A staff member notices a guest using a portable gas stove inside the room. They inform their supervisor right away without confronting the guest.

A suspicious unattended bag is found in the lobby. The housekeeper avoids touching it and reports to security at once.

During turndown service, housekeeping discovers a firearm in plain sight. They leave the room immediately and report it to their supervisor and security.

Key Points to Remember

- Do not handle unauthorized items yourself.
- Report immediately to the proper authority.
- Safety first—never put yourself or guests at risk.
- Housekeeping plays a critical role in maintaining hotel security.

Self-Check-3.4

Multiple Choice Questions

1. If a housekeeper finds a firearm inside a guestroom, what should they do?
 - a. Secure the firearm and bring it to lost and found
 - b. Report immediately to the supervisor/security without touching it
 - c. Hide it from the guest to avoid problems
 - d. Ignore it to avoid confrontation
2. Why is it important to report unauthorized items?
 - a. To reduce the workload of other departments
 - b. To ensure safety and prevent possible danger
 - c. To avoid cleaning the room
 - d. To please the management
3. A guest is found cooking with a portable gas stove inside the room. The correct action is:
 - a. Ask the guest to stop immediately
 - b. Report the incident to your supervisor without direct confrontation
 - c. Unplug the stove yourself
 - d. Ignore the situation
4. Which of the following is an example of an **unauthorized item**?
 - a. Towels provided by the hotel
 - b. Bottled water on the bedside table
 - c. Fireworks stored inside a guest's luggage
 - d. Room service tray left in the hallway
5. When a housekeeper finds an unauthorized item, what is the **first priority**?
 - a. Confront the guest about the item
 - b. Ensure personal and guest safety, then report immediately
 - c. Remove the item from the room to avoid accidents
 - d. Take a photo of the item for evidence

Answer Key – 3.4

Multiple Choice Questions

16. If a housekeeper finds a firearm inside a guestroom, what should they do?
- Secure the firearm and bring it to lost and found
 - Report immediately to the supervisor/security without touching it
 - Hide it from the guest to avoid problems
 - Ignore it to avoid confrontation

Answer: b. Report immediately to the supervisor/security without touching it

17. Why is it important to report unauthorized items?
- To reduce the workload of other departments
 - To ensure safety and prevent possible danger
 - To avoid cleaning the room
 - To please the management

Answer: b. To ensure safety and prevent possible danger

18. A guest is found cooking with a portable gas stove inside the room. The correct action is:
- Ask the guest to stop immediately
 - Report the incident to your supervisor without direct confrontation
 - Unplug the stove yourself
 - Ignore the situation

Answer: b. Report the incident to your supervisor without direct confrontation

19. Which of the following is an example of an **unauthorized item**?
- Towels provided by the hotel
 - Bottled water on the bedside table
 - Fireworks stored inside a guest's luggage
 - Room service tray left in the hallway

Answer: c. Fireworks stored inside a guest's luggage

20. When a housekeeper finds an unauthorized item, what is the **first priority**?
- Confront the guest about the item
 - Ensure personal and guest safety, then report immediately
 - Remove the item from the room to avoid accidents
 - Take a photo of the item for evidence

Answer: b. Ensure personal and guest safety, then report immediately

Job Sheet -3.4

Job name: Providing a lost and found facility.

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet.
4. Collect and prepare appropriate tools, equipment and Materials
5. Checked the „found“ item to ensure it is safe and legal
6. Tagged the item for storage
7. Stored the item appropriately
8. Be professionally completed
9. Contain comprehensive and clear details of the lost item
10. Identify date, time and location, as appropriate
11. Update lost and found register
12. Go to the room to deliver the requested items or services
13. Apologizes for the inconvenience.
14. Store cleaned equipment and tools to designated areas.

Specification sheet-3.4

Job name: Providing a lost and found facility.

To complete the above task, you will know lost & found Items

To provide a lost and found facility, housekeeping should establish a secure area for storing items, log every found item in a detailed register or software, and implement a clear procedure for guest verification and item return, often involving the front desk or security. Training staff on the proper procedures, defining retention periods for unclaimed items, and having a policy for disposal are crucial for effective management.

Here's a step-by-step guide:

Designate a Secure Storage Area:

Set up a dedicated, secure location with restricted access, such as a locked closet or locker, for storing all found items.

Store valuable items like jewelry or electronics in a separate, high-security locker within this area.

Create a Standardized Logging System:

Maintain a comprehensive lost and found register (manual or digital) to record every found item.

Each entry should include the item's description, the date and time it was found, the location it was found, and the name of the staff member who found it.

Develop a Clear Procedure for Handling Found Items:

Upon finding an item, the housekeeping staff member should immediately report it to the supervisor or the designated lost and found desk.

The item should be placed in a plastic bag and labeled with details from the lost and found register.

Establish Communication and Retrieval Protocols:

Inform the front desk about the found item so they can check for guest communications and match the item to a potential owner.

When a guest claims an item, they must provide a detailed description or identification to verify ownership.

Document the handover in the lost and found register and obtain the guest's signature as proof of retrieval.

Define Policies for Unclaimed Items:

Establish a clear retention period for items, typically 30 to 90 days, after which unclaimed items are donated, disposed of, or handed over to authorities, according to hotel policy.

Perishable items, such as food, should be discarded after a much shorter period, such as three days.

Train Staff and Ensure Compliance:

Provide comprehensive training to all housekeeping staff on the lost and found procedure.

Ensure the entire process complies with establishment policies and relevant legal obligations.

Lost & found Items	Quantity
Valuable items which include:	
Cell phones	As per required
Cash over a certain amount – as nominated by the venue	As per required
Laptop computers – and accessories	As per required
Cameras	As per required
Watches	As per required
Jewelry	As per required
Car or house keys	As per required
Handbags and wallets	As per required
Travel documentation – passports, visas, tickets	As per required
Business documentation – reports, notes, business papers, plans	As per required
Personal items – credit cards, driver's license	As per required
Non-valuable items such as:	
Magazines	As per required
Make-up/cosmetics	As per required
Old/damaged clothing	As per required
Stationery	As per required
Perishables items:	
Food	As per required
Drinks	As per required
Partly consumed items and unopened items.	As per required

-----End-----

Module-4

MODULE TITLE: CARRY OUT LAUNDRY SERVICE

Unit Code: SICIP-THS-HK-04-O



Skills for Industry Competitiveness and Innovation Program (SICIP)

Finance Division, Ministry of Finance

Module – 4

Module Title: Carry out Laundry Services

Unit Code: SICIP- THS -HK-04-O

Nominal Hours: 20 hrs.

Module Descriptions:

This module covers the knowledge, skills and attitudes required to carry out laundry services. It specifically includes the task of preparing for laundry work, performing laundry service and performing post laundry service.

Learning Outcome:

After completing this module, trainee will be able to:

1. Prepare for laundry work
2. Perform laundry service
3. Perform post laundry service

Assessment Criteria:

- 1.16 OSH is followed
- 1.17 Personal Protective Equipment (PPE) is used.
- 1.18 Tools and equipment and cleaning materials are selected and collected.
- 1.19 Guest clothes are picked up and checked with list.
- 1.20 In-house linens are picked up.
- 1.21 Guest clothes and in-house linens are sent to laundry section
- 1.22 Guest clothes and in-house linen are sorted and counted as per workplace procedures
- 1.23 Stain, damage and torn are checked
- 1.24 Washing and drying process are performed.
- 1.25 Pressing and folding processes are performed.
- 1.26 Guest clothes are sorted, separated and counted as per room.
- 1.27 In-house linens and terry are sorted, separated and counted type wise.
- 1.28 Packing is performed as per requirement.
- 1.29 Guest clothes are delivered to room.
- 1.30 In-house linens and terry are delivered to housekeeping store

Information Sheet 4.1

Learning Outcome-1: Prepare for laundry work

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 1.10 Following OHS Procedure
- 1.11 Using Personal Protective Equipment (PPE)
- 1.12 Selecting and collecting tools, equipment and cleaning materials
- 1.13 Picking up guest clothes and checking with list
- 1.14 Picking up In-house linens
- 1.15 Sending guest clothes and in-house linens to laundry section.

1.2 Following OHS procedure:

Same as Module-1, Information Sheet-1, Content 1.1. So that follow that one.

1.3 Using Personal Protective Equipment (PPE)

Same as Module-1, Information Sheet-1, Content 1.1. So that follow that one.

1.3 Selecting and collecting tools, equipment and cleaning materials

In laundry operations, the proper selection and collection of tools, equipment, and cleaning materials is essential for efficiency, safety, and achieving high-quality results. Using the right items minimizes damage to fabrics, conserves resources, and ensures smooth workflow.

Hotels may elect to have either an on-premise laundry or use an off-site laundry. The decision on which one to use may be influenced by the size of the hotel, its location, or its star rating.

An on-premise laundry (OPL)

This is where the laundry is situated somewhere within the hotel premises. The hotel will be able to process all hotel linens for use in hotel rooms and restaurants. In some cases, the hotel may also have a dry-cleaning facility which will enable them to process all items needing to be dry-cleaned including guests' clothing and hotel soft furnishings.

Where there is an OPL, the hotel will own all the laundry equipment, and all linen items and employ all laundry staff. The hotel will also be responsible for maintaining all laundry equipment.

The tools and equipment that may be used in a laundry

Depending on the size of the laundry premises and the size of the hotel it needs to service, equipment types and sizes will vary considerably.

The following is a list of the main types of equipment used for processing hotel linens:

1. **Marking Machine:** A marking machine is likely a typo or misunderstanding; however, the term "[laundry marking machine](#)" refers to devices that label garments and linens for identification and tracking in commercial settings. These machines use various technologies, including **laser marking**, which permanently etches information onto materials, and **ink-based**



systems that print labels directly. Other types include **heat press machines** that apply identification tags or transfers to textiles.

2. **Washing Machine:** These vary in size and can hold between 5kg and 200 kg of soiled linen. They wash linen and also extract most of the residual water content by spinning in the last cycle.



3. **Continuous batch washers.** These are only used where there is a large volume of washing such as in a five-star 500-room hotel where linen is changed every day. The machine resembles a tunnel and is controlled via a computer program that can direct the loading, unloading, and drying of linen through automation, reducing the need for several staff members



4. **Tumble dryers.** These are used to dry towels primarily and can again vary largely in their capacity – from 5 kg to 80kg



5. **Flatwork feeders.** Used to assist in feeding sheets and table linen onto the flatwork ironer. They are comprised of a series of clips that automatically feed sheets onto the ironer



6. **Flatwork ironer.** This is a machine that irons and dries sheeting and table linen in one pass



7. **Flatwork folder-**this is attached to the flatwork ironer and is pre-programmed to mechanically fold sheets and table linen. The folding mechanism can be switched off when ironing small items like napkins



8. **Roller irons.** These are found in small laundries for ironing small items like napkins and pillowcases. Larger versions can be used for ironing sheets. The item is passed through the ironer and returned to the operator for manual folding. The final result is inferior to the larger flatwork ironer but in motels where the sheets are a blend of 50%polyester and 50% cotton, the result may be satisfactory. They are labor-intensive. They would not usually be suitable for ironing sheets made of 100 % cotton

9. **Towel folding machines.** These are machines where dry clean towels are fed manually onto the towel folder and automatically folded. They may be single-lane or multi-lane. The towel-folding machines can be pre-programmed for producing different folds

10. **Presses.** Hot head presses are used mainly to press clothes but can also be used to press small items like napkins and pillowcases. Pressing in this way, however, is labor-intensive and not recommended for large quantities.



11. **Spotting board.** This is a specially designed table used for spotting

garments prior to being washed or dry cleaned. Stains are treated according to their classification with specific spotting chemicals. The spotting table uses a steam hose which can be used to assist in the removal of stains and can also generate air to dry the fabric after stain removal. It is operated by using foot pedals. This piece of equipment should only be used by experienced and trained staff.

12. **Dry cleaning machine.** This is a machine that is used to dry clean items that cannot be washed in water. They operate similarly to the washing machine but use a solvent to clean. The main solvent in use today is perchloroethylene. The machine cleans and dries the garments in one cycle
13. **Different types of presses.** These are many and varied. There are presses designed specifically for pressing trousers and others designed to press shirts
14. **Shirt folding machine.** This is a template that can be used to fold shirts and tee shirts only

Miscellaneous equipment that will be needed for the laundering and dry cleaning of soft furnishings and guests clothing and staff uniforms include:

1. Packaging materials such as baskets or cardboard boxes, plastic bags, coat hangers
2. Marking tape and tags
3. Dry cleaning docket and plastic bags
4. Spotting chemicals, spatulas, and tamping brushes.

Types of cleaning materials:

1. Water: Water by itself is not a good cleaner but the chemicals that are added to the water make it a medium to allow the chemicals to penetrate the soil and hold it in suspension. Water also allows the chemicals to be transported to the wash load and to carry away the soiled solution. It is an excellent rinse aid.

2. Hot Water: Washing at a temperature of 70C for approximately 25 minutes will kill most bacteria in hotel linen (except spores). This is known as thermal disinfection. This temperature is however not recommended for woolens or synthetic fabrics.

3. Alkalis: Most soil in linens is acidic in nature and alkalis are used in the first part of the wash cycle to neutralize the soil in the linen prior to the main washing process. They also assist the detergent to "wet" the linen, thereby penetrating the soil and holding it in suspension. Alkalis also assist in converting fats and oils to soap so that they become water-soluble.

4. Builders: Builders can be added to both alkalis and detergents. Their function is to assist in water softening and to increase the function of the detergent to get better wash results. Common builders include phosphates, silicates, and carbonates.

5. Detergents: These are used to wash the linen, allowing water to penetrate the soil and hold it in suspension before rinsing. All detergents used in commercial laundry are synthetic, combined with builders to allow fats to emulsify. Detergents have a high tolerance to hard water and can be efficient at all temperatures. They are more suitable for commercial laundering than soap which can produce a film when used in hard water.

6. Chlorine bleaches: These are used to whiten linen and remove residual stains. Chlorine bleaches must only be used on white linen. It contains sodium hypochlorite as the active agent

7. Oxidizing bleaches: These can also be used to remove stains. Examples include hydrogen peroxide and sodium perborate.

8. Antichlor: These are used to inactivate any residual traces of chlorine bleaches and they

prevent linen from yellowing. Some contain an optical brightener that makes white linen seem whiter by increasing light reflection. They are usually added to the second rinse cycle with a high-water level.

9. Fabric softeners: These are used to soften towels and reduce lint but are also used in the wash cycles of sheets to assist in the ease of ironing by reducing static electricity on the flatwork ironer. They are absorbed into the fabric and form a protective coating. They make towels softer to the feel and also assist the washman as linen will be easier to pull from the washing machine when emptying.

10. Starch: Starch is added to the final rinse in the washing of cotton table linen and chefs' jackets to present a crisp and fresh appearance. Starch lays down a protective barrier on the fabric to help prevent stain absorption. This makes stain removal in the next wash cycle easier. It is usually in a powdered form and must be pre-dissolved. Starch will not be absorbed by polyester fibers.

11. Sours or Acids: These are added in the final rinse to neutralize residual alkalis. If alkalis are not removed, white linen can turn yellow or grey. Some sours also contain optical brighteners.

Key points to remember

- Right tools + right cleaning materials = efficient laundry service.
- Always match detergent/chemicals with fabric type.
- Safety gear is essential when handling cleaning agents.
- Organize collected items for easy workflow and time management

To select and collect tools, equipment, and materials for a hotel laundry, first evaluate your hotel's laundry volume and long-term goals to choose equipment with optimal capacity, such as large-capacity washers, dryers, ironers, and pressers, and ensure the equipment is energy-efficient and ergonomic for staff. Second, collect essential cleaning materials like high-quality detergents, softeners, and stain removers, and provide necessary tools such as laundry bags, hangers, and trolleys for transporting linens. Finally, organize these items efficiently with proper storage solutions to maintain a clean, safe, and productive laundry operation.

1. Selecting Equipment

Assess Laundry Volume: Choose machines with capacities that match your hotel's average and peak laundry loads to avoid excessive labor, wear and tear, or energy waste.

Consider Long-Term Goals: Invest in scalable, adaptable, and energy-efficient equipment to meet anticipated growth and changing guest expectations.

Prioritize Ergonomics: Select machines with intuitive controls, clear displays, and ergonomic loading/unloading designs to reduce staff strain and prevent work-related injuries.

Include Key Machines:

Washers/Washer-Extractors: Use commercial-grade, high-capacity models, sometimes with smart technology.

Hydro Extractors: High-speed machines that spin out significant water after washing.

Tumble Dryers: For items like towels that don't require ironing, these dry fabrics completely. Ironing Equipment: Flatbed presses, steam presses, and calendar machines for large items like bed sheets.

Steam Cabinets: For removing wrinkles from hanging linens such as curtains and blankets.

Linen Trolleys: For transporting soiled and clean linens within the hotel.

2. Collecting Cleaning Materials

Detergents: Choose high-quality detergents formulated to remove dirt and stains, with options for sensitive skin if needed.

Stain Removers: Have various stain removers available to tackle different types of stains, according to the product's properties.

Laundry Softeners: Use laundry conditioners to provide a soft finish and add a pleasant scent to fabrics.

3. Collecting Tools and Accessories

Laundry Bags and Hangers: Essential for collecting soiled items from rooms and storing clean ones.

Laundry Baskets: For sorting and holding laundry before it enters the washing machines.






Work Tables: Provide space for staff to sort, fold, and press laundry.

4. Organizing and Storing

Efficient Layout: Plan your space to allow for a smooth workflow from soiled linen collection to the final storage of clean items.

Utilize Vertical Space: Use shelving and stacking systems to maximize storage in tight laundry areas.

Keep Items Accessible: Store supplies in clear canisters and use matching baskets to maintain order and easy access to essential items.

Sl	Name of Machine	Picture
1	Washer extractor machine	
2	Dry-cleaning Machine	
3	Laundry Dryer	
4	Steam press machine	
5	Cloth Spot cleaning machine	

Step 2: prepare for collection

- Bring necessary materials (extra laundry list, tags, bags).
- Carry a clipboard/pen to confirm items during pickup.

Step 3: count and check items

- Verify each item in the bag against the guest's laundry list.
- Count aloud in the presence of the guest (if they are available).
- Mark or tick items on the list as they are confirmed.
- If there are discrepancies (e.g., guest lists 5 shirts but only 4 are present), politely clarify with the guest.

Step 4: tag and secure

- Assign a laundry tag/number to each bag or garment for tracking.
- Attach tags properly to avoid misplacement.
- Ensure delicate or special-care garments are noted clearly.

Step 5: confirm with guest

- Return a copy of the checked laundry list to the guest.
- Thank the guest and reassure them that items will be handled with care.

Step 6: forward to laundry section

- Deliver the tagged clothes and laundry list to the laundry department.
- Update records/logbook for accountability.

Guest interaction etiquette

- Greet the guest with a smile and polite tone.
- Address the guest by name and title of respect (e.g., mr., mrs., dr.).
- Handle clothes discreetly and respectfully.
- Avoid commenting on personal garments.
- Maintain confidentiality and professionalism at all times.

Laundry process flow chart in the hotel industry



A typical hotel laundry process flow chart includes: collection, arrival, sorting by fabric and soil, weighing for machine capacity, loading, washing, rinsing, hydro-extraction (water removal), tumble drying, finishing (folding/hanging), airing to prevent mildew, and finally, storage before delivery and use.

Detailed steps of the hotel laundry process

1. Collection and Arrival: Dirty linens from guest rooms and other areas are collected.
2. Sorting: Linens are sorted by fabric type (e.g., cotton, synthetics), color, and the type of soil they carry.
3. Marking: Temporary or permanent marks may be applied to identify linens or track them.
4. Weighing: Linens are weighed to match the capacity of the washing machine and prevent overloading.
5. Loading: Sorted and weighed linens are loaded into washing machines.
6. Washing: The washing process begins, utilizing appropriate water temperatures, detergents, and cycles.
7. Rinsing: After the wash cycle, linens are rinsed to remove soap residue.
8. Hydro-extraction (Spinning): Excess water is extracted from the linens using centrifugal force.
9. Tumble Drying: Hot air is used in tumble dryers to remove remaining moisture and dry the linens completely.
10. Finishing: The dry linens are finished, which can include folding or hanging them on hangers.
11. Airing: Linens are aired to ensure they are completely dry and to prevent mildew.

12. Storage: Clean and finished linens are stored properly in a linen room before being distributed to guest rooms and departments.
13. Transfer & Use: Fresh linens are transferred to various locations and are ready for guest and staff use.

Key points to remember

- Always cross-check clothes with the laundry list before collection.
- Never take laundry without a completed laundry list.
- Record discrepancies immediately and report to a supervisor.
- Maintain a professional and polite approach during collection.
- Use tags and logs to ensure tracking and accountability

1.5 Picking up In-house linens

In a hotel or institutional laundry, in-house linens refer to bed sheets, pillowcases, towels, tablecloths, napkins, curtains, and staff uniforms provided by the establishment. Collecting these linens systematically is the first step in ensuring smooth laundry operations. Proper pickup practices prevent loss, maintain hygiene standards, and keep the property's supply cycle efficient.

Common in-house linens

- **Guestroom linens:** bed sheets, pillowcases, duvet covers, mattress protectors.
- **Bathroom linens:** bath towels, hand towels, Face towels, bath mats, bathrobes.
- **Table linens:** tablecloths, napkins, chair covers, skirting.
- **Other linens:** staff uniforms, curtains, kitchen cloths.

Tools and equipment needed

- **Linen trolleys / laundry carts** – for collecting soiled linens.
- **Laundry bags (color-coded)** – to separate by type (white linens, colored linens, towels, etc.).
- **Gloves, apron, and mask** – for hygienic and safe handling.
- **Logbook / checklist** – to record quantities.
- **Sorting hampers** – for pre-separating heavily soiled or stained items.



Procedure: picking up in-house linens

Step 1: Preparation

- Wear protective gear (gloves, apron, mask if required).
- Prepare trolley/carts lined with laundry bags.
- Carry a checklist/logbook for recording items.

Step 2: Collect Soiled Linens

- Visit guest rooms, housekeeping pantries, restaurants, or spa areas as scheduled.
- Remove used linens hygienically – avoid shaking to reduce dust and contamination.
- Place items directly into designated bags or carts.
- Separate stained, wet, or damaged linens.

Step 3: Count and Record

- Count items per type (e.g., 20 sheets, 40 towels).
- Record totals in the logbook or linen inventory sheet.
- Note unusual conditions (e.g., damaged, torn, missing).

Step 4: Transport Safely

- Push carts carefully to avoid spills or cross-contamination.
- Use service elevators to transport laundry, never guest elevators.
- Deliver soiled linens to the laundry section for sorting and washing.

Step 5: Report

- Submit records to the supervisor.
- Report shortages, losses, or damaged items immediately.

Hygiene and safety guidelines

- Always use color-coded bags (e.g., white for white linens, blue for colored, red for stained/contaminated).
- Do not overload carts; it increases accidents and damages fabric.
- Wash hands before and after handling laundry.
- Avoid mixing in-house linens with guest laundry.
- Handle contaminated hospital/restaurant linens with extra care.

Key points to remember

- In-house linens must be collected regularly and systematically.
- Proper handling prevents cross-contamination and damage.
- Accurate records help track inventory and reduce linen losses.
- Safety gear is mandatory to protect staff from germs and chemicals.
- Professionalism ensures smooth coordination between departments (housekeeping, laundry, and F&B).

1.6 Sending guest clothes and in-house linens to laundry section.

Once guest clothes and in-house linens are picked up and properly recorded, the next step is sending them to the laundry section. This stage ensures that collected laundry is transported safely, hygienically, and systematically to be washed, dried, and finished. Proper handling at this point reduces loss, contamination, and disputes while keeping the operation smooth and professional.

Tools and equipment needed

- Laundry trolleys / carts (lined with laundry bags).
- Color-coded laundry bags (guest clothes, white linens, colored linens, stained/contaminated items).
- Laundry list / logbook (for guest laundry).
- Linen inventory sheet (for in-house linens).
- Tagging materials (labels, barcodes, or number tags).
- Protective gear (gloves, apron, mask).



Procedure: sending laundry to the laundry section

A. For guest clothes

1. Verify and secure
 - Double-check the guest's clothes against the laundry list before sending.
 - Ensure each garment is properly tagged and matched with the correct guest name/room number.
 - Place delicate or special-care garments in separate protective bags.
2. Transport



- Use a separate trolley/cart for guest clothes to avoid mixing with in-house linens.
 - Ensure laundry bags are tied/secured to prevent loss or mixing.
 - Transport discreetly, using service elevators only.
3. Handover at laundry section
 - Submit the laundry list and clothes to the laundry supervisor.
 - Have both parties sign the logbook as proof of handover.
 - Report any special instructions (e.g., express service, dry clean only).

B. For in-house linens

1. Sort before sending
 - Separate linens by category (bedsheets, towels, tablecloths, uniforms).
 - Place heavily soiled or stained linens in marked bags for special treatment.
2. Transport
 - Load linens into designated carts/trolleys lined with color-coded bags.
 - Avoid overloading to prevent damage or spillage.
 - Use service elevators and proper transport routes.
3. Handover at laundry section
 - Submit linens with inventory sheet.
 - Count and confirm items with the laundry staff.
 - Record shortages, damages, or special instructions in the logbook.

Hygiene and safety guidelines

- Always wear gloves and protective clothing when handling soiled laundry.
- Avoid direct skin contact with dirty linens and clothes.
- Keep guest laundry separate from in-house linens at all times.
- Do not leave trolleys unattended in guest areas.
- Disinfect carts regularly to maintain hygiene.

Key points to remember

- Guest clothes and in-house linens must be sent separately.
- Always verify and document items before handing them over.
- Maintain confidentiality and professionalism when handling guest clothes.
- Proper transport prevents cross-contamination and loss.
- Documentation (lists, logbooks, tags) is essential for accountability.

Self-Check- 4.1

Multiple Choice

1. Which equipment is used for removing excess water after washing?
 - a) Dryer
 - b) Hydro Extractor
 - c) Steam Press
 - d) Washing Machine

2. Why must clothes be checked with the guest's laundry list?
 - a) To estimate the cost of laundry
 - b) To prevent loss or disputes
 - c) To save time during delivery
 - d) To impress the guest

3. When should discrepancies between clothes and the laundry list be clarified?
 - a) After washing
 - b) After ironing
 - c) Before processing, during pickup
 - d) During delivery back to the guest

Short Questions

1. Why should guest clothes and in-house linens be sent separately?

2. What document is used when sending in-house linens to the laundry section?

4. Why is tagging guest clothes important?

Answer Key -4.1

Multiple Choice

1. Which equipment is used for removing excess water after washing?
 - a) Dryer
 - b) Hydro Extractor
 - c) Steam Press
 - d) Washing Machine

Answer: b) Hydro Extractor

2. Why must clothes be checked with the guest's laundry list?
 - a) To estimate the cost of laundry
 - b) To prevent loss or disputes
 - c) To save time during delivery
 - d) To impress the guest

Answer: b) To prevent loss or disputes

3. When should discrepancies between clothes and the laundry list be clarified?
 - a) After washing
 - b) After ironing
 - c) Before processing, during pickup
 - d) During delivery back to the guest

Answer: c) Before processing, during pickup

Short Questions

1. Why should guest clothes and in-house linens be sent separately?

Answer: To maintain privacy, avoid mixing, and ensure proper handling.

2. What document is used when sending in-house linens to the laundry section?

Answer: Linen inventory sheet or logbook.

3. Why is tagging guest clothes important?

Answer: To ensure correct identification and avoid loss or mix-ups.

Job Sheet -4.1

Job Name: Sending guest clothes and in-house linens to laundry section.

Working Procedure:

22. Wear appropriate PPE for the activity.
23. Follow OSH procedures.
24. Read and understand the specification sheet.
25. Collect and prepare appropriate tools and equipment
26. Collect guest clothes with list and in-house linens with inventory sheet.
27. Sort, tag, and pack separately.
28. Load items into laundry trolley/cart.
29. Transport through service route to laundry section.
30. Hand over to laundry supervisor with documents.
31. Record transaction in logbook and secure signatures.
32. Dispose of waste materials according to kitchen protocols.
33. Store cleaned equipment and tools to designated areas.

Specification Sheet -4.1

Job name: Sending guest clothes and in-house linens to laundry section.

To complete the above task, you will need to use PPE, equipment and materials.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs

Equipment	Quantity
Laundry trolleys / carts	1pc

Materials	Quantity
Color-coded laundry bags	3 pcs
Laundry list / logbook (for guest clothes)	1pcs
Linen inventory sheet (for in-house linens)	1 pc
Tags/labels/barcodes	1 pc
Color-coded laundry bags	1 pc

Information Sheet 4.2

Learning Outcome-2: Perform laundry service

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 2.1 Sorting and counting guest clothes and in-house linen
- 2.2 Checking stain, damage and torn
- 2.3 Performing washing and drying process
- 2.4 Performing pressing and folding processes

2.1 Sorting and counting guest clothes and in-house linen

After guest clothes and in-house linens are collected and sent to the laundry section, they must be **sorted and counted** carefully. This ensures that every item is accounted for, properly treated according to fabric type, color, and wash requirements, and prevents disputes or damage. Sorting and counting also helps in maintaining hygiene standards, especially in hospitality and healthcare laundry operations.

Importance of Sorting and Counting

- Ensures **accuracy** – prevents loss or disputes.
- Protects **fabrics** – avoids damage by using correct wash methods.
- Maintains **hygiene** – prevents contamination.
- Improves **efficiency** – speeds up washing and reduces errors.
- Supports **record-keeping** – helps control inventory of linens.



Tools and Materials Needed

- Sorting tables or hampers
- Color-coded laundry bags/bins
- Laundry lists (for guest clothes)
- Linen inventory sheets (for in-house linens)
- Tags/labels/barcodes for identification
- PPE (gloves, apron, mask)



Procedure for Sorting and Counting

A. Guest Clothes

1. Verification

- Cross-check items with the guest's laundry list.
- Count garments aloud (if possible, in the presence of the guest, or during handover verification).

Sorting

- By **color**: whites, light-colored, dark-colored.
- By **fabric type**: cotton, silk, wool, polyester, blended.
- By **wash method**: normal wash, dry clean, delicate hand wash.
- By **special instructions**: "Do not bleach," "Dry clean only," "Express service."

Tagging

- Attach identification tags/barcodes to each item.
- Ensure room number and guest name are correctly recorded.

In-house Linens

1. Counting

- Count items according to category: sheets, pillowcases, towels, bathrobes, tablecloths, napkins, uniforms, etc.
- Record totals in the linen inventory sheet.



2. Sorting

- By **type**: bed linens, bath linens, restaurant linens, uniforms.
- By **soil level**: lightly soiled, heavily soiled, stained, contaminated (hospital/restaurant).
- By **color**: whites and colored.

3. Segregation

- Place contaminated or heavily soiled items in designated bags for special treatment.
- Separate torn/damaged linens for repair or discard as per policy.

6. Hygiene and Safety Guidelines

- Always wear gloves, mask, and apron while sorting.
- Avoid shaking soiled laundry (to prevent dust and germ spread).
- Disinfect sorting area and equipment regularly.
- Keep guest laundry and in-house linen separate at all times.
- Handle contaminated items with extra care and label clearly.

Key Points to Remember

- Sorting and counting must be done **systematically and accurately**.
- Guest clothes must always match the laundry list before processing.
- In-house linens must be recorded on the inventory sheet.
- Proper segregation ensures correct wash methods and hygiene.
- Clear labeling and documentation prevent mix-ups and losses.

2.2 Checking stain, damage and torn

Before guest clothes or in-house linens are washed, they must be carefully **inspected for stains, damages, and torn**. Early detection allows the laundry staff to take corrective actions such as pre-treating stains, repairing minor damage, or informing supervisors/guests about irreparable issues. This step is vital for maintaining quality standards, preventing fabric deterioration, and building guest trust.



Importance of checking for stains, damage, and torn

- Prevents permanent damage to fabrics.
- Ensures stains are treated before washing.
- Avoids worsening of small torn during the wash cycle.
- Reduces guest complaints about mishandled garments.
- Helps maintain the lifespan and quality of linens and clothes.

Tools and materials needed

- **Inspection table** with good lighting.
- **Magnifying glass** (for small stains or fine fabrics).
- **Marking tags / labels** to identify stained/damaged areas.
- **Stain removal kit** (brush, sponge, spotting solutions).
- **Repair kit** (needle, thread, patching materials).
- **Record logbook** for reporting.

- **Protective gear** (gloves, apron).

Procedure for checking stains, damage, and torn

Step 1: preparation

- Wear gloves and protective gear.
- Place clothes/linens on a clean inspection table under proper lighting.

Step 2: visual inspection

- Spread items flat and inspect both sides.
- Look for stains (food, ink, grease, blood, wine, makeup).
- Check seams, collars, cuffs, and corners for hidden spots.
- Inspect for torn fabric, holes, loose threads, or broken zippers/buttons.

Step 3: segregation

- Separate stained items for pre-treatment.
- Segregate torn or damaged items for repair or reporting.
- Mark problem areas with tags or colored clips.

Step 4: action taken

- Apply appropriate stain removal procedures (according to
- Send damaged/torn items to sewing/repair section if possible.
- If irreparable, record and report immediately.



Step 5: documentation

- Record the item, problem found, and action taken in the logbook.
- Inform supervisor or guest (for guest clothes) if necessary.

Hygiene and safety guidelines

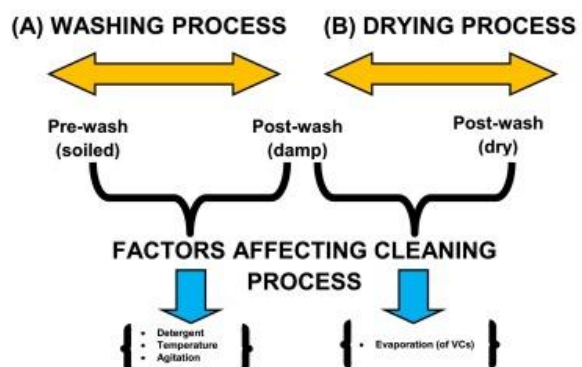
- Always use gloves when handling stained items (especially with blood or bodily fluids).
- Avoid inhaling strong stain-removal chemicals.
- Keep stained and contaminated items away from clean laundry.
- Dispose of hazardous waste (e.g., medical linens) according to workplace protocols.

Key points to remember

- Inspect all clothes and linens **before washing**.
- Treat stains immediately to prevent setting.
- Report and record all damages and torn items.
- Never attempt repairs on guest clothes without authorization.
- Always follow fabric-specific cleaning instructions.

2.3 Performing washing and drying process

The washing and drying process is one of the most important stages in the laundry cycle. It ensures that guest clothes and in-house linens are cleaned, sanitized, and dried according to workplace standards. Proper washing and drying help maintain fabric quality, extend the life of linens, and deliver hygienic laundry service.



(A) Washing Process:

Steps in Washing

1. **Sorting**

- Laundry is sorted based on fabric type, color, level of soiling, and washing requirements.
 - Example: white cotton linens, delicate fabrics, and guest personal clothes are washed separately.
2. **Loading the Washing Machine**
 - Clothes are loaded according to the machine's capacity.
 - Overloading leads to poor washing, underloading wastes resources.
 3. **Selecting the Wash Program**
 - Choose water temperature (hot, warm, or cold) depending on fabric.
 - Select cycle (normal, delicate, heavy soil).
 - Adjust spin speed as required.
 4. **Adding Detergents and Chemicals**
 - Use proper detergent (powder or liquid).
 - Add bleach, softeners, or disinfectants as needed.
 - Measure according to fabric and soil condition.
 5. **Washing and Rinsing**
 - The machine agitates clothes with detergent and water.
 - Rinsing removes soap residue and dirt.
 6. **Final Spin**
 - Removes excess water to reduce drying time.



(B) Drying Process

Drying Methods

1. **Tumble Drying**
 - Performed in industrial dryers.
 - Hot air circulates and dries clothes quickly.
 - Settings depend on fabric (cotton requires higher heat, delicates lower heat).
2. **Line Drying / Natural Drying**
 - Laundry is hung on lines or racks.
 - Best for delicate fabrics that may shrink in dryers.
 - Saves energy but takes longer time.
3. **Cabinet or Steam Drying**
 - Used for uniforms, suits, or delicate items.
 - Prevents shrinkage and damage.

Key Considerations

- **Temperature Control:** Prevents shrinkage, fading, or fabric damage.
- **Drying Time:** Avoids over-drying, which weakens fibers.
- **Load Size:** Balanced loading ensures even drying.
- **Safety Precautions:**
 - Clean lint filters regularly to prevent fire hazards.
 - Do not leave dryers unattended.

Workplace Standards

- Follow **manufacturer's instructions** for both machines and detergents.
- Separate **guest clothes** from **in-house linen** during washing and drying.
- Maintain **records/log sheets** of washing and drying cycles.
- Ensure **machines are cleaned daily** to maintain hygiene.

The washing and drying process involves **sorting, correct machine use, detergent application, proper cycle selection, and safe drying methods**. Following standard procedures ensures **clean, fresh, and damage-free laundry**, meeting both guest expectations and workplace requirements.

2.4 Performing pressing and folding processes

After washing and drying, the next step in the laundry cycle is **pressing and folding**. This stage restores the appearance of clothes and linens, removes wrinkles, and ensures items are neat, hygienic, and ready for use. Proper pressing and folding maintain fabric quality and meet guest service standards.

Pressing Process

Definition

Pressing is the process of removing wrinkles from fabric using heat, pressure, and sometimes steam.

Objectives of Pressing

- Remove wrinkles and creases.
- Restore original shape and appearance.
- Sanitize garments with heat.
- Improve presentation and extend fabric life.



Pressing Equipment

- **Flat iron / steam iron** – for small loads and delicate items.
- **Steam press** – for uniforms, trousers, shirts, pillowcases.
- **Mangle / rotary ironer** – for large items like bed sheets, tablecloths, and curtains.
- **Cabinet steamers** – for suits, coats, or delicate clothing.



Steps in Pressing

1. **Preparation**
 - Check that the iron/press is clean and functioning.
 - Adjust heat setting according to fabric (silk: low, cotton/linen: high).
 - Use pressing cloth for delicate fabrics.
2. **Operation**
 - Place garment or linen flat on ironing board/press bed.
 - Apply steam and heat to remove wrinkles.
 - Press along seams and collars for crispness.
 - Move iron smoothly to avoid scorch marks.
3. **After Pressing**
 - Hang or lay garments properly to prevent re-wrinkling.
 - Inspect for burns, shine, or unpressed areas.

Folding Process

Definition

Folding is the process of arranging laundered and pressed items into a neat, uniform shape for easy storage and distribution.

Objectives of Folding

- Maintain neatness and hygiene.
- Ensure correct storage and handling.
- Save space in linen closets and guest rooms.
- Facilitate easy identification and retrieval.

Folding Techniques

- **Towels and Napkins:** Fold into squares or rectangles.
- **Bed Sheets:** Fold lengthwise and crosswise into compact rectangles.
- **Pillowcases:** Fold into small, neat squares.
- **Guest Clothes:** Fold as per fabric requirement or hang on hangers.

Steps in Folding

1. **Preparation**
 - Ensure items are fully dry and pressed.
 - Use a clean, flat folding table.
2. **Operation**
 - Fold according to standard hotel/hospital format.
 - Ensure all edges are aligned.
 - Stack uniformly by type and size.
3. **After Folding**
 - Store items in labeled shelves or racks.
 - Place frequently used items in easy-to-reach positions.

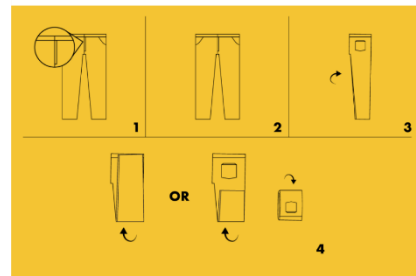
Workplace Standards

- Follow standard folding patterns for uniformity.
- Do not fold damp or overheated laundry.
- Handle guest clothing with extra care (hang expensive or delicate garments).
- Keep pressing and folding areas clean and organized.

Safety and Hygiene Practices

- Use gloves if handling hot iron/press.
- Avoid water contact with electrical equipment.
- Turn off press/iron when not in use.
- Sanitize folding tables regularly.

How to Fold Pants & Jeans



Self-Check-4.2

Multiple-Choice Questions (MCQs)

1. Pressing removes:

- a) Stains
- b) Wrinkles
- c) Colors
- d) Dust

2. The best equipment for pressing large bed sheets is:

- a) Hand iron
- b) Steam press
- c) Mangle/rotary ironer
- d) Cabinet steamer

3. Folding must be performed only when laundry is:

- a) Wet
- b) Dirty
- c) Dry and pressed
- d) Half-dry

4. To prevent burns while pressing, the worker should:

- a) Use cold water
- b) Wear gloves
- c) Sprinkle detergent
- d) Fold before pressing

Short Questions

Q1: What is the purpose of pressing in laundry?

Q2: Name two types of equipment used in pressing.

Q3: Why is folding important after pressing?

Q4: Which fabrics require low heat during pressing?

Q5: Where should folded linens be stored?

Answer Key- 4.2

1. Multiple-Choice Questions (MCQs)

1. Pressing removes:

- a) Stains
- b) Wrinkles
- c) Colors
- d) Dust

Answer: b) Wrinkles

2. The best equipment for pressing large bed sheets is:

- a) Hand iron
- b) Steam press
- c) Mangle/rotary ironer
- d) Cabinet steamer

Answer: c) Mangle/rotary ironer

3. Folding must be performed only when laundry is:

- a) Wet
- b) Dirty
- c) Dry and pressed
- d) Half-dry

Answer: c) Dry and pressed

4. To prevent burns while pressing, the worker should:

- a) Use cold water
- b) Wear gloves
- c) Sprinkle detergent
- d) Fold before pressing

Answer: b) Wear gloves

2. Short Questions & Answers

Q1: What is the purpose of pressing in laundry?

Answer: To remove wrinkles, restore fabric appearance, and improve presentation.

Q2: Name two types of equipment used in pressing.

Answer: Steam iron and rotary ironer (mangle).

Q3: Why is folding important after pressing?

Answer: It ensures neat storage, saves space, and keeps linens ready for use.

Q4: Which fabrics require low heat during pressing?

Answer: Silk, polyester, and delicate fabrics.

Q5: Where should folded linens be stored?

Answer: In clean, labeled shelves or linen closets.

Job Sheet -4.2

Job Name: Perform pressing and folding processes

Working Procedure:

9. Wear appropriate PPE for the activity.
10. Follow OSH procedures.
11. Read and understand the specification sheet.
12. Collect and prepare appropriate tools and equipment
13. Inspect laundry before pressing (no dampness or stains).
14. Heat press/iron and adjust temperature for fabric type.
15. Press evenly, avoiding scorch marks.
16. Place pressed items on folding table.
17. Fold neatly and stack uniformly.
18. Store in designated area.
19. Store cleaned equipment and tools to designated areas.

Safety Precautions:

1. Use gloves and avoid touching hot surfaces.
2. Keep hands dry when handling electrical equipment.
3. Turn off iron/press after use.

Specification Sheet -4.2

Job Name: Perform pressing and folding processes

To complete the above task, you will perform pressing and folding processes

- Pressing/Ironing Procedures
- Equipment:
- Flatwork Ironers
- Steam Irons
- Temperature & Settings
- Technique
- Folding Standards
- Folding Methods
- Size & Presentation
- Automatic Folding Machines
- Post-Processing
- Wrapping/Bagging
- Labeling & Tagging
- Delivery

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair
Apron	1pcs

Equipment	Quantity
Ironing board	1pc
Steam iron	1pc
Rotary press	1pc
Folding table	1pc
Hangers.	1pc

Materials	Quantity
Washed and dried linens (bed sheets, towels, pillowcases, uniforms).	1 pc each
Laundry list / logbook (for guest clothes)	1 pc
Linen inventory sheet (for in-house linens)	1 pc
Tags/labels/barcodes	1 pc

Information Sheet 4.3

Learning Outcome-3: Perform post laundry services.

Learning Objective: After completion of this information sheet, the learners will be able to explain, define and interpret the following contents.

Contents:

- 3.1 Sorting, separating and counting guest clothes as per room.
- 3.2 Sorting, separating and counting in-house linen and terry type wise.
- 3.3 Performing packing as per requirement.
- 3.4 Delivering guest clothes to room.
- 3.5 Delivering in-house linens and terry to housekeeping store.

3.1 Sorting, separating and counting guest clothes as per room.

After guest clothes are washed, dried, and pressed, the **post-laundry service process** begins. At this stage, items must be carefully **sorted, separated, and counted according to each room** before delivery. This ensures accuracy, prevents loss or mix-up, and guarantees that guests receive their belongings in perfect condition.

Sorting of Guest Clothes (After Laundry)

Sorting after laundry means arranging the washed, dried, and pressed items in order.

- **By Room Number:** Clothes are grouped according to the guest's room.
- **By Type:** Shirts, trousers, dresses, undergarments, socks, etc.
- **By Treatment:** Dry-cleaned, pressed, or folded items are kept in their proper category.
- **By Delivery Condition:** Hanging clothes (suits, dresses) vs. folded clothes (t-shirts, linens).



Key Point: Sorting ensures no guest receives another's clothing.

Separation of Guest Clothes

After sorting, clothes are **separated individually per room** for easy delivery.

- Place clothes in **laundry bags** or cover with protective plastic.
- Use **tags, slips, or labels** with the following details:
 - Guest name (if provided).
 - Room number.
 - Number of pieces.
 - Date and service type (e.g., express laundry, regular service).
- Expensive or delicate items are separated and placed in special covers or hangers.

Key Point: Never store different room clothes together.

Counting of Guest Clothes (Post Laundry)

Counting ensures the guest receives all items back.

- **Re-Count After Processing:**
 - Each piece is counted after pressing and folding.
 - Match with the original laundry list.
- **Before Delivery:**
 - Final count is checked by laundry staff.



- Supervisor or room attendant verifies the list.
- **At Delivery to Guest:**
 - Clothes are re-verified in front of the guest when possible.
 - Guest signs on the delivery copy to confirm receipt.



Key Point: Any missing or damaged item must be reported immediately before delivery.

Workplace Standards

- Follow the **hotel/resort's standard operating procedure (SOP)** for laundry delivery.
- Maintain **guest privacy and respect**.
- Keep all items **neatly folded or pressed**, presented professionally.
- Store separated items in a **designated shelf/room**, arranged by room number.

Safety and Hygiene

- Ensure laundry bags, hangers, and covers are clean.
- Avoid mixing freshly laundered clothes with soiled ones.
- Handle delicate fabrics with care to avoid wrinkling or damage.
- Maintain proper records in laundry logbooks.

Post-laundry service involves **sorting, separating, and counting guest clothes by room** before delivery. Correct handling ensures **accuracy, professionalism, and guest satisfaction**, while maintaining high standards of hygiene and accountability.

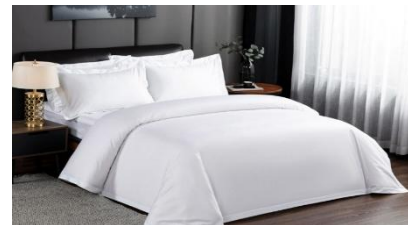
3.2 Sorting, separating and counting in-house linen and terry type wise.

After in-house linens (bed sheets, pillowcases, tablecloths, napkins) and terry items (towels, bathrobes, washcloths) are washed, dried, and pressed, they must be **sorted, separated, and counted type-wise**. This ensures correct inventory, neat storage, and smooth distribution back to housekeeping or other departments.

Sorting of linens and terry (post laundry)

Sorting means arranging clean items into categories.

- **By Type of Linen:**
 - Bed sheets (flat, fitted)
 - Pillowcases
 - Duvet covers
 - Tablecloths / Napkins
- **By Type of Terry:**
 - Bath towels
 - Hand towels
 - Washcloths / Face towels
 - Bathrobes
 - Bath mat
- **By Size:**
 - King, queen, single-size sheets
 - Large / small towels



Key Point: Sorting ensures quick storage and prevents confusion during distribution.

Separation of linens and terry

After sorting, items are separated for organized storage and departmental use.

- **By Departmental Need:**
 - Guest room linens and towels.
 - Restaurant / banquet linens.
 - Spa / pool towels.
- **By Storage Section:**
 - Each type is placed in its designated shelf or rack.
 - Frequently used items (sheets, bath towels) kept in easy-to-reach areas.
- **By Quality Condition:**
 - Good quality (ready for use).
 - Worn-out or damaged (to be reported or repaired).

Key Point: Separation helps in smooth delivery and inventory management.

Counting of linens and terry

Counting ensures proper stock levels and accountability.

- **At Post Laundry Stage:**
 - Each category is counted after pressing/folding.
 - Count is matched against the **soiled linen issue record**.
- **Before Storage:**
 - Items are re-counted per type and recorded in the laundry logbook.
 - Separate tallies for linens and terry.
- **For Distribution:**
 - Items issued to housekeeping, restaurant, or spa are counted and documented.

Key Point: Double-checking prevents shortages and ensures smooth linen circulation.

Workplace Standards

- Follow **FIFO method** (First In, First Out) to ensure even usage of linen stock.
- Maintain **separate racks/shelves** for each item type.
- Keep post-laundry storage areas **clean, dry, and pest-free**.
- Use proper labeling and inventory logs.

Safety and Hygiene Precautions

- Always ensure items are completely dry before storage (to prevent mildew).
- Handle linens with clean hands or gloves.
- Do not place clean linens directly on the floor.
- Keep storage area well-ventilated.

Post-laundry handling of in-house linens and terry requires **sorting by type and size, separating for storage or departmental use, and counting for record-keeping**. Proper handling ensures **inventory accuracy, efficiency, hygiene, and readiness for guest service**.

3.3 Performing packing as per requirement.

After laundry items (guest clothes or in-house linens/terry) are washed, dried, pressed, and folded, the final step is **packing**. Packing ensures that clean items are **protected, properly presented, and ready for delivery or storage**. It also prevents contamination, mix-ups, or damage during handling and transport.



Purpose of packing in laundry service

- Maintain **cleanliness and hygiene** of laundry after processing.
- Protect items from dust, moisture, or damage.
- Provide **professional presentation** to guests.
- Keep different items organized and identifiable.
- Ensure **safe handling and transport** of bulk linen.

Packing Methods (Based on Requirement)

For Guest Clothes

- **Individual Laundry Bags:**
 - Clothes are folded neatly and packed in **plastic or fabric bags** with room number and guest name.
- **Hangers with Protective Covers:**
 - Suits, dresses, uniforms are packed on hangers with plastic covers.
- **Special Packing:**
 - Delicate or luxury fabrics are packed with tissue paper or fabric wrap to avoid creases.

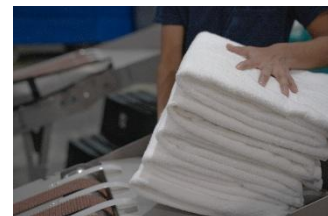
For In-house Linens and Terry

- **Bundle Packing:**
 - Bed sheets, pillowcases, towels are packed in stacks tied with linen straps or placed in sealed laundry bags.
- **Cart-based Packing:**
 - Large quantities are packed in clean, covered laundry carts for storage or transport.
- **Plastic Wrapping:**
 - Items packed with transparent plastic wrap for long-term storage or protection from dust.

Packing Procedure

1. Preparation

- Ensure all items are fully cleaned, dried, and pressed.
- Prepare packing materials (plastic covers, bags, straps, labels).
- Check packing area for cleanliness.



2. Operation

- Fold or hang items neatly.
- Place in appropriate bags, covers, or carts.
- Label with necessary details (guest name, room number, item count, date).
- Seal or cover properly.

3. After Packing

- Store in designated clean area.
- Deliver to housekeeping or guest rooms as per schedule.
- Maintain packing records in the laundry logbook.

Workplace Standards

- Packing must be done **immediately after finishing** to prevent contamination.
- Labels/tags must be **clear, accurate, and easy to read**.

- Packing materials must be **clean, dry, and reusable where possible**.
- Guest clothes must be packed **separately from in-house linen**.

Safety and Hygiene Precautions

- Workers must wash hands or wear gloves before packing.
- Never place clean laundry directly on the floor.
- Keep packing area free from dust, food, or drinks.
- Dispose of damaged packing materials properly.

Packing is the final stage of post-laundry service where guest clothes and in-house linens are **neatly arranged, protected, and labeled** according to requirements. Proper packing maintains **hygiene, presentation, and accountability**, ensuring smooth delivery and guest satisfaction.

3.4 Delivering guest clothes to room.

When a hotel guest's clothes are delivered to their room, it is typically the final step of the hotel's laundry or valet service. The process is designed to be seamless and professional to ensure the guest's belongings are returned in pristine condition

After guest clothes are washed, dried, pressed, folded, and packed, the final step is **delivery back to the guest room**. This step is crucial because it directly affects **guest satisfaction, trust, and the hotel's reputation**. Proper delivery ensures that clothes are returned **safely, neatly, and on time** with correct billing and documentation.

Purpose of Delivering Guest Clothes to Room

- Ensure guest receives clothes in **clean and fresh condition**.
- Maintain **professional hospitality service**.
- Avoid misplacement, mix-ups, or damage of clothes.
- Provide **timely service** as per guest expectations.
- Build guest confidence in hotel laundry operations.

Delivery Procedure

Preparation

1. Confirm clothes are fully processed (washed, pressed, and packed).
2. Double-check items with the **laundry checklist**.
3. Verify room number, guest name, and order slip.
4. Ensure clothes are packed neatly and labeled properly.



During Delivery

1. Transport clothes in clean, covered laundry carts or trays.
2. Knock on the guest's door and greet politely using the guest's name.
3. Confirm guest details before handing over the clothes.
4. Present the clothes neatly and offer to hang/place if required.
5. Hand over the **laundry receipt/invoice** for guest's acknowledgment.

Post-Delivery

1. Record delivery in the **laundry logbook/system**.
2. Collect payment or charge the guest account (as per hotel policy).
3. Return unused covers, hangers, or carts to laundry section.
4. Report any guest feedback or complaints to supervisor immediately.

Workplace Standards

- Clothes must be delivered **on or before the promised time**.

- Delivery staff must be in **clean uniform and wear gloves if necessary**.
- Never mix deliveries (each guest's clothes must remain separate).
- Guest privacy and confidentiality must be respected.
- Always use **polite and professional communication**.

Safety and Hygiene Precautions

- Keep packed clothes away from soiled laundry during delivery.
- Do not place guest clothes on the floor or dirty surfaces.
- Handle delicate items (silk, suits, dresses) carefully.
- If guest is not available, follow hotel procedure (leave with housekeeping/concierge after signature).

Delivering guest clothes to their rooms is the **final and most guest-visible stage of laundry service**. It requires **accuracy, professionalism, and courtesy**. By ensuring **correct items, proper packing, and timely delivery**, hotels can achieve high guest satisfaction and maintain service standards.

3.5 Delivering in-house linens and terry to housekeeping store

After linens and terry (such as bed sheets, pillowcases, bath towels, hand towels, bathrobes, and napkins) are washed, dried, pressed, folded, and packed, they are **delivered to the housekeeping store**. This process ensures that all departments (guest rooms, restaurants, spa, pool) receive fresh and clean supplies on time. Correct delivery maintains **inventory control, hygiene standards, and smooth housekeeping operations**.



Purpose of Delivering Linens and Terry to Housekeeping Store

- To supply clean items for daily guestroom and department use.
- To maintain **organized stock levels** for smooth hotel operations.
- To prevent shortage of essential items.
- To ensure accountability through proper documentation.
- To maintain cleanliness, hygiene, and service quality standards.

Delivery Procedure

Preparation

1. Confirm all linens and terry are **sorted, counted, and packed type-wise**.
2. Prepare a **delivery slip/linen tally sheet**.
3. Ensure packing is clean, dry, and labeled (type, quantity, date).
4. Prepare carts or trolleys for safe transport.

During Delivery

1. Transport items in clean, covered laundry carts.
2. Hand over items to the **housekeeping store in-charge or supervisor**.
3. Cross-check items with the delivery slip.
4. Obtain acknowledgment/signature from the store in-charge.

Post Delivery

1. Record the delivery in the **laundry logbook/system**.
2. Return carts and unused packing materials to the laundry section.
3. Report any shortages, damages, or discrepancies immediately.

Workplace Standards

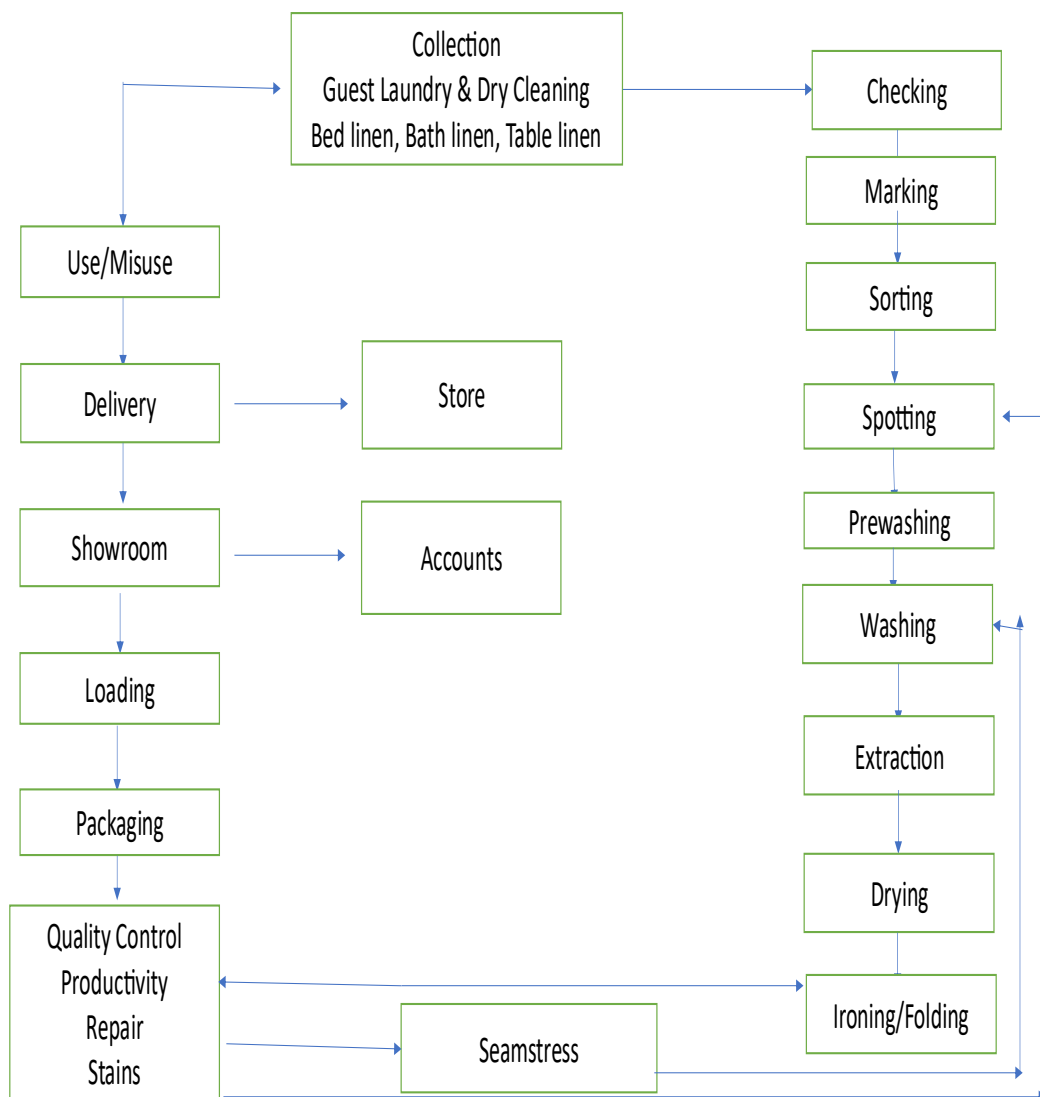
- Deliveries must be made **on schedule** (daily/weekly, as per hotel policy).

- Stock must be delivered **in proper bundles or covered carts**.
- Linens and terry must be **separated by type** before delivery.
- Clear **documentation and acknowledgment** is mandatory.
- No mixing of **soiled and clean laundry** during delivery.

Safety and Hygiene Precautions

- Ensure linens are completely dry before delivery (to avoid mildew).
- Do not overload carts to prevent damage or accidents.
- Keep carts covered to protect from dust and dirt during transport.
- Store delivery records safely for inventory tracking.
- Staff must wear clean uniforms and gloves when handling laundry.

Delivering in-house linens and terry to the housekeeping store ensures that **guestrooms and other departments always have fresh supplies available**. Following proper procedures of **packing, transport, handover, and documentation** maintains hygiene, accountability, and efficiency in hotel laundry operations.



Self-Check - 4.3

Multiple-Choice Questions (MCQs)

1. Guest clothes are separated after laundry service based on:

- a) Fabric color only
- b) Room number
- c) Machine cycle
- d) Laundry staff preference

2. Which item is best delivered on a hanger?

- a) Towels
- b) Socks
- c) Shirts and suits
- d) Pillowcases

3. Terry items include:

- a) Bed sheets and duvet covers
- b) Bath towels and bathrobes
- c) Napkins and tablecloths
- d) Pillowcases and sheets

4. Which of the following is a correct way to separate post-laundry linens?

- a) By color only
- b) By guest name
- c) By type and size
- d) Random stacking

5. The main purpose of packing laundry is to:

- a) Save water
- b) Maintain hygiene and presentation
- c) Increase detergent usage
- d) Reduce ironing needs

Short Questions

Q1: Why is proper delivery of guest clothes important?

Q2: What must be checked before delivering guest clothes?

Q3: How should the staff greet the guest during delivery?

Q4: Who receives linens at the housekeeping store?

Answer Key- 4.3

Multiple-Choice Questions (MCQs)

1. Guest clothes are separated after laundry service based on:

- a) Fabric color only
- b) Room number
- c) Machine cycle
- d) Laundry staff preference

Answer: b) Room number

2. Which item is best delivered on a hanger?

- a) Towels
- b) Socks
- c) Shirts and suits
- d) Pillowcases

Answer: c) Shirts and suits

3. Terry items include:

- a) Bed sheets and duvet cover
- b) Bath towels and bathrobes
- c) Napkins and tablecloths
- d) Pillowcases and sheets

Answer: b) Bath towels and bathrobes

4. Which of the following is a correct way to separate post-laundry linens?

- a) By color only
- b) By guest name
- c) By type and size
- d) Random stacking

Answer: c) By type and size

5. The main purpose of packing laundry is to:

- a) Save water
- b) Maintain hygiene and presentation
- c) Increase detergent usage
- d) Reduce ironing needs

Answer: b) Maintain hygiene and presentation

Short Questions Answers

Q1: Why is proper delivery of guest clothes important?

Answer: To ensure guest satisfaction, prevent mix-ups, and maintain service quality.

Q2: What must be checked before delivering guest clothes?

Answer: Guest name, room number, laundry checklist, and packing.

Q3: How should the staff greet the guest during delivery?

Answer: Knock, greet politely, and address the guest by name with respect.

Q4: Who receives linens at the housekeeping store?

Answer: The housekeeping store in-charge or supervisor.

Job Sheet -4.3

Job Name: Delivering guest cloths to room.

Working Procedure:

1. Wear appropriate PPE for the activity.
2. Follow OSH procedures.
3. Read and understand the specification sheet.
4. Collect and prepare appropriate tools and equipment
5. Collect packed guest clothes from laundry section.
6. Verify items against checklist (guest name, room number, count).
7. Transport clothes using clean delivery cart.
8. Knock and greet guest politely, confirm details.
9. Hand over clothes neatly, present receipt/invoice.
10. Obtain acknowledgment/signature if required.
11. Record delivery in logbook/system.
12. Return unused materials to laundry section.

Safety Precautions:

- Keep clothes separate from other deliveries.
- Handle delicate items carefully.
- Do not leave clothes unattended.
- Respect guest privacy and confidentiality.

Specification Sheet -4.3

Job Name: Guest cloths are delivered to room.

To complete the above task, you will able to know guest cloths are delivered to room

In the hotel industry, the process of delivering cleaned guest clothes to rooms involves a series of steps, including receiving the laundry request, collection, verification, cleaning, quality control, and finally, delivery back to the guest's room with proper documentation. The process is often handled by a valet runner or a member of the housekeeping staff, who ensures that the items are processed according to service levels (e.g., express, normal) and returned to the guest promptly.

1. Request and Collection:

Guests submit laundry requests, typically through their room or the front desk.

A valet runner or a housekeeping attendant collects the laundry from the guest's room, verifying the items and confirming any special requests.

The accompanying documentation, such as the laundry list, is checked to identify the guest and room number.

2. Processing:

The laundry is transported to the hotel's laundry facility or an external commercial laundry for cleaning.

The items are sorted, classified, and labeled by a marker.

The cleaning process involves washing, drying, and potentially dry cleaning or spot removal depending on the item.

Pressing or ironing is performed to ensure clothes are smooth and presentable.

3. Quality Control:

After cleaning and pressing, a quality control check is performed to ensure the items are clean and free of defects or stains.

Any items that cannot be processed in-house are identified and handled appropriately.

4. Delivery:

The cleaned and folded or hung items are prepared for delivery to the guest.

A copy of the order or record is kept for delivery.

The valet runner delivers the laundry to the guest's room, ensuring it's placed in the room as per instructions.

The delivery may involve having the guest acknowledge the items' receipt, or the records are confirmed by a checker.

5. Record Keeping:

All processing and delivery details are recorded.

Charges for the laundry service are posted to the guest's account and forwarded to the appropriate departments.

PPE (Personal Protective Equipment)	Quantity
Face Mask	1pcs
Hand Gloves	1pair

Equipment	Quantity
------------------	-----------------

Laundry delivery cart or tray.	1pc

Materials	Quantity
Laundry receipts/invoices, Logbook or digital system	1 pc each
Packing materials (covers, bags)	1pc
Logbook or digital system	1 pc

-----End-----

The END