

1. PRINCIPLES OF CLEANING

Types of soil: Soil is a collective term for deposits of dirt, dust, foreign matter, tarnish and stains.:

- Dust – It is composed of loose particles deposited from the air. It contains both organic matter such as human or animal hair, particles of excreta, pollen from plants and inorganic matter such as sand, dry earth etc.
- Dirt – This implied dust held together firmly by moisture or grease on a surface.
- Tarnish – This is discolouring or deposition on a metal or alloy surface caused by chemical reaction with certain substances found in air, water or food. E.g. rust on iron
- Stain – A discolouration caused on a surface due to dyes, proteins, acids or alkalis. E.g. pen stain on cloth.
- Foreign matters – These may be unwanted material strewn around such as ash from a ash tray, dead leaves or flowers, waste paper etc.

Standards of cleaning:

- Physically clean: The area or surface should be free from apparent dust & dirt, when wiped by hand or with a clean cloth.
- Chemically clean: This standard means that the area should be free from harmful chemicals on the surfaces & in the surrounding air.
- Bacteriologically clean: To meet this standard, the surfaces should be cleaned so as to be free from any harmful bacteria that may cause disease or infection. This is referred to as 'clinical standard' as most hospitals follow this standard for their general wards.
- Entomologically clean: This means that the area should be free from harmful insects or pests.
- Osmologically clean: This cleaning standard demands that the surfaces & areas should be free from any organic or inorganic matter that may emit an odour.
- Terminally clean: This refers to the standard of cleaning usually in operation theatres & intensive care units in hospitals, where surfaces need to be constantly sanitized against all kinds of pathogenic microbes.

Basic principles followed for cleaning include:

- All soil should be removed.
- Soil should be removed without harming the surface being cleaned or the surrounding surfaces.
- The surface should be restored to its original state after the cleaning processes.
- The cleaning process should be efficient, using a minimum of equipment, cleaning agents, labor & time.
- The simplest method should be tried first, using the mildest cleaning agent.
- The cleaning methods least harmful for the surface should be used.
- Cleaning should proceed from high to low wherever possible.

- When cleaning an area, start with the cleaner surfaces & then go on to clean the more heavily soiled ones, so as to prevent the spread of soil from dirty to cleaner surfaces.
- While wet –cleaning an area or polishing the floor, the cleaner should walk backwards while cleaning in front of him.
- Suction cleaning should be preferred over sweeping wherever possible.
- Sweeping should be done before dusting, and dusting before suction cleaning.
- Noise levels while cleaning should be kept as low as possible.
- Stains should be removed as soon as they occur.
- The cleaner should take all safety precautions while cleaning. In particular cleaning agents & equipment should be stacked neatly to one side.
- The cleaner should start cleaning from the farthest end of an area, working towards the exit.
- After the cleaning process is over, all equipment should be washed or wiped as applicable, dried, & stored properly; cleaning agents should be replenished & stored; waste discarded; &the area left neat & tidy.

Hygiene & Safety factors while cleaning:

The workers must follow the safety rules mentioned below –

- Use disinfectant on surfaces which are more like to harbour bacteria e.g. taps, door handle, flush plate, switch boards, telephone receiver etc.
- Protect their body from harmful chemicals by wearing thick gloves.
- Protect their eyes by wearing masks or goggles if required.
- Must use caution sign to mark wet floors.
- Clean spilled liquids immediately to reduce chances of slipping.
- Handle cleaning chemicals carefully while transporting, disposing, or refilling the containers.
- Mix any chemicals required in the presence of proper ventilation.
- Must not open unlabeled chemical containers.

- Request for peer assistance while moving heavy loads such as furniture.
- Report to the supervisor in case of any accident due to mishandling of flammable liquids or otherwise.

Methods of Organising Cleaning:

- 1. ORTHODOX/ CONVENTIONAL/ TRADITIONAL CLEANING:** in this way of cleaning, a GRA completes all the tasks in one guestroom before going to the next room in the section allotted to him/her. On an average, a GRA may be required to clean 12- 20 rooms in an 8-hour workday, not including break times.
- 2. BLOCK CLEANING:** In this way of cleaning, a GRA moves from room to room & completes the same task in every room, before returning to begin the cycle again for the same task on the list. This involves 'blocking' several rooms at a time to form a 'room section', & usually more than one GRA will be at work in the section. For instance, one GRA might make all the beds in that particular room section, while another GRA cleans the toilets & a third GRA dusts & cleans the area, replenishing supplies that are low.
- 3. TEAM CLEANING:** In this method, two or more people work together in the same area, either on the same task or on different tasks. To organize the team cleaning of guestrooms, two GRA's may be scheduled to clean 30- 35 guestrooms a day.
- 4. DEEP CLEANING & SPECIAL PROJECTS:** deep cleaning refers to the intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half-yearly, or annual frequencies. Deep cleaning is essential at periodic intervals since regular daily or weekly cleaning, however efficient, is too superficial to present an attractive, fresh-looking environment to guests over the long term. Deep cleaning involves some tasks that require the housekeeping department to work in coordination with maintenance department. Many tasks involved in deep cleaning are

complicated & time consuming ones, requiring special equipment, techniques, expertise, & group effort. These tasks are usually scheduled as special projects. A thorough deep-cleaning process for various surfaces is presented in below table. Deep cleaning tasks include the following:

- Shampooing carpets.
- Vacuum-cleaning upholstery, mattresses & bed bases.
- Rotating & turning mattresses.
- Thorough cleaning of furniture & polishing of wooden furniture.
- Stripping, re-sealing, re-polishing & buffing of floors.
- Cleaning hard-to-reach areas such as ceilings, top edges of doors, fans, air-conditioning vents & so on.
- Cleaning ornate lighting fixtures such as chandeliers.
- Thorough cleaning of walls, windows & curtain tracks.
- Cleaning signage boards.
- Thorough washing of bathroom floors, walls, fixtures, fittings & shower curtains.
- Laundering of washable soft furnishings.

5. SPRING CLEANING: this is the term used for a periodic annual clean of the hotel guestrooms or the other areas, carried out in off-season periods (not necessarily spring, which was the traditional time for a thorough house cleaning once). The term is often used interchangeably with deep cleaning. Spring-cleaning may involve a complete overhaul of the rooms & is therefore scheduled for the off season or very low-occupancy periods. Spring cleaning involves many tasks on which the housekeeping department works in close coordination with the maintenance department. Intensive cleaning tasks may have to be carried out, for which an entire floor of rooms will have to be taken off at a time. Spring cleaning tasks may include the following.

- Removal of all guest supplies, soft furnishings, & carpets from the rooms.
- Sending launderable articles to the laundry.

- Polishing wooden furniture, shampooing upholstery, & covering them with dust sheets.
- Shampooing carpets.
- Stripping & polishing floors.
- Stripping any wall covering such as paint or wallpaper & re-painting the walls.
- Washing ceilings & walls.
- Thoroughly cleaning lighting fixtures, air-conditioning vents & windows.
- Thoroughly cleaning bathrooms, including walls, floor tiles, fixtures & fittings, & shower curtains.
- Vacuum- cleaning the mattresses.
- Airing the room.
- Restocking guest supplies.
- Restoring soft furnishing & carpets.
- Clearing the rooms to the front desk for sale at the end of a thorough clean.

FREQUENCY OF CLEANING

Cleaning tasks may be divided according to the frequency of their scheduling, which depends upon :

- The level of soiling,
- The type of surface,
- The amount of traffic,
- The type of hotel, and
- The cleaning standards set.
- The greater the amount of soiling, the greater will be Frequency of cleaning carried out.

Cleaning tasks are carried out as per one of the following frequency:-

1. **Daily Tasks – performed daily**
 - servicing of guestrooms,

- suction-cleaning of floors and floor coverings
2. **Weekly Tasks: performed weekly**
 - polishing of metal surfaces,
 - dusting of hard-to-reach areas
 3. **Periodic Tasks: performed on monthly, quarterly, half yearly or annual basis.**
 - shampooing of carpets,
 - cleaning of chandeliers
 - stripping and polishing of floors

DESIGN FEATURES THAT EASE CLEANING

Smooth textures; straight, neat, & smooth lines; & medium-toned colors are some of the design features in a surface that make for easier cleaning. Surface with these features collect less dust compared with rough textures, intricate raised patterns, & grooves. Medium-toned colors show less dirt than surfaces of darker or lighter shades.

Furniture should be so designed that cleaning under & behind them is easy. Furniture on castor wheels & glides are easily movable, making cleaning under & behind them easier. Bed frames should not have a raised edge. Though raised edges help to keep the mattress sunk in place, they may graze the hands of GRA's badly during bed-making.

With regard to carpets, the shorter the carpet pile, the easier the cleaning. Upholstery too should have the minimum of decorative features such as buttons, gathers, & ruffles.

Surfaces such as solid wood are now being substituted by laminates wherever possible. While solid wood requires regular buffing & polishing, laminates are low-maintenance surfaces. A regular damp-dusting is usually sufficient for laminates. The drawback of laminates is that they lack the richness & elegance of solid wood. Wood-polishes that are stain-resistant & long-lasting is a boon to housekeepers as wooden surfaces become fairly easy to maintain with the use of these polishes.

Another high-maintenance surface that requires constant polishing is brass. Brass becomes easily tarnished, & more so in coastal climates. Laminated brass surfaces are easier to maintain as they do not require regular polishing, & should be preferred in hotels.

Cleaning equipments and their care: REFER TO PRACTICAL PART OF JOURNAL



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