

## **AREA CLEANING - GUEST ROOM**

Daily cleaning of a guest room – A GRAs work begins when he reports at the housekeeping desk in correct uniform and proper grooming. A briefing is conducted by supervisor at the beginning of shift highlighting VIP rooms, any messages from previous shift and a briefing of work ahead. After briefing, area allocation is done (recorded in Reporting Staff Placement Register) and accordingly each GRA collects his room status report and master key.

A GRA may have to service anywhere between 12 and 16 rooms in a day depending on the elaborate work in the rooms. After the GRA finishes servicing one room, he/she informs the floor supervisor that the prepared guestroom can be inspected. The proper order of the daily cleaning/servicing of guestrooms by the GRAs is;

1. Guestrooms whose occupants requested for early make up.  
(Guest request has to be honoured first)
2. VIP, VVIP rooms.
3. Checkout rooms blocked for arrivals. (So that the guest need not wait for checking in the room)
4. Check out rooms. (Makes more rooms available for sale by Front desk)
5. Stay overs (In-house guests, who usually go out in the day for business or tourism and we can clean without disturbing the privacy of the guest)
6. Rooms that had a DND card displayed in the morning but has been removed now.
7. Rooms due to become check outs much later in the day. (If cleaned early, then need to be cleaned again post check-out)

## Cleaning of an occupied room-

### **Entering the guestroom**

1. Knock on the door with your knuckles and announce housekeeping, wait for ten second. (Do not use any other articles, such as pens or keys, for the purpose).
2. In case a DND sign is displayed, proceed to clean another room, making a note of the DND status on the room assignment sheet.
3. If there is no answer after 10 seconds knock the door the second time announcing housekeeping.
4. If there still no answer uses the master key to open the door announcing housekeeping.
5. If the guest bids GRA to enter, open the door slightly and ask if you may service the room. if the guest is willing, proceed to clean the room. In case the guest does not want the room serviced at the moment, ask for an alternative time and make a note of it on the room assignment sheet.
6. If there is still no answer, use master key to open the door if it is locked. Hold the door slightly ajar and repeat housekeeping. In case there is no answer, enter the room discreetly and make sure that the guest is not in the bathroom or in a deep sleep or even ill. Otherwise proceed to clean the room .If the guest is in the bathroom asleep, retreat and close the door.
7. In case GRA end up having disturbed the guest, apologize, explain the reason for your enter and say that you shall come back later to clean the room.
8. Upon entering the room, open the door wide and position the cart in front of the door with the shelves facing the door.
9. Keep the door wide open during servicing of the room.

**Preparing to clean the guest room-**IF the guest is out or has permitted you to clean the room, greet them politely and begin your work, but take care to minimize any disturbance or inconvenience to the guest.

- Ventilate the room by drawing back the drapes and opening the windows. While drawing back the curtains, check the curtain rings and tracks.
- Remove room service (IRD) trays and used tea trays.
- Switch on all electrical appliances such as lights, fans,- conditioners, television, and so on to check that they are in working order. Switch them off after the check.
- Empty ashtrays, wastepaper baskets and the sani bin from the bathroom into the trash bag on the cart.

### **Cleaning the guestroom-**

- Remove soiled linen and make the bed as per standard procedure.

**Follow a systematic method by starting at the door and cleaning surface as you move clockwise or anticlockwise .Also always clean from higher to lower levels.**

- Damp dust the door and all the door fixtures.
- Damp dust cabinets and closets.
- Damp dust the luggage rack.
- Damp dust the dressing table, drawer and lighting fixtures around or near it.
- Clean mirror.
- Damp dust the bedside tables.
- Dry dust all the fixture and accessories in the guestroom.
- Damp dust chairs and tables; vacuum upholstered furniture. Rearrange all furniture properly after you are done.
- Vacuum the carpet edges and floor baseboards.
- Clean window frames and glass panes if required.
- Damp dust the headboard of the bed.
- Damp dust the telephone and disinfect the mouthpiece and the handle of the receiver.
- Spot clean all walls if necessary.

**Replenishing minibar** –Replenish the minibar as per set standard and prepare bill for consumed items

**Replenishing bedroom supplies**-Replenish the bedroom supplies if required and place them as per the hotel policy.

**Cleaning the bathroom**-Put on protective gloves and an apron before begin the work at bathroom-

- Before starting to clean any surface, apply the toilet cleaner in WC. It may require that the WC be flushed first. Proceed with other tasks in the bathroom while the toilet cleaning agent does its job.
- Clean the shower curtain using a damp sponge. Let the shower curtain hang loosely on the tap side of the bath tub, with the bottom of the curtain inside the tub. This is important for avoiding the build-up moisture.
- Clean the bath tub, surrounding tiles, shower area, and vanity unit using a wet sponge and neutral detergent.
- Clean the mirror in the same ways as flat glass,.
- Replenish toiletries and other bathroom supplies if required. Gargle glasses should be replaced with clean ones covered in a wrapper with the message 'sanitized for your use'
- Replace used towels with fresh ones.
- Clean the outside and surrounding area of the toilet bowl.
- Using a toilet brush, clean the inside of the toilet bowl, especially under the rim and flush, rinsing the toilet brush in the flush water. A bidet, if present, is also cleaned in the same way.
- Apply a disinfectant solution on the toilet seat and inside of the lid and close the lid of the toilet bowl .Place the disinfected strip with the sign 'sanitized for your use 'around the bowl.
- Check all electric appliances to see that they are in working order.
- Damp dust the door and door fixtures, the toilet – roll holder and other fixtures.
- Clean and disinfect the wall phone.

- Mop the floor. It is a good practice to add a little disinfectant to the mop water since many guests walk barefoot in the bathroom.
- Take a critical look around, Leave the bath room door open for air to circulate and exit the bathroom.

### **Concluding work in the guestroom-**

**In the end, vacuum clean the room (or mop). Begin from the farthest end, drawing the sheer curtains and move back towards door. Switch off extra lights except the ones that are to be left on as per policy.**

While cleaning an occupied room you may tidy the guest's possessions and belonging scattered around but never throw away anything. They should not touch any valuables or money left in the room. So that he /she can inspect the cleaned room. After cleaning, inform the floor supervisor so that he/she can inspect the cleaned room.

### **Cleaning a vacated room (departure/on change/check out)**

A vacated room is one from which the guest has left, settling his /her account, returning the room keys and departing the hotel. This guestroom would have been occupied in the night or before that. The cleaning of a vacated room must be a little more thorough than cleaning an occupied room. There are also no guest belongings scattered around the room to be tidied in a vacated room. All the cleaning tasks for an occupied room apply to the cleaning of a vacated room too. Additional tasks may be;

- Check for any items left behind by the guest who have departed .finding such articles follow the procedure for dealing with lost and found articles.
- Remove any cobwebs or dust from the ceilings.
- Wipe out drawers and closets from inside.
- Check coat hangers and replenish supplies if necessary.
- Suction clean the carpet.
- Suction clean all soft furnishings.
- Check whether any maintenance work is needed.

Before leaving ,take one last critical look around the room, keeping in mind that your last look will be the guest's first look at the room.

### **Servicing a vacant room – Brush up BUP**

A vacant room is one in which no guest has slept the previous night and which is not yet occupied. This room would have already been serviced earlier when the last guest to have stayed in it departed from it. Thus a vacant room needs only a

- light dusting
- a check of all electrical appliances
- Vacuuming the carpet if required
- In the bathroom, the W. C. should be flushed

In the event of a vacant room having been unoccupied for a long time, however, it may need to be cleaned in the manner of a vacated room. A GRA should also look for signs of illegal occupation in the night by checking if the bed has been slept in, the bathroom supplies used.

### **Dealing with 'under repair' – OOO rooms**

It is the housekeeping department's responsibility to have guestrooms prepared for repair work by the maintenance department. The housekeeping department can take a room out of service, declaring it as **OOO**, when major repair work is required in the particular room. On an annual or half yearly basis, some rooms may be declared under repair when the maintenance department carries out preventives and scheduled maintenance in the guestrooms. The housekeeping responsibilities here include:

- Taking the room out of order, informing the front office of an OOO guestroom status, and hanging the OOO sign on the door knob.
- Removing all guest supplies from the bedroom and bathroom and having them stored in the floor pantry.
- Removing all the soft furnishing from the room and storing these in the linen room; sending launder able articles to the laundry.

- Covering the mattress and the bed with dust sheets large enough to enclose the headboard too.
- Disconnecting the telephone, wrapping in a cover, labelling it, and storing it on a closet shelf.
- Sending all easily movable furniture, all accessories and loose articles and accessories to the floor pantry or store for storage, ensuring that all the items leaving the room have a label stuck on them indicating the number of the room they were transferred from.
- Covering the large pieces of furniture left in the room with dust sheets.
- Disconnecting the television and radio and covering them with large transparent polythene sheets.
- Placing drugget at entrance and Carpet shampooing after work is complete.
- Removing any flower arrangement or indoor plant, the latter being handed over to the horticulturist.
- Sealing all taps and sinks other than a single source of water supply.
- Closing all the doors and windows to avoid any noise from disturbing other guests; opening the windows to ventilate the room after the repairs are completed.

**Turn down service / Evening service in a guest room** -The turn down services is provided by the housekeeping department in the evening at hotels as a special service to guests. It is, therefore .also referred to as evening service or night service. Turn down refers to making the bed ready for sleeping in by removing any bedspread or duvet and turning down the covers. Along with this function, a few other tasks are carried out in the evening to make the guestroom environment conducive to and comfortable for a good night's sleep. To provide the turn down service, a GRA enters the guestroom early in the evening to replenish supplies, generally tidy the room and turn down the beds. The procedure is given below.

- Follow the usual procedure of announcing housekeeping and entering the guestroom.

- Empty and damp dust the ashtray, replace matchbox and generally tidy the room. Empty the wastepaper basket.
- These tasks should be done before turning down the sheets on the bed.
- Turn down the sheets. (fold one corner of the blanket to enable the guest to slide into the bed 90 or 45 degree).
- Place the breakfast card and chocolate ( depends on the hotel sop)
- Hang any scattered about clothes left by the guest in the cupboard.
- Replace used glasses and replenish water jugs.
- Adjust the air conditioner controls.
- If the bathroom has been used, damp dust the vanity unit and bath tub, flush the WC wipe the seat, and mop away any marks on the floor.
- Replace soiled linens with fresh ones.
- Replenish the bathroom supplies.
- Empty the sani bin.
- Pull the guestroom drapes closed. (draw the heavy curtain).
- Switch off all lights except the bedside lamp to create a welcoming glow around the bed.
- Exit and lock the door if the guest is expected later.

**Second Service**-Second service is provided on the special request of a guest after the guestroom has already been serviced earlier in the day. The guest may ask for this chargeable service after he has had visitors in the room for a party or meeting ,as a result of which the room may have become dirty or disorganized. Second service may involve the following tasks;

- Removing room service trays and used plates, dishes, glasses and bottles.
- Emptying and damp dusting ashtrays, emptying the waste basket.
- Damp dusting surfaces in the guestrooms that are likely to have been used by visitors and guests.
- Mopping the floor in the sitting area.
- Making the bed if required.
- Replacing glasses and refilling water jugs.

- Cleaning the bathroom thoroughly, including the toilet bowl and placing the disinfected toilet strip.
- Replacing soiled linen with fresh.
- Spraying an air freshener if the room has any residual odour of food or cigarette smoke.
- Exiting and locking the door if the guest is out.
- Recording the service provided appropriately so that it may be added to the guest's bill.

### **SERVICING VIP ROOMS**

Very important persons( VIP) rooms are always given priority for service. The front desk should give advance information to housekeeping about the arrival of any VIP. The cleaning of rooms meant to be occupied by a VIP must be as thorough as that for a vacated room .Generally extra complementary amenities and giveaways that are kept in the VIP rooms.

These amenities may differ from hotel to hotel. VIP rooms may also require some extra time during cleaning due to the thoroughness expected and the added amenities to be placed. The inspection of a VIP room should also be more thorough.

VIP are categorized into four different groups according to the degree of their importance:

**VIP1-** These are heads of state ,ministers and celebrities.

**VIP2-**These are presidents and CEOs of large companies ,the management and directors of the hotel itself, well known personalities and other high ranking officials

**VIP3-**These are regular repeat guest of the hotel and people known personally to the management or directors of the hotel.

**VIP4 –** These may be the HANDLE WITH CARE - HWC guests and certain groups of people known to the managers.

VIP 1	VIP 2	VIP 3	VIP 4
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<ul style="list-style-type: none"> <li>• FULL BAR: This includes whisky, gin, vodka, beer, soft drinks, cocktails, and mixers (soda lime water)</li> <li>• Snacks: Assorted nuts, biscuits</li> <li>• Assorted chocolates</li> <li>• Large flower arrangement</li> <li>• Large fruit basket</li> <li>• Bath robes</li> <li>• Soft slippers</li> <li>• Combs and hair brushes</li> <li>• Dental and shaving kit</li> <li>• Bath foam</li> <li>• Assorted soaps</li> <li>• Cologne</li> </ul>	<ul style="list-style-type: none"> <li>• PARTIAL BAR: beer, soft drinks, water</li> <li>• Snacks: assorted biscuits</li> <li>• Assorted chocolates</li> <li>• Medium sized flower arrangement</li> <li>• Medium sized flower arrangement</li> <li>• Bath robes</li> <li>• Soft slippers</li> <li>• Combs and hair brush</li> <li>• Dental and shaving kit</li> <li>• Bath foam</li> <li>• Assorted soaps</li> </ul>	<ul style="list-style-type: none"> <li>• Mineral water</li> <li>• Assorted biscuit</li> <li>• Small sized flower arrangement</li> <li>• Small fruit basket</li> <li>• Soft slipper</li> <li>• Comb and hair brushes</li> <li>• Dental and shaving kit</li> <li>• Bath foam</li> <li>• Cologne</li> </ul>	<ul style="list-style-type: none"> <li>• mineral water</li> <li>• small sized flower arrangement</li> <li>• small fruit basket</li> <li>• comb</li> <li>• dental and shaving kit</li> </ul>
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### **SOP (Standard Operating Procedure) for dealing with DND Rooms:**

For expected checkout / due-out guests:

- If the guest is due to checkout, then do not disturb the DND room until check out.
- Once the expected checkout time is over, Inform the housekeeping control desk supervisor that the guest room is still on DND.
- Housekeeping supervisor should call up the guest and enquire if the service is required.
- In case there is no response from the guest room then, the supervisor should call up the front desk and check if the guest had already checked out.
- After confirming that the guest had checked out then the room boy can enter the room with Do not disturb sign.

All DND rooms and actions taken should be mentioned in detail on the log book.

For Stay over guest:

- A DND - (Do not disturb) sign clearly indicates that the room attendant should check later if service is required.
- If there is no response till evening ( 2.00pm or 3.00 pm ) then the housekeeping supervisor should ring the guest and check if he / she requires the room to be serviced.
- Ask the guest if he or she require fresh supplies ( eg: Towels,
- When service is refused at (2.00pm or 3.00 pm ), the evening boy has to clean the room during evening service.
- If service is not provided during evening also then a note to be slipped under the door.
- When guest refuses service a floor supervisor / duty manager / lobby manager should call the guest and arrange a convenient time for cleaning.
- If there is any suspicious or doubt about the room status or other incidents then a Manager along with the security personal should knock and enter the room with the master key card.
- In some case guest might be un-well or some accident occurred which require urgent intervention,
- The room should not remain with out service for more than 24 hours, unless this is specifically requested by the guest and approved by the general manager

## **PUBLIC AREA CLEANING**

The public areas in a hotel comprise the 'front of the house' areas such as entrances, lobbies, lounges, the front desk, guest rooms; functional areas such as restaurant, banquet halls, bar and waiting rooms; and leisure areas such as swimming pools, the spa, and health club. In other words, the areas of the hotel that are in constant view and frequented by guests are referred to as public areas. A neat and clean public area is reflective of the cleanliness standards throughout the hotel property, because guests see these areas first and form an overall impression of the hotel based upon these.. The housekeeping is responsible for the cleanliness and maintenance of these public areas in the hotel.. Many hotels get their public areas cleaned by contractors. Like cleaning in other areas of the hotel, the cleaning routine areas can be divided

### **Frequency of cleaning-**

Frequency of cleaning 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
- The cleaning standards set.

Employees should be given the procedures and frequencies for carrying out various tasks outlined in a handbook or manual.

**Daily tasks**-These are the routine operation carried out on a day to day basis by the staff of the housekeeping department. These include

- the regular servicing of guestroom.
- cleaning of bathrooms and toilets
- suction cleaning of floors and floor covering
- dusting
- vacuum clean daily to remove dust and grit(soft and hard surface).

- empty ashtrays, dustbins, sanibins and sand urns.
- Suction cleaning upholstery.
  - Mopping hard floors.
  - Cleaning glass surfaces.
  - Arrange flowers.
  - Cleaning toilet areas
  - Wooden doors should be damp dusted once daily.(used neutral detergent)
  - Lights and lighting fixture should be checked daily.
  - Any stain on the carpet or upholstery should be removed as soon as occur.
  - Telephone must be damp dusted with disinfectant solution and wiped dry with a dry duster.
  - Railing and fixture should be damp dusted.
  - Damp wipe the furniture.
  - Damp wipe the counter top of any counter area.
  - Remove garbage.

### **Weekly cleaning tasks-**

These, as the term implies, are routine tasks carried out on a weekly basis. These may include –

- The polishing of metal surfaces.
- Dusting of hard to reach areas.
- Scrubbing floors.
- Dusting walls.
- Dusting and wiping lighting fixture.
- Cleaning and polishing hard surface.
- Vacuuming carpets.
- Brass knobs and handles should be polished weekly.
- Polishing brass ware.
- Cleaning ceiling fans.
- Clean high ceiling for cobwebs.

- Dust ceiling.
- Clean window glasses and frames.
- Clean all vertical walls.
- Scrub all enamel painted walls.
- Cleaning room vents and duct of any area.
- Scrub staircase walls.
- Scrub stone dados.
- Clean art work.

**Periodic tasks (Deep cleaning)**-Deep cleaning refers to the incentives 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 guest over long term.

Many tasks involved in deep cleaning are complicated and time consuming ones, requiring special equipment, techniques, expertise and group effort. Due to their specialised nature, they may be contracted out to an expert in the field.

Deep cleaning task include the following-

- Shampooing carpets.
- Vacuum cleaning upholstery, mattresses and bed bases.
- Rotating and turning mattress.
- Thorough cleaning of furniture and polishing of wooden furniture.
- Stripping, re-sealing, re-polishing and buffing floors.
- Cleaning hard to reach areas such as ceilings, top edges of door, air conditioning vents and so on.
- Cleaning ornate lighting fixtures such as chandeliers.
- Through cleaning of walls, windows and curtain tracks.
- Cleaning signage board.
- Through washing of bathroom floors, walls, fixture, fittings and shower curtains.

- Laundering of washable soft furnishing.
- Cleaning facade, outer glasses of the building or small water bodies all around the property.

### **Cleaning procedure of various public areas**

#### **ENTRANCES-**

The guests get their first impression of the hotel from the entrance and lobby. Due to this reason, some hotels may have elaborates or dramatic design feature at the entrance, cleaning which may be a difficult proposition for the housekeeping department. Entrance, if not cleaned and maintained daily, can easily acquire a neglected look due to the heavy traffic and exposure, which can be very unappealing for an arriving guest.

#### **Flooring and mats-**

Key features here are the doormats and runners that act as the reservoirs for dust and dirt rubbed away from the shoes. One doormat or runner should be placed just outside the entrance to prevent most of dirt and soil being brought in with the guest's shoes another doormat or runner must be placed just inside the entrance, to remove any remnants of dust from the shoes so that they do not leave any footprints on the floor.

Other cleaning and maintenance tasks for this area are listed below.

- The doormats and runner must be vacuum cleaned daily to remove dust and grit.
- In the rainy season and during times of heavy traffic, cleaning the mats twice a day or even more often may be called for.
- The floor at the entrance has to be mopped frequently throughout the day.
- Plants at the entrances should be watered when required.

#### **Doors**

- Glass doors should be cleaned twice a day and where public traffic is high, the frequency of cleaning may have to be even three or four times

daily. A proprietary glass cleaner may be used for the cleaning or a vinegar and water solution may be used for glass that is not too soiled.

- Dirt, grease and scuff marks on the door frames should be damp dusted with an alkaline detergent and water, and re wiped with clean water to remove all traces of the detergent.
- Wooden doors should be damp dusted once daily. A neutral detergent should be used with water for damp dusting once a week to avoid the build up of layers of dust
- Brass knobs and handles should be polished weekly and in case of lacquered brass, only damp dusting is sufficient.

### **LOBBIES-**

These are areas provided as a common meeting point for guests near the reception. Many lobbies are carpeted, while others have hard flooring. cleaning processes for the two kinds of flooring will be different. Floors in the lobbies need to be cleaned frequently since these are spaces where guests interact, relax and check in. Like entrance, these are also heavy traffic areas. Hence cleaning should be scheduled for the night or early morning when there are fewer people around.

**Daily cleaning of lobbies-**The daily tasks should be scheduled so that the lobby may be cleaned with the least inconvenience to guest.

- Ashtrays, sand urns and wastepaper baskets should be emptied and damp dusted –if required as often as twice or thrice a day.
- Flower arrangement should be attended to daily and indoor plants watered as required.
- Glass surfaces and windows should be cleaned with a proprietary glass cleaner daily.
- Doors, door handles and knobs should be damp –dusted daily. If the fixtures are made of lacquered brass, they need not be polished; damp dusting should suffice. A more thorough cleaning of the doors, including their tracks, should also be carried out once a day.
- Carpeted areas should be suction cleaned daily to remove dust and dirt.

- Any stains on the carpet or upholstery should be removed immediately.
- Hard floors must be mopped or vacuumed daily.
- Lights and lighting fixtures should be checked daily and cleaned weekly.
- Furniture should be damp-dusted daily. Occasional tables should be cleared and cleaned frequently during the day.
- Telephone must be damp dusted with a disinfectant solution and wiped dry with a dry duster.

### **Periodic cleaning of lobbies-**

Some cleaning tasks need not be carried out daily. These should be scheduled on a periodic basis, for once in a week, once in six months, or once in a year.

- High level dusting, to clean ceilings and other hard to reach areas such as tops of fans and cornices, should be done once in a week. Very high ceilings may be dusted once a month.
- Elaborate chandeliers may be brought down and cleaned once in six months.
- Upholstered furniture should be suction cleaned with an upholster attachment once a week.
- Wooden furniture should be polished once a week.
- Blinds and curtain should be polished once a weekly.

Carpets should be shampooed once a month, but in case of heavy traffic or heavy soiling the cleaning frequency could be once a week.

### **FRONT DESK-**

The front desk is the hub of activities in the front desk part of the property, since all arriving guests are registered to their rooms here and many enquiries are made here. Hence the cleaning should be done at no peak hours so as not to interrupt the flow of business. When guests approach the front desk during the cleaning process, cleaning should be stop momentarily and employee doing work at the task should step aside. Cleaning task should in no way hamper the flow of work of front desk.

Specific cleaning tasks-The front desk calls for some exclusive cleaning tasks as well

- Empty wastepaper baskets as and when required in the day.
- Damp dust the desk, taking care to wipe under the telephone wires and computer cables. The front panel of the desk should be damp dusted and a neutral detergent should be used to remove scuff marks from guest's shoes.
- Any railing and fixture should be damp dusted. If made of brass, they should be polished according to a schedule.
- Damp dust all the telephone with a disinfectant solution and wipe with a dry duster twice daily.
- Damp dust the computer components and fax machine and wipe with a dry duster twice a day.
- Any smears on the computer screen may be wiped with a proprietary glass cleaner .it should be ensured while cleaning the computers that the machines are switched off.
- Suction clean the carpet under the desk .If the floor is uncarpeted, mop the hard floor.
- Damp wipe the furniture. Upholstered furniture should be suction cleaned with an upholstery attachment.

### **ELEVATORS-**

These too must be cleaned at the time of day when they are least used. They should always be taken out service for cleaning .these necessary signboards indicating that cleaning is being carried out must be displayed prominently .Elevator doors are usually made of steel and sometimes they may covered with wooden panels. Steel doors show grease marks from fingers easily. Elevators should be cleaned daily and a more thorough cleaning may be done on a periodic basis. The tasks here are as follows:

- ✓ Damp dust the steel doors, inside and out, using a neutral detergent solution and then wipe clean using water .Dry with a clean duster.

- ✓ Damp dust the inside walls panels, door panels and control panel. A neutral detergent may be used for the purpose and residue removed with a duster dampened with clean water.
- ✓ Suction clean the elevator floor if carpeted. If it is hard flooring, mop the floor.
- ✓ Suction clean the door tracks on all the floors using a crevice –cleaner attachment on the vacuum cleaner.
- ✓ Lightly damp dust the ceiling and light fixtures. These may be thoroughly cleaned periodically.
- ✓ Clean any air conditioning or ventilation duct using a suction cleaner.

### **STAIRCASES-**

Staircases should be cleaned when there is least traffic. The appropriate way to clean staircases is to divided them into half lengthways and clean one half at a time .This is required not only to prevent dirty footprints on a wet floor, but also as a safety precaution so that there are no accidents due to slipping on wet steps.

The specific tasks are following;

- ✓ Carpets should be suction cleaned daily and any stain should be attended to immediately .Due to practical reasons, a backpack type of vacuum cleaner is best for suction cleaning staircases.
- ✓ Hard floored staircases should be suction cleaned and then damp mopped. They can be scrubbed weekly with a deck scrubber, using a neutral detergent. If a floor sealer has been applied, however, scrubbing should be avoided. Use of excess water should be avoided on wooden stairs.
- ✓ While cleaning the floor, the vertical riser of each step should be cleaned as well as the treads.
- ✓ Damp dust the wall skirting weekly.
- ✓ Damp dust the banisters and handrails daily. If they are ornately carved ,a vacuum cleaner with a crevice cleaning attachment should be used.

### **GUEST CORRIDORS-**

A long corridor should be divided into sections for cleaning. As for staircases, the corridor should be divided into half lengths so that the other half is open for use while one half is being cleaned. Appropriate cautionary signs should be used to indicate that cleaning is in progress. Many hotel corridors are fully carpeted. These carpets should not only be attractive but also sturdy and durable to withstand everyday wear and tear.

The cleaning tasks for guest corridors are listed below-

- ✓ The carpet should be vacuum cleaned daily. It also needs to be shampooed once in six months-This may be scheduled as a special project in the off season periods.
- ✓ The wall skirting or baseboards all along the corridor should be cleaned.
- ✓ Any finger mark or smudge on the walls should be spot cleaned. Through cleaning of walls may be done weekly.
- ✓ Sprinklers installed as part of a fire fighting system should be checked and cleaned.
- ✓ Fire extinguishers should be dusted. Fire buckets should be dusted daily and filled with fresh sand once a month.
- ✓ Lights and lighting fixtures should be checked and dumped dusted.
- ✓ Air conditioning vents should be cleaned weekly
- ✓ The exit and entrance doors on the corridor should be damp- dusted on both sides and the tracks cleaned. Brass knobs and handles should be polished once a week.

**PUBLIC RESTROOMS-** This refers to the washrooms and toilet meant for use by the general public and not restricted to Guest registered to the hotels. Washrooms may have elaborate mirrors, other ornate fixtures and some pieces of upholstery furniture. The sanitary fittings commonly found in washrooms are WCs, urinals, sluices, bidets and vanity units or pedestal type wash basins. Public restrooms need to be cleaned thoroughly twice a day at the minimum; when Guest traffic is more, the frequency will have to be higher. In lower traffic periods frequent but light

tidying may be required. Some of the primary areas of concern are unmerited below:

### **BANQUET HALLS-**

The may be used for dinners, conference ,convection ,exhibition , and so on. For convections and conferences ,hotel provide audio visual aids that may include overhead projectors(OHP),liquid crystal displays (LCDs),digital laser projectors (DLPs) and other presentation devices ,as well as appropriate arrangement tables and chairs. The cleaning process includes daily cleaning tasks and weekly cleaning tasks.

- ✓ Sweep and mop the floor area well before the event .If the area is carpeted ,a vacuum cleaner should be used. Spot clean the carpet if any stains are present.
- ✓ Assemble and arrange the furniture and audio visual equipment required ,In many hotels ,The assemble of audio visual equipment comes under the purview of the maintenance department.
- ✓ Damp dust or suction clean the furniture.
- ✓ Tables cloths, chairs covers and decorative bows should be replaced if dirty.
- ✓ Lighting fixtures should be checked and may be cleaned weekly.
- ✓ Chandeliers may be brought down and cleaned once in six months.
- ✓ The walls only need to be spot cleaned in case of stains; otherwise they amy be washed periodically.
- ✓ Flower arrangement s, mineral water, glasses and other specific requirements such as notepads and pencils should be provided and arranged neatly in place.
- ✓ In case another event has just concluded before the one scheduled tofloodw, take care to remove and replace all bottles and glasses.
- ✓ Replenish stationery and generally tidy the room up; then rearrange the furniture according to the requirement of the next event.

### **DINING ROOMS:-**

These needs to have visual appeal as well as meeting sanitation standards. In many properties, housekeeping may be responsible for

maintaining the dining areas in conjunction with the service staff of the dining room. In such properties the house keeping department takes on the tasks of the thorough weekly cleaning, whereas the service staff are responsible for the daily cleaning and maintenance. Housekeeping is also responsible for the supply of clean table linen and for the collection of dirty linen.

The cleaning tasks include here are-

- Vacuuming the carpeted areas, moving out the dining chairs to clean under the tables, spot cleaning any stains.
- Damp dusting the furniture daily, polishing wooden furniture one a month, vacuuming upholstery furniture.
- Wiping all glass surfaces with a proprietary glass cleaner.
- Checking and cleaning the lighting fixtures.
- Following the regular schedule of pest control.

### **LEISURE AREAS:-**

These are include health clubs saunas and solariums, swimming pools, spas and changing rooms, meant for recreation and relaxation of Guests.

#### **1. HEALTH CLUBS:-**

All hotels have an exclusive areas for Guests to exercise and workout in, perhaps using exercise equipment like tread mills, bench presses, rowing machines, cycling machines, dumb bells and so on. The flooring in health club should be non slippery, the walls will usually have several mirrored panels. Health clubs also have shower cubical and lockers.

### **CLEANING TASKS:-**

- Damp dusting equipment after first making sure that they are switched off.
- Damp dusting all furniture's, wooden furniture's should be polished monthly.
- Cleaning all glass services including mirrors and windows.
- Remove any stains from walls by spot cleaning as soon as noticed.
- Checking and damp dusting the lightly fixtures.

- Sweeping and mopping or suction cleaning a hard floor.
- Remove soiled linen(s) such as bath towels, hand towels and so on, and replacing with fresh ones.

## **2. SAUNAS AND SOLARIUMS:-**

Saunas and steam bath cubical made of wooden or glass. Solariums are enclosed glass areas for the enjoyment or therapeutic use of sun rays.

### **CLEANING SAUNAS:-**

Saunas are warm and moist over long periodic. Moss may collect outside too, where there is a lot of moisture. To clean sauna bleach should be added as a cleaning agent to the water and a nylon scrubber needs to

be used. A concentrated solution of bleach should be used in the most badly affected areas. After cleaning with the bleach the sauna should be rinsed thoroughly with cold water to remove all residual bleach. The sauna should then be left open to dry so that they fumes from the bleach dissipate a deodorizer may be used to counter act the smell of the bleach too.

### **CLEANING SOLARIUMS:-**

This primarily involves cleaning the glass panels, for which a proprietary glass cleaner or a solution of vinegar in water may be used.

## **3. SWIMMING POOLS, SPAS AND CHANGING ROOMS:-**

Regular cleaning and disinfecting of swimming pool is important from the point of view of hygiene. If not cleaned to a regular schedule swimming pools may become carriers of water born infections.

The pool water becomes contaminated with body fats and oils, sweat, saliva, urine, cosmetics and air borne dust particles.

### **CLEANING:-**

The primary concern in swimming pools is water clarity and water chemistry control. Water clarity results from effective filtration to remove all particulate matter. Water chemistry control implies the chemical safety of water for swimming pool and involves the maintenance of harmful bacteria in the pool water.

#### DAILY CLEANING TASKS:-

- Skimming the surface of the pool water for floating debris using a skimmer net attached to a long pole.
- Sweeping and moping floor surfaces.
- Suction cleaning any carpeted areas.
- Spot cleaning the walls.
- Checking and cleaning the light fixtures.
- Cleaning any glass surfaces.
- Emptying waste paper baskets.
- Damp dusting any furniture.
- Remove solid linen and replacing with fresh ones.
- Replenishing toiletries.

#### **CLEANING BACK OF THE HOUSE AREAS**

These areas include all those areas which are not in view of Guests but form an essential part of the hotel for smooth functioning of the hotel. These include ladies and gent's lockers, account office, time office, management department, security office, purchase office, stores, receiving area, staff cafeteria, and kitchen and so on.

These areas need to be clean by housekeeping staff i.e. houseman, except kitchens, where cleaning is done by the kitchen stewarding department or utility trainees.

Officers like human resources, time office, security office, purchase office. All these officers are cleaned in the morning before they start functioning.

#### DAILY CLEANING:-

It includes brooming, moping, dusting and emptying of ash trays and dustbins.

#### PERIODIC CLEANING:-

It includes floor scrubbing cleaning of hard to reach areas, thorough clean of furniture and fixtures and windows.

### **STAFF CAFETERIA:-**

Its cleaning responsibility may be of either housekeeping or kitchen stewarding department depending on the hotel to hotel. It needs to be cleaned frequently before and after breakfast, lunch, high tea and dinner. Day cleaning will include brooming and moping of floors, cleaning of tables and bain-marie and emptying of dustbins. Night cleaning includes scrubbing of floors on daily basis.

### **GENTS AND LADIES LOCKERS:-**

It may be cleaned by either housekeeping or utility trainees. Day cleaning includes brooming and moping of floors, cleaning of bathroom and emptying of ashtrays and dust bins.

Periodic cleaning includes scrubbing of floors.

### **FAÇADE CLEANING –**

Façade means face of the hotel i.e. how the building looks like to a visitor as he stands in front of the hotel. In many hotels routine cleaning is carried out by housekeeping. However, specialised cleaning is carried out using contractual firms who have special equipments and trained personnel for the job.

- For high windows of facade, cradle car is used while cleaning
- Cleaning should fasten their belt and wear a helmet for safety precautions.
- Trolley should be equipped with all the required cleaning agents and equipment.
- Facade ledges to be cleaned for bird droppings by using hard broom or a hard bristle brush.
- Cobwebs to be removed by using a cobweb brush.
- Paint / Polish etc is suitable carried out using correct equipments and agents.

### **PROBLEMS ASSOCIATED WITH THE HIGH TRAFFIC AREAS**

- In high traffic areas guest movement is high; therefore more regular mopping of the floor is required.
- More vigilance of housekeeping staff needed.
- Care to be taken while deciding cleaning timings.
- More chances of accidents, so precautions need to be taken.
- Especially the public washrooms to be cleaned very frequently.

### **How to overcome challenges:**

- Draft cleaning schedules very carefully.
- Keep sign boards to divert traffic.
- Use light and easy to use cleaning equipments and agents.
- Train the staff on SOP



IHM NOTES