



**Food Craft Institute**  
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# **Training Manual**

## ***Housekeeping Utility Service***



***Hunar Se Rozgar Tak***

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## Unit-1-PRIDE IN NATION

Pride is an inwardly directed emotion that carries two common meanings. With a negative connotation, pride refers to an inflated sense of one's personal status or accomplishments. With a positive connotation, pride refers to a satisfied sense of attachment towards one's own or another's choices and actions, or towards a whole group of people, and is a product of praise, independent self reflection, or a fulfilled feeling of belonging.

### PRIDE IN INDIA

1. India is the seventh largest country in the world and it's a fast growing economy.
2. India is a home for ancient civilization of the Indus Valley.
3. India has 28 states and 8 Union Territories.
4. India's history goes back to 3,200 BC when Hinduism was first founded. Buddhism, Jainism, Sikhism, Zoroastrianism, Christianity and Islam all exist within the country.
5. In India there are about 45 folk dances and 7 classical dance forms.
6. The great Indian epic are Ramayana – the first Indian epic and Mahabharata – the longest epic in the world literature with 100,000 two-line stanzas.
7. Yoga originated in India in 5000 BC and documented by 200 BC – 300 AD.
8. Facts about modern India
  - Pluralistic, Multilingual and multiethnic society
  - Secular democratic constitution
  - World's most populous democracy
  - About 431 million Indians have been raised above poverty since 1985
  - World's tenth largest importer and nineteenth largest exporter
  - Indian Labor force is world's second largest
  - Fastest growing IT super power
  - Indian Railways, the biggest employer in the world.

## 9. Few famous personalities of India

- **ARYABHATTA** – He was the first in the line of great mathematician-astronomers from the classical age of Indian mathematics and India astronomy.
- **MOHANDAS KARAMCHAND GANDHI** (2 October 1869 – 30 January 1948) – commonly known as Mahatma Gandhi, was a prominent leader of Indian Nationalism in British-ruled India. Gandhi led India to independence an inspired movement for non-violence, civil rights and freedom across the world.
- **AVUL PAKIRJAINULABDEEN ABDUL KALAM** (born on 15 October 1931) – He is an Indian scientist and an administrator who served as the 11th President of India. He is also known as ‘Missile Man’.
- **MAQBOOL FIDA HUSSAIN** (17 September 1915 – 9 June 2011) – commonly known as MF Husain, was an Indian painter and Film Director, internationally recognized as a printmaker, photographer and filmmaker.
- **KALPANA CHAWLA** (July 1, 1961 – February 1, 2003) – She was the First Indian American Astronaut and First Indian Woman in Space.
- **Sachin Ramesh Tendulkar** (Born On 24 April 1973) – He is an Indian Cricketer Widely Acknowledged as the Greatest Batsman in One Day Internationals and Second Only to Don Bradman in the all time greatest List in Test Cricket.
- **B. R. Ambedkar** : Ambedkar is recognised as the "founding father of the Republic of India" Ambedkar was the architect of the Indian Constitution and also served as the first Law Minister of India.
- **Vallabhbhai Patel** : Widely known as the "Iron Man of India" Patel was an independence activist and first Deputy Prime Minister of India (1947–50). Post independence, "Sardar" ("Leader") Patel worked with V. P. Menon towards dissolving 555 princely states into the Indian union.

- **Jawaharlal Nehru** : Independence activist and author, Nehru is the first and the longest-serving Prime Minister of India (1947–64). Nehru himself was Prime Minister of India at the time of receiving **Bharat Ratna** award.
- **Mother Teresa**: "Saint Mother Teresa of Calcutta" was a Catholic nun and the founder of the **Missionaries of Charity**, a Roman Catholic religious congregation, Which manages homes for people who are dying of HIV/AIDS, leprosy and tuberculosis. She was awarded the **Nobel Peace Prize** for her humanitarian work in 1979.
- **J. R. D. Tata** : Industrialist, philanthropist, and aviation pioneer, Tata founded India's first airline **Air India**. He is the founder of various institutes including **Tata Institute of Fundamental Research**, **Tata Memorial Hospital**, **Tata Institute of Social Sciences**, **Tata Motors**, **TCS**, **National Institute of Advanced Studies**, and **National Centre for the Performing Arts**.
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## **Unit-2-TOURISM AND YOU**

The hospitality industry is a part of a larger enterprise known as travel and tourism industry. The travel and tourism industry is a vast group of business with one goal in common : providing necessary or desired services to travelers. Advances in transportation enabled more people to travel greater distances at less cost spreading tourism across the globe. From modest origins, hospitality and tourism rose to become two of the largest world wide industries

Hospitality is the cordial and generous reception and entertainment of guests or strangers, either socially or commercially.

The Hospitality Industry is comprised of those businesses which practice the act of being hospitable; those businesses which are characterized by generosity and friendliness to guests.

## Characteristics of Hospitality Industry

1. Inseparability
  2. Perishability
  3. Labor-intensive
  4. Repetitive
  5. Intangibility
- The United Nations World Tourism Organization (UNWTO) defines tourism as the act of:

"...travelling to and staying in places outside a person's usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited."

S.No	Type	Description
01	Domestic tourism	Residents travelling within their country of Residence
02	Inbound tourism	Non-residents travelling to the given country
03	outbound tourism	Residents travelling to another country
04	Internal tourism	Domestic tourism and inbound tourism
05	National tourism	Domestic tourism and outbound tourism
06	International tourism	Inbound tourism and outbound tourism
07	Culinary tourism	Travelling for Food and drink experiences
08	Dark tourism	Travel to sites associated with death and suffering
09	Disaster Tourism	Travel to sites that have experienced natural disasters
10	Ecotourism	Tourism which benefits the community, economy & the environment of a local area
11	Heritage (Cultural)	Places, activities that represent the stories of people,

	tourism	past and present
12	Medical (Health) tourism	Medical services at a particular location
13	Space tourism	Trips taking tourists into space
14	Adventure Tourism	Involving exploration or travel with perceived risk to remote, exotic and possibly hostile areas. like Mountaineering, trekking, rafting, rock climbing. etc

### **Tourist**

- **International Tourist**

“A visitor who travels to a country other than that in which he/she has his/her usual residence for at least one night but not more than one year, and whose main purpose of visit is other than the exercise of an activity remunerated within the country visited”

- **Domestic Tourist**

“Any person, regardless of nationality, resident in a country and who travels to a place in the same country for not more than one year and whose main purpose of visit is other than following an occupation remunerated from within the place visited”

### **21st Century Trends In Tourism**

Travel and tourism will grow to new heights in the 21st century as it becomes more accessible to a larger cross section of the global population. This will result in commensurate economic opportunities for developed and emerging destinations around the world. It will also create major challenges, not only in attracting and serving increased tourism demand, but also in mitigating the numerous potential negative externalities that will emerge as a result of tourism’s rapid growth. Successful destinations will strike a balance in developing their tourism industries by monitoring international trends, engaging tourism stakeholders, ensuring that the benefits of tourism outweigh any potential negative impacts and pledging a more equitable distribution of tourism revenue.

## **IMPACT OF TOURISM**

1. Income from tourism in the form of foreign exchange adds to the national GDP.
2. It generates employment as it is a labor intensive service industry. It provides direct employment in business such as hotels, restaurants and shops.
3. Impact of tourism on India is gigantic. There are recently many events that took place, which are a big catalyst for prompting tourism in India. The international sports event like 20/20 IPL Cricket Matches, Commonwealth Games, Formula 1 races etc.
4. Tourism helps in preservation of national heritage and environment. Several places of historical importance are TajMahal, QutabMinar, Ajanta ellora etc.
5. Tourism also helps in conserving the natural habitats of many endangered species.
6. Tourism increases self esteem of hosts and tourists.
7. Tourism promotes cultural awareness and can help preserve local culture and tradition.
8. Economic impact – Direct, indirect induced spending becomes wide spread in the community.

Tourism promotes peace and stability in the country by promoting cross cultural awareness.

## **Unit 3-Etiquettes & Basic Conversation**

The rule of polite or correct behavior in a society or among members of profession.

### **Manner**

A way in which something is done or happens or it is the person's outward behavior or attitude towards other people.

No matter what the situation is, social etiquettes rule should be followed.

### **Benefits Of Etiquettes**

1. Gives professionals the tools to impress clients and colleagues.



2. It puts others at ease so that business can be conducted.
3. Helps to establish rapport with others more easily.
4. Gives the organization an overall polished, professional image.
5. Builds confidence and helps create a winning style.
6. Possessing a high level of etiquette knowledge and skills instills the perception of trustworthiness in others.

### **Rules**

1. When we are speaking with someone we know and a new person approaches, always introduce yourself.
2. Give a piece of information about the person – it can be conversation starter.
3. Listen to and concentrate on conversation – don't just wait for your turn to talk.
4. Resist the urge to jump in a conversation when someone pauses, wait a second or two, and then respond.
5. Be an active listener – smile, nod, make eye contact and agree when appropriate.
6. Respect a person's personal space – don't get too close.
7. Avoid vulgar references and swear words.
8. Inappropriate language is not professional and offensive.
9. Don't ask personal questions.
10. Whoever gets to the door first should open the door and hold for others who are following, there should be no gender discrimination
11. At an elevator those in the elevator should get off first before anyone else get on.
12. Generally, the Chairperson sits at the end of the table farthest from the entrance.
13. If you are attending the meeting – Be on time. This means arriving a few minutes before the meeting begins.
14. We should do what we promised e.g. Make that call, write that note, make the arrangements.

15. If we are making a call, identify yourself first, then ask to speak to the person we are trying to reach.
16. Ask for time, before we start with a long conversation.
17. When we are in any meeting, turn off your cell phone ringer – accept voicemail and text messaging only.
18. In case of a call in public place try moving to a private place.
19. Hearing one side conversations alienates the person not in the conversation.
20. While talking in public keep it short and discreet.
21. Always respond to a real message on your e-mail.
22. Always check for no short hand, grammatical mistakes .
23. Don't primp at the restaurant table or in public, use the restrooms.
24. Do not pick at your teeth, face, and your nose .
25. Do not burp or snort and make any bodily noises that are rude and disgusting.
26. Do not blow your nose at the table, use a tissue to pat and clean.
27. We should always say "Please" and "Thank you" more often and say "You are Welcome" rather than "No problem"
28. Always smile.

## Unit 4- **Techniques and Principles of Cleaning**

The choice of cleaning method depends on various factors:

- A. The nature of soiling.
- B. The nature of surface soiled.
- C. The properties of cleaning agents suitable for the surface.
- D. The best way to clean without dispensing dust to other areas.
- E. The process should be cost effective in terms of the cleaning agent and labor time.
- F. The method should restore the surface to its original sheen and color.

### **TECHNIQUES AND PRINCIPLES OF CLEANING**

- ✓ Cleaning in the room and corridor should start from the top section to the bottom section i.e. from cobweb cleaning floor mopping.
- ✓ Dusting should be done in clockwise or anticlockwise direction.
- ✓ Training of staff on usage of manual and mechanical equipments and cleaning agents should be given in advance.
- ✓ Standard operating procedure or step up step cleaning directions should be followed for all task cleaning.
- ✓ Always wear proper clothing with gloves before handling chemicals and starting with cleaning process.
- ✓ Adhere to care labels and instructions given on cleaning equipments and agents.
- ✓ Choice of chemical usage for stain removal should always be from weaker to stronger chemicals, in order to maintain the condition of the article.
- ✓ Proper storage of chemicals and equipments should be done, especially capping of chemical bottles should with utmost care after use.
- ✓ Adhere to material safety data sheet (MSDS) placed in the visible area for staff.
- ✓ Proper sign boards should be used while cleaning in public area to avoid accidents.
- ✓ Deep cleaning of public area with high traffic should be addressed during night shifts.
- ✓ Clean and proper duster should be used for different types of cleaning.
- ✓ During façade cleaning that particular section or area should be taken out of service to avoid guest complaints.
- ✓ While cleaning of electrical appliances, the power supply should always be switched off.
- ✓ Follow proper body posture during cleaning procedures.
- ✓ Always do vacuum cleaning of the room by keeping the door ajar, to avoid noise complaints.
- ✓ Maintenance problems identified during cleaning procedure should be immediately accelerated to the engineering department.

- ✓ While cleaning of corridor and guest area, keep in mind the signage of 'do not disturb'.
- ✓ Lost and found should be immediately informed and handed over.
- ✓ Garbage and waste material from different areas should be collected properly in garbage bags and accordingly disposed of.
- ✓ Broken glass pieces, wastage from ashtray and burning cigarettes or cigars should be disposed of separately.
- ✓ 'LAST LOOK' should always be given after cleaning is over.
- ✓ Wastage and spillage should be avoided.
- ✓ Adhere to rules pertaining to occupational safety and health standards.
- ✓ Cleaning should be carefully planned so as to ensure the least time.

## Unit -5 PERSONAL HYGIENE

### Personal Hygiene

Germs or bacteria are to be found in and on the body and they can be transferred on to anything with which the body comes in contact. Personal cleanliness is essential to prevent germs getting on to food.

Personal appearance is one of those subtle things that's difficult to quantify. Mostly, it's a collection of a lot of small investments of time and effort that add up to a slight but noticeable tweak in how people think of you. The difference is real, and over time these small differences in a lot of interactions and events can really add up. Keeping clean and keeping up a good appearance are also great ways to simply feel good – I know for me personally, few things make me feel better than a hot, soaking shower. Even better, personal appearance is something that you can maximize – or at least significantly improve – with just a bit of effort. Here are a bevy of little steps you should be taking to maximize the value of your personal appearance, from the obvious to the subtle.

### Hand wash procedure

1. Get your hands wet. Turn the tap on and evenly rinse your hands in warm water. Contrary to popular belief, hot water does not remove bacteria more

effectively than warm water, and may even increase the "irritant capacity" of some soaps.

2. Use soap. Any type of soap will work, but if it helps you wash your hands more consistently to have soap that is a fun shape or color, or a pleasant fragrance, go for it.

3, Work up a lather. Scrub on both sides of your hands, in between your fingers, and your wrists. Remember to wash around and under your fingernails.

4. Wash your hands for about 15-20 seconds. This is just about the time it takes to sing a chorus of "Happy Birthday." Be sure and rub your hands vigorously, and don't rinse off the soap right away. Give it time to do its job and give yourself time to get soap everywhere it should be. A good tip is to use rotational rubbing, backwards and forwards with clasped fingers from your right hand in your left palm and vice versa.

5, Rinse your hands thoroughly. Place them under running water with your hands pointed downward but not touching the sink. This removes both the soap and the bacteria that was on your hands.

6. Use a towel to turn off the faucet, particularly in a public bathroom. If the faucet turns itself off on a spring or a photocell, let it. If not, use a paper towel, your elbow, or your forearm.

7, Dry your hands with a clean towel. Although they are not as good for the environment, paper towels are more sanitary for drying your hands than cloth towels. If you use cloth towels at home, launder them regularly. If you are in a public restroom, you can also use the hot air dryers if they are available.

### ***Personal Cleanliness***

Self-respect is necessary in every food-handler because a pride in one's appearance promotes a high standard of cleanliness and physical fitness. Persons suffering from ill health or who are not clean about themselves should not handle food.

### ***Bathing***

Regular bathing at least once a week is essential, otherwise germs can be transferred on to the clothes and so on to food. If possible a daily bath or shower is ideal, but if this is not possible a through wash is satisfactory.

### ***Hands***

Hands must be thoroughly washed frequently; particularly after using the toilet, before commencing work and during the handling the food.

They should be washed in hot water with the aid of a brush and soap, rinsed, and dried on a clean towel or by hand hot-air drier. Hands and finger-nails if not kept clean can be a great source of danger as they can so easily transfer harmful bacteria on to the food.

Rings, watches and jewellery should not be worn where food is handled. Particles of food may be caught under the ring, and germs could multiply there until they are transferred into food.

Watches (apart from the fact that steam ruins them) should not be worn, because food stuffs, e.g. salads and cabbage, which have to be plunged into plenty of water, may not be properly washed because a watch is worn.

Jewellery should not be worn, since it may fall off into food (un-known to the wearer) being handled. Hair which is not cared for is likely to come out or shed dandruff which may fall into food. Men's hair should be kept short as it is easier to keep clean; it also looks neater. Women's hair should be covered as much as possible. The hair should never be scratched, combed or touched in the kitchen, as germs could be transferred via hands to the food.

### ***Nose***

The nose should not be touched when the food is being handled. If a handkerchief is used, the hands should be washed afterwards. Ideally, paper handkerchiefs should be used and then destroyed, the hands being washed afterwards. The nose is an area where there are vast numbers of harmful bacteria; it is therefore very important that neither food, people or working surfaces are sneezed over, so spreading germs.

### ***Mouth***

There are many germs in the area of the mouth, therefore the mouth or lips should not be touched by the hands or the utensils which may come into

contact with food. No cooking utensils should be used for tasting food, nor should fingers be used for this purpose as germs may be transferred to food. A clean teaspoon should be used for tasting, and washed well afterwards. Coughing over foods and working areas should be avoided as germs are spread long distances if not trapped in a handkerchief.

### ***Ears***

The ear-holes should not be handled whilst in the kitchen as, again, germs can be transferred.

### ***Teeth***

Sound teeth are essential to good health. They should be kept clean and visits to the dentist should be regular so that teeth can be kept in good repair.

### ***Feet***

As food-handlers are standing for many hours, care of the feet is important. They should be washed regularly and the toe-nails kept short and clean. Tired feet can cause general tiredness which leads to carelessness, and these results in a lowering of the standards of hygiene.

### ***Cuts, burns, sores, etc.***

It is particularly important to keep all cuts, burns, scratches and similar openings of the skin covered with a waterproof dressing. Where the skin is septic, as with certain cuts, spots, sores, carbuncles, there are vast numbers of harmful bacteria which must not be permitted to get on food; in most cases people suffering in this way should not handle food.

### ***Cosmetics***

Cosmetics, if used by food-handlers, should be used in moderation, they should not be put on in the kitchen and the hands should be washed well afterwards. Cosmetics should be put on a clean skin, not used to cover up dirt.

### ***Smoking***

Smoking must never take place where there is food, because when a cigarette is taken from the mouth, germs from the mouth can be transferred to the fingers and so on to the food. When the cigarette is put down the end which

has been in the mouth can transfer germs on to the working surfaces. Ash on food is most objectionable and it should be remembered that smoking where there is food is an offence against the law.

### ***Spitting***

Spitting should never occur, because germs can be spread by this objectionable habit.

### ***Clothing and cloths (rubbers)***

Clean whites (protective clothing) and clean underclothes should be worn at all times. Dirty clothes enable germs to multiply and if dirty clothing comes into contact with food the food may be contaminated. Cloths (rubbers) used for holding hot dishes should also be kept clean as the cloths are used in many ways such as wiping knives, wiping dishes and pans. All these uses could convey germs on to food.

Outdoor clothing, and other clothing which has been taken off before wearing whites, should be kept in a locker away from the kitchen.

### ***Summary of Personal hygiene***

The practice of clean habits in the kitchen is the only way to achieve a satisfactory standard of hygiene. These habits are listed below:

- Hands must be washed frequently and always after using the toilet. Food should be handled as little as possible.
- Bathing must occur frequently.
- Hair must be kept clean and covered in the kitchen, it should not be combed or handled near food.
- Nose and mouth should not be touched with the hands.
- Cough and sneeze in a handkerchief not over food.
- Jewellery rings and watches should not be worn.
- Smoking, spitting and snuff-taking must not occur where there is food.



- Cuts and burns should be covered with a waterproof dressing.
- Clean clothing should be worn and only clean cloths used.
- Food should be tasted with a clean teaspoon.
- Tables should not be sat on.
- Only health people should handle food.

## **Housekeeping: Hygiene Matters**

- Cleaning is important not only from the point of hygiene but also from the point of safety, security and complying with legislation.
- Hygiene is an important issue to all kinds of accommodation seekers irrespective of what kind of accommodation they seek. When the accommodation provider continues to ignore hygiene that will meet guest expectations, no guest is going to return back.
- Key to any successful cleaning programme is the employee should learn about the brand's core value for which they are working.
- Accommodation providers should conduct regular audit on hygiene and keep staff well trained on what to look on their daily rounds.
- Cleanliness, either that of the guest rooms or the surroundings of the hotel may not be an interesting topic among the common man in their day to day discussion. But most of the guests who stay in any form of accommodation are definitely concerned about cleanliness and security.
- These are the basic services of the housekeeping department when offered to a guest's satisfaction can turn the guest into a repeat and perhaps a loyal guest.
- Let us not forget that it is the loyal guest who brings revenue to the hotel through repeated business, unlike a dissatisfied guest who never returns to the property again.
- Hygiene is an important issue to all kinds of accommodation seekers irrespective of what kind of accommodation they seek. Hence it is important that the managers realise that they must balance between a clean room, technology and the minds of the guests.

- In order to get repeat business, and get a fair room tariff it is necessary for the accommodation providers to keep the place clean and tidy. The rooms in a hotel like any other areas are the heart and soul. Unless the room is free from any odour and the furniture and fittings are spotlessly clean the guest will not return back to the hotel.
- The primary product that a hotel can sell to its guests is a clean guest room and equally a clean bathroom. The routine servicing of a room involves changing linens, thoroughly cleaning bathrooms, removing rubbish, lightly dusting, and setting up the room for the next day stay over of the guest. Apart from this daily routine of cleaning the rooms also need periodic general or deep cleaning.
- ✓ According to study conducted by Dr. Bonnie Knutson of Michigan States' School of Hotel, Restaurant and Institutional Management, 1987, that the primary reason for a guest returning or not returning to a hotel is cleanliness.
- ✓ Statistics shows that 56.2% of the guests who stayed in the economy hotels did not return back because the room was not clean.
- ✓ On the other hand 93.6% of the guests who stayed in the luxury hotels would like to return back to the hotel because the room was clean.
- ✓ When the guest checks in at any hotel one of the things he or she tends to do is to observe how clean the surrounding is and form an opinion about the standard of cleanliness. The guest did not plan that way, it was not intentional but that's the way it happens.
- ✓ Imagine you have been greeted by a friendly porter or a bellboy and you are waiting your turn to register. The luggage is placed on the floor which has gathered mud from the shoes of the previous guests, yet to be cleaned. As you are about to sign the registration form you realize you are resting your elbows on some greasy substance on the counter and when your eyes wander around you find newspapers and magazines scattered around the lobby table with few empty coffee cups and water glasses yet to be cleared, what sort of an image this hotel has

created and what standard of cleanliness would you expect when you check into your room?

- ✓ It does not matter how friendly and efficient the staff of this hotel has been, the moment of truth is the hotel lacks basic standard of cleanliness and hygiene. Definitely this hotel has failed to meet your expected standard of cleanliness and you may never want to return back to this hotel. If the hotel continues to ignore the cleaning standards that will meet guest expectations, no guest is going to return back. Not only the guests are not going to return back thereby resulting in loss of revenue, but also the hotel could be slapped with a notice from the council for not being able to meet the minimum cleanliness and hygiene standards as laid down resulting either paying heavy fine or face closure.
- ✓ Cleanliness is among the top priority when it comes to guest satisfaction, and when the cleaning is lacking there is bound to be a guest complaint.
- ✓ The first impression of the guest is most important. When a guest enters the hotel, it is nice to have a smiling door man and an efficient receptionist to check in by calling the guest by the first name and the guest is pleasantly surprised.
- ✓ However if you want the pleasant surprise to continue you have to give the guest a clean polished room .This will lead to the continuation of the pleasant surprise.
- ✓ Accommodation providers should conduct regular audit on hygiene and keep staff well trained on what to look on their daily rounds. There are some elementary points which we should be aware of such as:-
  - Ensure there is no dust, since the dust in the carpet leads to mites which could cause rashes and allergy to the guest.
  - Clean under the bed, and around. Apart from finding diamond rings at times under the bed there is possibility that you could find few unwanted family planning aids, and around the bed the remains of late night meals from room service trolley.

- It goes without saying that bathrooms and toilets should be spotlessly cleaned to avoid infection
  - Hire the right staff
  - Use the right type of equipments
- ✓ This is possible only when you have the right kind of equipment, chemicals, and the staff to do the job.
  - ✓ Key to any successful cleaning programme is the employee should learn about the brand's core value for which they are working.
  - ✓ The room attendants when trained properly on the standard procedure for cleaning and preparing a room, public places, and the surroundings sanitized, you can be rest assured your guests will come back to you again. Cleaning is important not only from the point of hygiene but also from the point of safety and security

### **Unit -6 Introduction to Housekeeping:-**

Housekeeping refers to day-to-day cleanliness, tidiness and good order in all parts of the office. Good housekeeping provides a clean and Pleasant working environment. It also helps prevent accidents in the Workplace and aids the efficient operation of the office. Good Housekeeping can usually be achieved by routine cleaning of the Premises, proper storage of materials, periodic disposal of rubbish, regular Maintenance of facilities and full staff co-operation

Housekeeping in simple words means maintaining a house on a daily or long term basis or looking after its cleanliness, tidiness, upkeep and smooth running. When You keep your house clean and well maintained; you would also like to make it as Beautiful as possible. How do you make sure that everything in the house is in

Usable condition? None of the objects are broken or chipped and fabrics are not torn. All the fixtures like taps, geysers, electric wiring, bulbs, tubes, fans, plug points, are in good working condition, geysers are not leaking, electric wiring is proper and there is no danger of fire due to short circuiting, and so on.

Thus, the different procedures followed to keep and maintain everything in the

House in a good and presentable order, are collectively known as good Housekeeping. In other words, we may also say that housekeeping is a process of

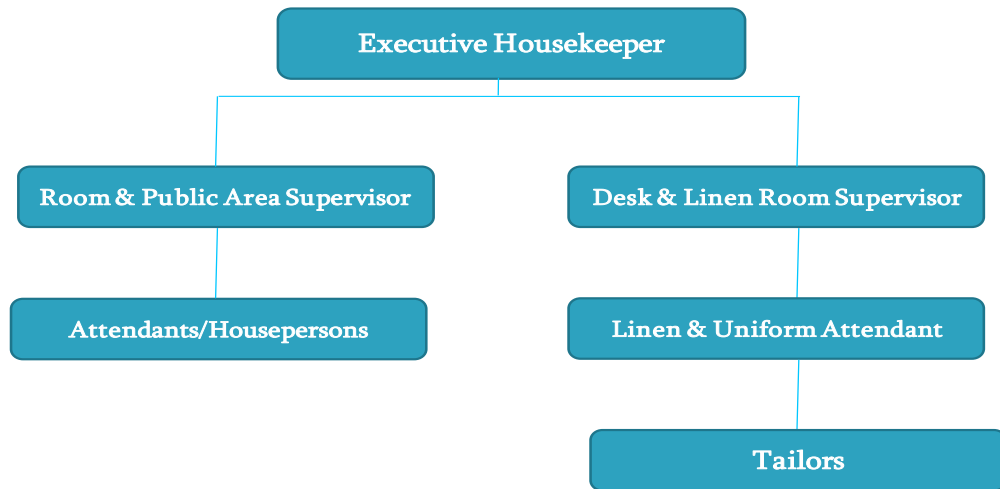
Keeping a place clean, beautiful and well maintained so that it looks and feels Pleasant and inviting to all, either living, visiting or working there

Housekeeping may be defined as the provision of clean, comfortable and safe environment to upkeep the hotel so as to create “HOME AWAY FROM HOME”

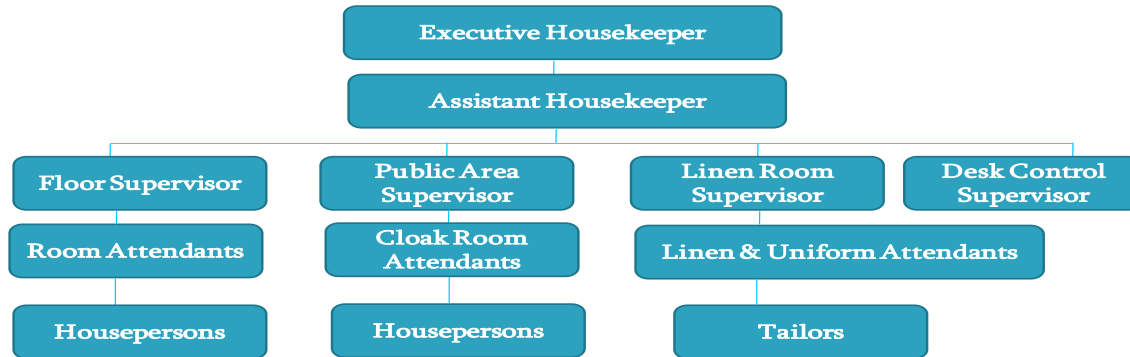
### **1. Organization Chart of Housekeeping Department.**

FOOD CRAFT INSTITUTE  
JAMMU

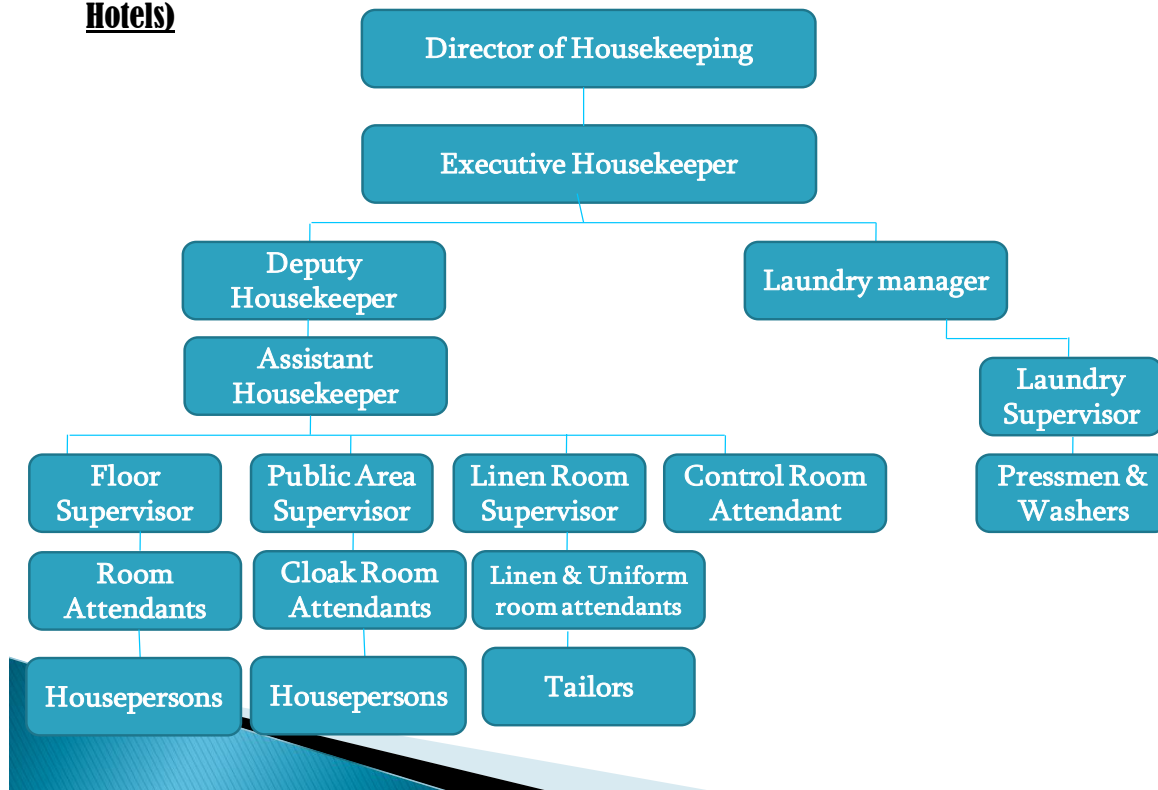
**Organization Chart/Hierarchy of a housekeeping department in a small hotel**



**Organization Chart/Hierarchy of a housekeeping department in a medium-sized hotel**



a) **Organization Chart/Hierarchy of a housekeeping department in a Large hotel (Chain Hotels)**



## Unit-6-TYPES OF ROOMS

### TYPES OF ROOMS

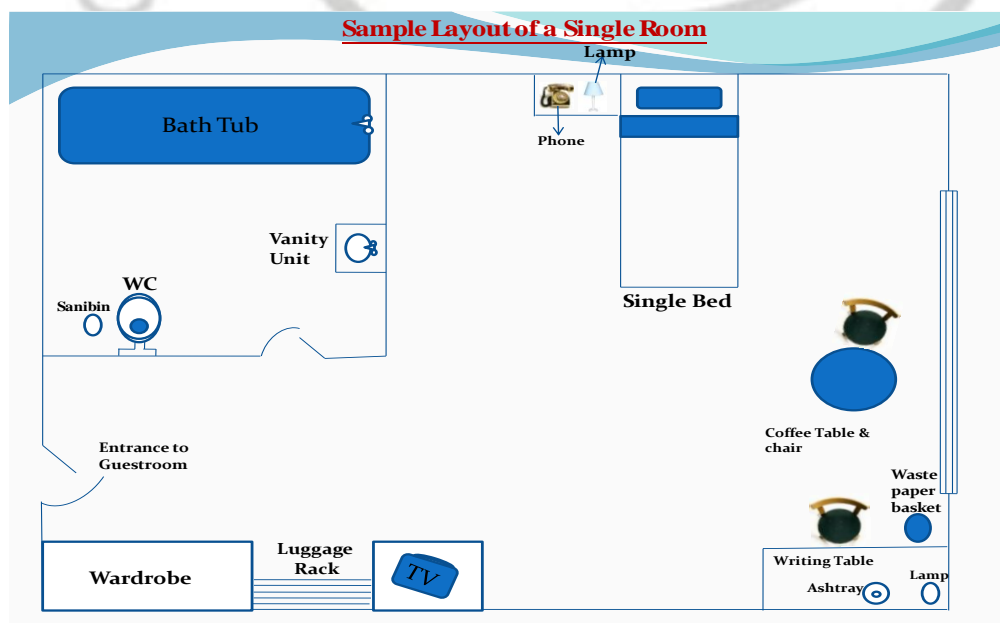
- One of the most important knowledge that a sales man should have is the product knowledge.
- Similarly it is very important that all those involved in selling / booking of rooms have full and comprehensive knowledge of rooms which they are trying to sell and their availability and non-availability position.

They should know what are the various types of rooms, their location, and also the features of the rooms etc . Also knowledge of the room rates and plans which the hotel is operating on is important

## 1. SINGLE ROOMS



- The term refers to a room with a standard single bed to provide sleeping accommodation to one person.
- The size of the single bed is generally 6'x3'.
- The room furnishings and fixtures as well as amenities and facilities would depend upon the standard of the hotel.
- The room generally has a sofa/chair for two persons , a study table , wardrobe.etc.

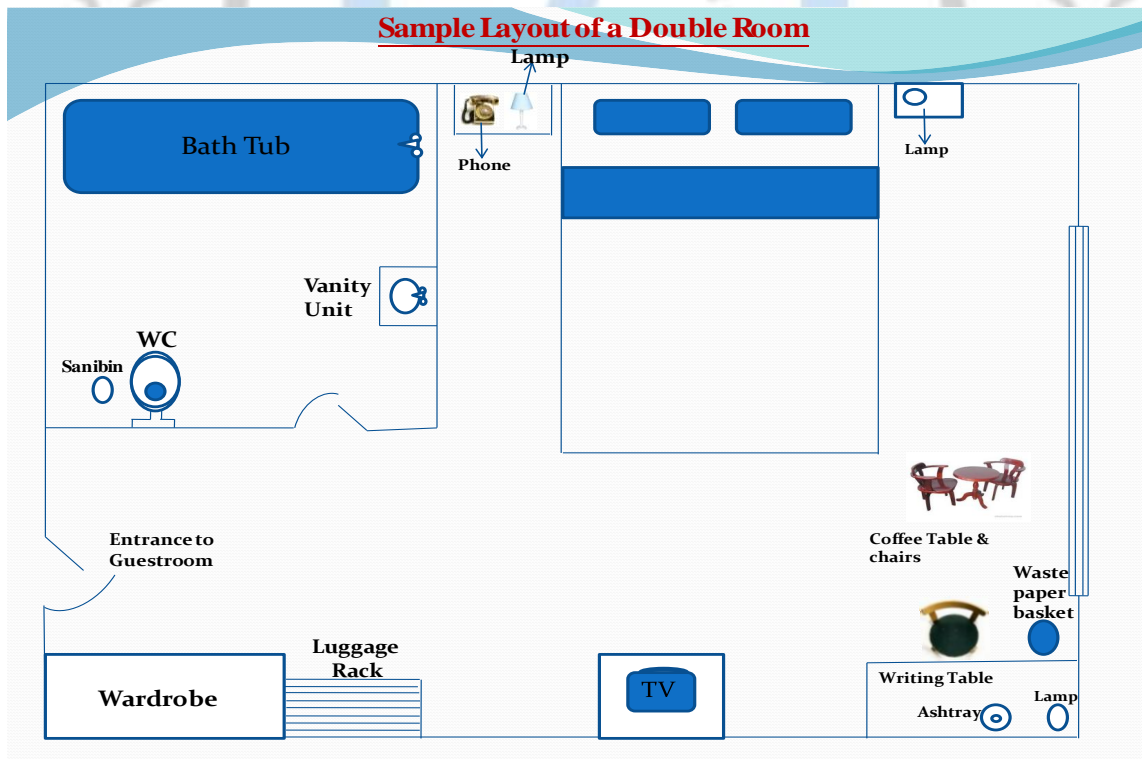




## 2. DOUBLE ROOM



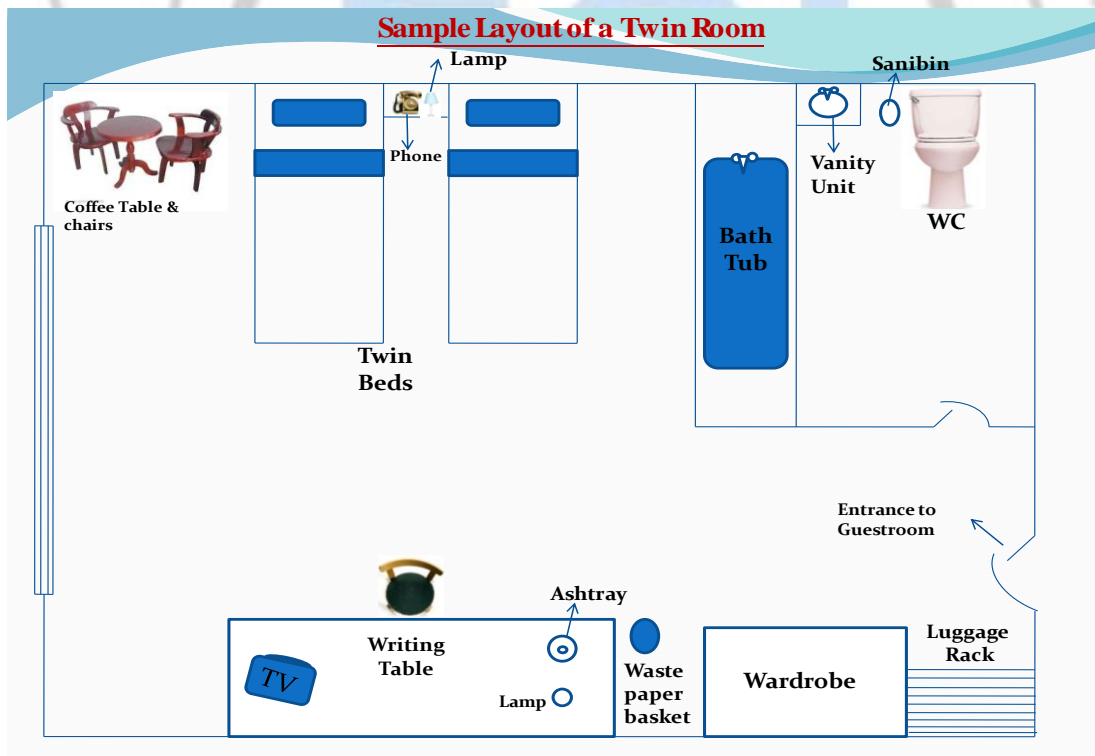
- Double room refers to a room which has a double bed and provides sleeping comforts for two persons . A double bed is a large bed .
- The size of a double bed is generally 6'x6'.



## 2. TWIN BEDDED ROOM



- Twin bedded room is a room with two identical twin beds separated out by a small bed-side table.
- The rooms provide sleeping accommodation for two persons.



### 3. HOLLY WOOD TWIN ROOM



- The room has two single beds and a single head board..
- The room is meant for two guests.

### 4. LANAI



- Term generally used for the hotels which are situated on the hill stations.
- A room has a good view i.e. river /sea facing or mountain facing , garden facing or overlooking a swimming pool.
- This room is slightly more expensive than a double/twin room.

### 5. Parlor

- A living or sitting room not used as a bed room.
- Also called as saloon.

## **6. EFFICIENCY ROOM**



- A complete self – sufficient unit in it self.
- Contains a bed room , dining room , a small kitchen and a bath room.
  - For example cottages on hill stations and beaches

## **7. ATRIUM**

- It means a room from which one can see the lobby and the roof of the roof of the top floor

## **8. STUDIO ROOM**

- It is usually smaller in size and consists of a sofa cum bed ..
- Can be either for one or two persons.
- The sofa can be used for sitting purpose during the day and for sleeping during the night

## **9. CABANA ROOM**

- These rooms are situated away from the main building and very close to swimming pool.
- And is normally used by the people who love water games and are fond of swimming.
- It may or may not be used for staying purpose.
- Some hotels use it only for changing purpose.
- Usually furnished with polished wood and does not have a carpet , so that it does not get spoiled with water .

#### **10. sample**

- A sample room is usually only to show the prospective client (travel agents / tour operators) for business promotion.
- Not used for sleeping purpose.

#### **11. Hospitality Room**

- A Room used for entertaining.
- Can also be called FUNCTION ROOM.
- This room is not used for sleeping purpose

#### **12. INTERCONNECTED ROOMS**

- These are rooms which are connected to each other .
- They have a common wall and a door in the common wall to go from one room to another.
- They can be used for a family by opening the connecting door as well as can be given to two separate individuals by closing the common door.

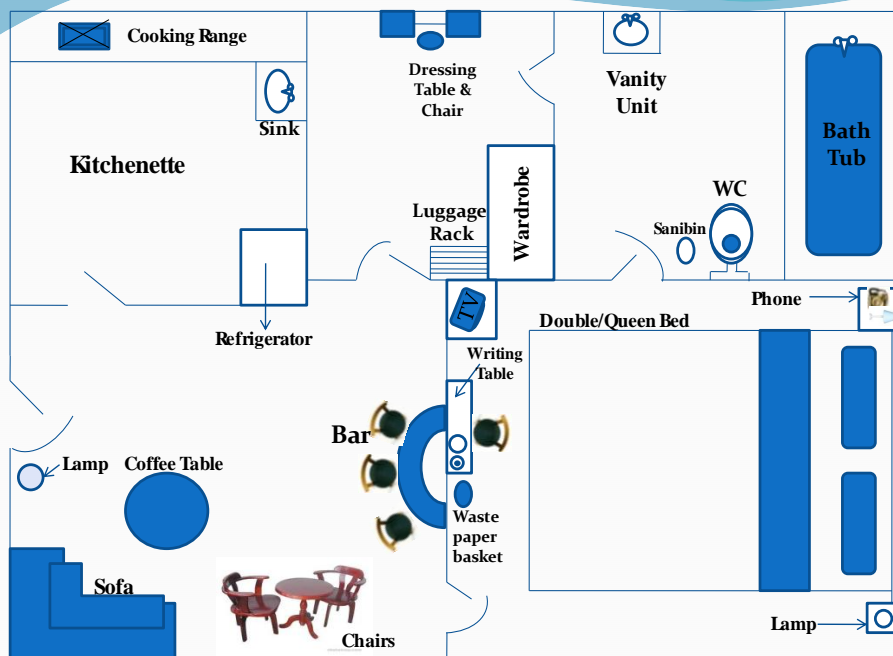
#### **13. TRIPLE ROOM**

- This room offers sleeping accommodation facilities to three persons.
- They either has a double bed or two twin beds and an extra bed in it.

#### **14. Suite**

- It refers to a set of two rooms out of which one is bed room and the other is a sitting or living room.
- Suite is a costly room of a hotel.
- There are various types of suites such as

### Sample Layout of a Suite



### **SINGLE SUITE**

- It is a single room with a sitting room attached to it.
- It is meant for one persons sleeping comfort.

### **DOUBLE SUITE**

- Double room with a sitting room attached to it.

### **JUNIOR SUITE**

- A large room with a partition separating the bedroom furnished from sitting area

### **DUPLEX SUITE**



- This type of suite has two rooms on two successive floors and is connected to each other with a common staircase.

Generally the sitting or the living room is situated on the lower floor while the bed room is on the next floor.

### **Unit-7 -CLEANING AGENTS**

Cleaning is primarily the removal of dust and dirt. Dust, being composed of loose particles, is removed comparatively easily by the use of various types of equipment. Dirt however, owing to its adherence to surfaces by means of grease or moisture, requires the use of cleaning agents in conjunction with the right equipment if it is to be removed efficiently.

Cleaning agents in general can be defined as natural or synthetic substances that are used to assist the cleaning process—that is, the removal of dirt and grit and the maintenance of a clean appearance on the surface.

Cleaning agents are used to:

1. Make it easy to remove dirt from a surface
2. Prevent dirt becoming engrained in a surface or fabric
3. Prevent a surface being damaged by hard water
4. Prolong the life of surfaces
5. Enhance the appearance
6. Be economical in use

## **Types of Cleaning Agents**

Cleaning agents are perhaps the most critical aids to the housekeeping staff in keeping a sparkling house. The various kinds of cleaning agents used by the housekeeping department staff are:

- a) Water
- b) Detergents
- c) Abrasives
- d) Reagents
- e) Organic Solvents
- f) Disinfectants and bleaches
- g) Glass cleaners
- h) Deodorizers
- i) Laundry aids
- j) Toilet cleaners
- k) Polishes
- l) Floor sealers
- m) Carpet cleaners

### **a) Water:**

Water is considered as the universal solvent, this is the prime agent in the cleaning process. However, though an excellent solvent, water alone is not a sufficiently effective cleanser to meet the standards most hotels require. For water to be effective in cleaning, it must be used in conjunction with other cleaning agents such as detergents, soaps, and so on

Types of water:



- Hard water
- Soft water

**Hard Water:** Water that contain more than 60 ppm(parts per million) of calcium and magnesium. It is not good for cleaning purpose because it does not produce lather as these mineral salts react with soap to form an insoluble precipitate known as soap film or scum. The result is that the soap film does not rinse away easily. It tends to remain behind and produces visible deposits on clothing making it stiff.

**Soft Water:** When the level of dissolved calcium and magnesium is below 60 ppm, it is said to be Soft water. It is best for cleaning.

It must be noted that water from all sources contains varying amounts of calcium and magnesium, usually in the form of bicarbonates, sulphates, and chlorides. It is their relative proportions that determine how 'hard' the water is and in what way.

### **b) Detergents**

These are cleaning agents when used in conjunction with water, loosen and remove dirt and then hold it in suspension so that the dirt is not re-deposited on the cleaned surface.

The basic properties of a good detergent are:

- Good wetting power-----to lower the surface tension of water and enable the surface of the article to be thoroughly wet.
- Good emulsifying power-----to break up the grease and enable the dirt to be loosened.
- Good suspending power-----to suspend the dirt in solution, thus preventing its re-deposition.

Composition of Detergents:

All detergents are primarily composed of three parts:

1. **Active Ingredients:** In soapy detergents, the active ingredient is obtained from natural oils and fats. These are composed of long fatty-acid chains. The active ingredients in synthetic detergents are the surface-active agents or surfactants obtained from petrochemicals. Surfactants are surface-active compounds that impart a good wetting power, emulsifying power, and suspending power to detergents.
2. **Builders:** They give bulk to the detergent. A builder is a compound that has no surface-active properties but increases the efficiency of the detergent. They are added to facilitate better handling and dilution. Builders can be organic or inorganic:
  - a) **Organic Builders:** CMC (Carboxymethyl cellulose)---- mainly helps in improving the suspending power of detergents and also acts as thickening agent.
  - b) **Inorganic Builders:** Examples of inorganic builders include sodium sulphate which makes an expensive powder cheaper by acting as an inert filler.
3. **Additives:** Added to the detergent, these may be bleaching agents, blueing agents, fluorescent brighteners, enzymes, and so on. Optical brighteners or fluorescent whiteners help to counteract the yellowing of fabrics that occurs with age. They are compounds that absorb ultraviolet light and reflect it back as blue light, creating an illusion of whiteness. Enzymes are incorporated into detergents to attack stains of different kinds. Chelating agents are compounds capable of binding the mineral salts that make water hard. Perfumes are added to cover up the unpleasant smell of some synthetic detergents.

**c) Abrasives**

These are substances or chemicals that depend on their rubbing or scratching action to clean and dirt from hard surfaces. They are used to remove very stubborn stains on various surfaces.

### Types of abrasives

Based on the scale of hardness for various abrasives substances, abrasives are classified as:-

- **Fine Abrasives:** These include precipitated whiting (filtered chalk) and jeweller's rouge (a pink oxide of iron) used for shining silver.
- **Medium Abrasives:** These include rotten stone, salt, scouring powder, and scouring paste.

Scouring powders are made up of fine particles of pumice mixed with a soap/detergent, an alkali, and a little bleach.

- **Hard/Coarse Abrasives:** These include bath bricks, sandpaper, steel wool, pumice and emery paper.

Abrasives are usually not used alone in cleaning agents. For example, a cream or paste for cleaning utensils contains about 80 percent of finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders, and perfumes.

### d) Reagents

They bring about cleaning by a chemical reaction requiring a distinctly low or high PH. They thus include acids (having pH less than 7) and alkalis (having pH more than 7) that aid in the cleaning process.

#### Types of Reagents:

Reagents may be acids or alkali.

- **Acids:** Acids used as cleaning agents may vary from mild acids such as (acetic acid) with a pH of 3 to strong acids (such as dilute or

concentrated hydrochloric acid) with a pH of 1. Mildly acidic substances used commonly in cleaning include lime, vinegar and tamarind. Acids may be used in solution alone or may be part of some special formulations, as in toilet cleaners.

- **Alkalis :** These are used as cleaning agents in the form of liquids and powders. They are particularly useful in laundry. Very strong alkalis are called caustic alkalis and should be used with the utmost caution as they are corrosive and toxic. Caustic soda-based cleaning agents are used to clear blocked drains and to clean ovens and other industrial equipment. Ammonia is a strong grease emulsifier and should also be carefully used as it emits strong fumes. Toilet cleaners to which bleach has been added are very effective.

#### **e) Organic Solvents**

Grease is soluble in organic solvents such as carbon tetrachloride, acetone, turpentine and methylated spirit which are used in the removal of grease, dry-cleaning of fabrics and stain removal.

#### **f) Disinfectants and Bleaches**

Disinfectants aid in the cleaning process by bringing about various ranges of microbial control e.g. antiseptics, phenols, and halogens.

Bleaches are used on sinks and WC's for the removal of stains. These are also capable of whitening fabrics and removing stains by destroying pigmented matter, on fabrics.

#### **g) Glass Cleaners**

These are composed of an organic, water-miscible solvent such as isopropyl alcohol and an alkaline detergent and some also contain a fine, mild abrasive.

Most glass cleaners are available as sprays or liquids. They are sprayed directly onto windows, mirrors, and other glass surfaces or applied on with a soft cloth and rubbed off using a soft, lint-free duster.

### **h) Deodorizers**

Aid in the cleaning process by counteracting stale odours and sometimes also introducing a fragrance to mask them. They are used in restrooms, guestrooms, guest bathrooms, cloakrooms, and public areas such as lobbies. They are available as aerosol sprays, liquids, powders and crystalline blocks. Naphthalene balls also serve as effective deodorizers.

### **i) Laundry Aids**

Laundry 'aids' are the materials used to improve laundering results (bleaches, optical whiteners) or to accomplish specific functions or effects (soaks, stain removers, softeners,)

The important laundry agents or aids are water, laundry soaps and detergents, bleaches, alkaline agents, acid agents. organic solvents etc.

### **j) Toilet Cleaners**

These are strong, concentrated cleaning agents designed to clean and disinfect WC's and urinals. They are available in liquid, powder, and crystalline forms. They are acidic in nature as their main function is to remove stubborn stains and limescale.

Whatever the form of toilet cleaner used, they should never be mixed with other cleaning agents since harmful gases may be produced in the resulting action.

### **k) Polishes**

These chemicals produce a shine by providing a smooth surface from which light is reflected evenly. Polishes are primarily applied to a surface to form a hard, protective layer and thus guard against finger marks, stains and scratches. They also create an attractive sheen on the hard surface.

## **1) Floor Sealers**

These are applied to flooring surfaces as a semi-permanent finish that acts as a protective barrier by preventing the entry of dirt, grit, liquids, grease, stains and bacteria. They prevent scratching and provide an easily maintainable surface. The right type of seal should be applied to each type of floor for effective protection and an attractive appearance. According to their functions, floor sealers can be finishing, protective, or a combination of both.

They are also grouped as permeable, semi-permeable and impermeable according to their penetrability vis-a-vis-water. Permeable seals can be used on wood, cork, stone and magnesite floors. Impermeable seals should be avoided on these floors as the moisture naturally found within these floors will then get entrapped and may cause disintegration of the flooring. Impermeable seals may be used on PVCs, thermoplastic tiles, and rubber floors.

Floor sealing should always be done on a clean and dry surface. Most sealers require hardening time of 12-16 hours and two to three coats are recommended.

The seals are applied to a floor to perform one or more of the following action:

- To increase the life of floor by eliminating direct contact.
  - Prevent entry of dirt and soil into the floor.
    - Protect floor from chemicals
    - Improve the appearance
      - Reduce dusting.
  - Reduce cost of routine maintenance

### **m) Carpet Cleaners**

These are composed of neutral water-soluble solvents, emulsifiers, de-foamers, soil repellants, sanitizers, optical brighteners and deodorizers. They are available as sprays, powder foams and liquid shampoos whichever type is selected it is essential they may be used in the correct dilutions.

### **Storage of Cleaning Agents**

Cleaning agents with a longer shelf life are usually bought in bulk because of the discount that can be availed on buying in bulk. Other agents with shorter shelf life are bought and replenished daily. Storage of cleaning agents is crucial and the various points to be kept in mind are mentioned below:

- Ensure that the storage racks are well-built. Heavier containers must be kept on the bottom shelf.
- The store should be kept clean and well-ventilated at all times.
- Label all containers neatly with a waterproof marker.
  - Ensure that all lids are tightly secured.
- When dispensing cleaning agents, use appropriate dispensers and measuring apparatus.
- Ensure that no residual deposits of cleaning agent are left around the rims of the containers.
- Avoid spillage; if a spill occurs, clean it up immediately.
  - Follow a systematic procedure for rotating stocks.
- Organic solvents, strong reagents, polishes, and aerosol-based agents should be kept away from heat sources.
  - Check stocks regularly.

- The store should be kept locked when not in use.

## **Unit-9 Cleaning Equipment**

### **Selection Criteria for purchasing Cleaning Equipment**

Cleaning equipment are essential tools for housekeeping professionals. They help improve productivity and efficiency. As equipment is expensive, their selection is of utmost importance. The correct choice and quality of equipment could save the costs of breakdowns, labour and time. During the purchase of equipment the following points should be kept in mind:

1. Quality of equipment by ascertaining the history of their use in other organizations. It should be tested for its performance.
2. Safety in operation
3. Suitability to the type of surface, area, work, amount of obstruction, and cleaning frequency.
4. Versatility to undertake various types of cleaning.
5. Work performance in terms of capacity of machine and consumer reports on maintenance.
6. Ease of handling of the equipments is an important factor as they should not physically overload the operators.
7. Easy maintenance.
8. Cost factors.
9. Availability of parts and accessories.
10. Portability in terms of ease of transfer between floors and provision of wheels and detachable parts.
11. Durability in terms of usage.



12. Appearance is important as the equipment will be in the view of guest.
13. Noise level which is a more important consideration for hospitals than hotels.

### **Rules for Storage of Equipment**

To give equipment a longer life, they have to be handled with care. One criterion for care is their storage. Given below are some storage tips:

1. The store should be dry and well-ventilated as dampness causes rust and mildew leading to degeneration of equipment.
2. The store should be properly locked to prevent pilferage.
3. Buckets and pails must be cleaned dry before storage.
4. Brushes and brooms should not rest on their bristles.
5. All detergents and polishes must be properly sealed before storage to prevent evaporation and drying.
6. Mops must be wrung and dried before storage.
7. There should be adequate racks and cupboards, properly labeled for easy identification.
8. Equipment must be cleaned thoroughly prior to storing them.
9. Equipment accessories must be labeled and kept preferably in cupboards.
10. Stock records should be maintained showing the following:
  - Date of purchase
  - Kind of stock and quality
  - Name of the supplier.

- Cost per unit.
  - Date of issue into service
  - Remarks on suitability and durability
11. For the proper control of equipment their issues from the store must follow certain rules:
- Equipment must be issued at definite times.
  - New issues must be made strictly against the worn out equipment.
12. The store must be subject to regular inspection and audit.
13. Expensive equipment must be covered in polythene to protect them from dust during storage.



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# Cleaning Equipment

## Manual

Brushes

Brooms

Mops

Box Sweeper

Cloths

Polish

Containers

Sundry  
Equipment

## Mechanical

Vacuum Cleaners

Scrubbing & Polishing  
Machines

Wet-extraction  
Systems

Carpet Shampoo  
Machines

Scrubber-drier-  
sweeper

High-pressure  
Washers

Scarifying Machines

FCI

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## Soft Brooms



## Hard Brooms



## Wall Brooms



## DRY MOPS



V-Sweeper

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**Sponge Mop**



**WET MOPS**



**SQUEEGEE**



**BOX SWEEPER** *(from outside)*



**Scrim cloths**



**Glass cloth**



**Dust Pan with Brush**



**Sani-Bins**



**Janitor Trolleys**



**Maids Cart**

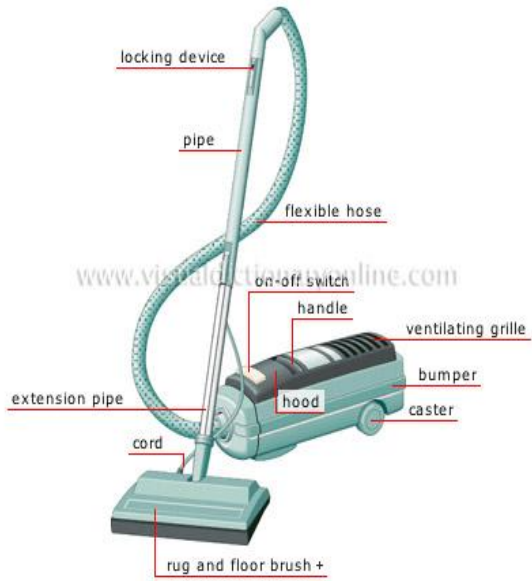


**Mop-Wring Trolley**



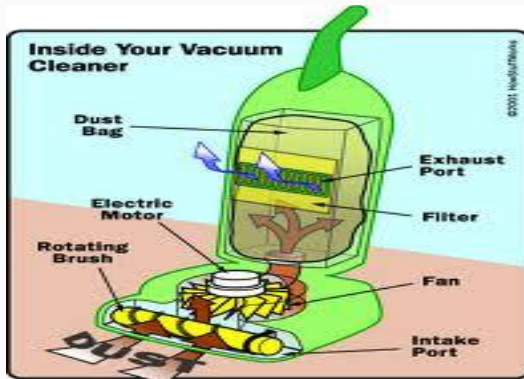


**Backpack Vacuums**



**Cylindrical Vacuum**

**UP-RIGHT VACUUMS**



**Wet-&-Dry Vacuum Cleaner**

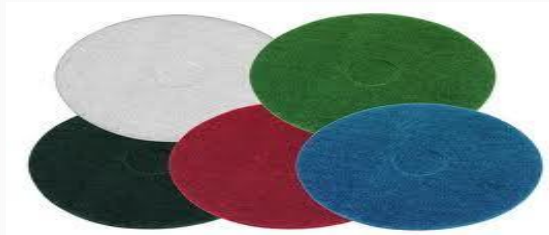


**Hot-water Extractor**



← **Scrubbing/Buffering Machine**

**Nylon Pads used in Scrubbing/Buffering Machine**



**Scrubber-cum-Drier**

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## Unit -10-Types of Room Cleaning

### *Daily cleaning of a guestroom*

A room attendant may have to service anywhere between 13 and 18 bedrooms in a day, the standard being 16. Hence, a room attendant expert at his/her work will take not more than 30 minutes to accomplish the servicing of one room. After the room attendant finishes servicing one room, he/she informs the floor supervisor that the prepared guestroom can be inspected. We saw that the proper order of the daily cleaning/servicing of guestrooms by the room attendant is:

- Guestrooms whose occupants requested for early make-up.
  - VIP rooms
  - Check-out rooms 'blocked' for arrivals.
  - Check-out rooms.
- Occupied rooms with 'please make up my room' signs hung up.
  - Stayovers.
  - Rooms that had a DND card displayed in the morning.
  - Rooms due to become check-outs much later in the day.

#### *A) Cleaning of an occupied room (stayover)*

**Materials required:** A well-stocked room attendant's cart.

**Procedure:** This process can be divided and sub-divided into several steps

1. Entering the guestroom
2. Knock on the door with your knuckles and announce 'housekeeping'. Do not use any other articles, such as pens or keys, for the purpose. 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 the guest bids you 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.
4. In case there is no answer from the guest, wait for a minute and then knock again, repeating the announcement of 'housekeeping'. If there is still no answer, use your 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 or asleep, move away and close the door. In case you end up having disturbed the guest, apologize, explain the reason for your entry, and say you shall come back later to clean the room.
5. Upon entering the room, open the door wide and position the cart in front of the door with the shelves facing the door. Keep the door wide open during your servicing of the room.
6. Preparing to clean the 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.
7. Ventilate the room by drawing back the drapes and opening the windows. While drawing back the curtains, check the curtain rings and tracks.
8. Remove room-service trays and used tea trays.

9. Switch on all electrical appliances such as lights, fans, air-conditioners, television, and so on, to check that they are in working order. Switch them off after the check.
10. Empty ashtrays, wastepaper baskets, and the sani-bin from the bathroom into the trash bag on the cart.
11. Cleaning the guestroom: After the initial check, you can proceed to the dusting, vacuuming, and other cleaning tasks in the guestroom.

Follow a systematic method by starting at the door and cleaning -surfaces as you move clockwise or anti-clockwise. 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 minibar and replenish beverages and snacks that have been consumed.
  - Damp-dust the luggage rack.
- Damp-dust the dressing table, drawer, and lighting fixtures around or near it.
  - Clean the mirror.
  - Damp-dust the bedside tables.
- Dry dust lamp shades and bulbs of bedside lamps.
- Damp-dust all the fixtures 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 the walls if necessary.
- Vacuum and mop the floors. In case you are sweeping the floor rather than mopping, do it before the dusting.
- Replenishing bedroom supplies      Replenish the bedroom supplies if required and place them as per the hotel policy.

#### a. Making the Bed



A neatly make up bed adds greatly to the appeal of a guestroom for the guest.

The aim of GRA(Guest Room Attendant) should be to make a neat bed efficiently, saving both time and energy as far as possible. A GRA who is adept at making beds should be able to finish making a single bed in a maximum of 3 minutes and a double bed in a maximum of 7 minutes. The materials required to make a bed are stacked in the room attendant's cart.

Bed making involves making the bed with the bed linen already on the bed. Changing or re-sheeting the bed involves stripping the bed of all soiled linen and making the bed with fresh linen. Some luxury hotels change bed linen twice a day, but many prefer to do it once a day as part of their water conservation programme.

***Job breakdown for Bed-making:***

Wash your hands before starting to make the bed.

Job breakdown involves the following steps:

➤ Strip the bed:

Remove the bedspread and the blanket and fold them in such a way that opening and spreading them again will not take much time. place them close at hand. If the bedspread and blanket are soiled, use fresh ones from the cart.

- Remove all the sheets together, remove the pillowcases, and put the soiled sheets and pillowcases into the soiled line bag on the maid's cart.

➤ Straighten the mattress protector:

- Straighten and smooth down the mattress protector with a light hand. Change the mattress if necessary.

➤ Place the bottom sheet:

- Unfold a fresh sheet. Place it on the bed, right side up, with the wider hem at the top.

- Tuck in at the headboard and the footboard.

- Mitre the four corners.

- Tuck in the sheet at the sides.

- Place the top sheet (Second Sheet)

- Unfold a fresh sheet. Place it on the bed, wrong side up, with the wider hem at level with the top of the bed.

- Place the blanket

- Open the blanket and place it on the bed 4 inches below the top sheet and allowing enough to tuck in firmly at the bottom.

- Place the Crinkle Sheet (Third Sheet)

Place the crinkle sheet over the blanket so that its upper hem is in line

With that of the top sheet

- Fold back the top sheet and the crinkle sheet over the blanket

Fold back the top sheet and the crinkle sheet at the headboard over the top edge of the blanket and then fold again about 8 inches of the top sheet, crinkle sheet, and blanket, to get a folded panel of about 4

Inches width

- Tuck in the top sheet, crinkle sheet, and the blanket at the foot of the bed and mitre the two bottom corners.
- Tuck in at the sides. Smoothly tuck in the folded panel formed by turning the top sheet and crinkle sheet over the blanket, at the sides.

- Put the pillowcases on pillows and place on the bed

Put the pillows in the pillowcases.

Hold the pillow in your hands, folded in two, lengthways, and push it to the bottom of the pillowcase.

- Now loosen the grip and let the pillow open. Pull the case over the top ensuring that the flap covers the open end.



- Place the bedspread on the bed

Place the bedspread over the bed so that it hangs evenly on both sides and the bottom.

Keep extra length of the bedspread at the headboard, to crease below and between the pillows and to cover the pillows.

### ***Cleaning the bathroom:-***

Put on protective gloves and an apron. Note that you have already emptied the sani-bin and disposed of soiled bath linen in earlier steps. Before you begin, open the window if possible.

Even before starting to clean any surface in, apply the toilet cleaner to the toilet bowl so that it can sit for some time. Some toilet cleaners may require that the WC be flushed first. Proceed with other tasks in the bathroom while the cleaner does its job.

- Damp-dust the door and door fixtures, the toilet-roll holder, and other fixtures.
- Clean and disinfect the wall phone.
- Clean the bath tub, surrounding tiles, shower area, and vanity unit using a wet sponge and neutral detergent. Clean the mirror in the same way as flat glass. Dry all the surfaces with a lint-free duster.
- 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 of moisture.
- Replenish toiletries and other bathroom supplies if required. Tooth 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 the 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.
- 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 bathroom door open for air to circulate, and exit the bathroom.

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

While cleaning an occupied room, you may tidy the guest's possessions and belongings scattered around, but never throw away anything, however small or insignificant. A GRA should also refrain from disturbing the contents of drawers and closets. They should not touch any valuables or money left in the room. After cleaning, inform the floor supervisor so that he/she can inspect the cleaned room. After accomplishing all your tasks, take a last critical look around the serviced room.

### **B) Cleaning a Check-Out Room (Departure/on-change/vacated)**

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. The cleaning of a vacated room must be a little more thorough than cleaning an occupied room.

**Materials required:** A well-stocked room attendant's cart.

Procedure: The step by step procedure for cleaning the checkout room is explained below:

Entering the guestroom:

- Needless to say, the procedure of 'entering the guestroom' as this procedure does not apply for a check-out room as the room has been vacated can be ascertained from the room assignment sheet. But still before you can start your work in the room you must first knock the door.
- Do so with your knuckles and not with your key. Knock normally twice. Very loud knocking is not necessary. When there is no reply from the room and you have twice knocked and then enter the room. Some hotels have door bells as well which can be used before entering the guestroom.
- Upon entering the room, open the door wide and position the cart in front of the door with the shelves facing the door. Keep the door wide open during your servicing of the room.

**Preparing to clean the room:**

1. Ventilate the room by drawing back the drapes and opening the windows. While drawing back the curtains, check the curtain rings and tracks.
2. Remove room-service trays and used tea trays.
3. Switch on all electrical appliances such as lights, fans, air-conditioners, television, and so on, to check that they are in working order. Switch them off after the check.

4. Empty ashtrays, wastepaper baskets, and the sani-bin from the bathroom into the trash bag on the cart.

### ***Cleaning the guestroom:***

- 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 guests who have departed. On finding such articles, follow the procedure for dealing with lost-and-found articles.
  - Remove any cobwebs or dust from the ceiling.
  - 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.
  - Placing of Correct Guest Supplies:
    - The supplies are important in the hotels as a convenience for guests. Well presented supplies tend to give the guest a good impression. The guest supplies to be placed at their correct positions so that guest may feel the professionalism in the hotel.
    - Making the bed:

Same procedure as described in ‘cleaning of Occupied Room’.

### ***Cleaning the bathroom:***

- Same procedure as described in ‘cleaning of Occupied Room’.

### ***Concluding work in the guestroom:***

After cleaning, inform the floor supervisor so that he/she can inspect the cleaned room. After accomplishing all your tasks, take a last critical look around the serviced room, keeping in mind that your last look will be the guest's first look at the room.

### **C) Servicing a Vacant Room**

The term 'vacant' room implies a different situation from a 'vacated' room.

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 and a check of all electrical appliances. In the bathroom, the WC 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, and so on.

#### **➤ *Turn-Down Service:-***

The turn-down service is provided by the housekeeping department in the evening at deluxe hotels, as a special service to guests. It is therefore also referred to as 'evening service' or sometimes 'night service'. 'Turn down' refers to making the bed ready for sleeping in by removing any bed spread 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.

#### **Procedure:**

Follow the usual procedure of announcing your business and entering the guestroom.

- Empty and damp-dust the ashtray, replace matchboxes and generally tidy the room.
  - Empty the waste-paper basket.
  - Turn down the sheets:
    - Remove the bedspread gently by folding it neatly in a three-way fold and put it away in the dresser drawer or on a shelf of a cabinet or cupboard.
    - Turn back the top, the blanket, and the crinkle sheet on one side in one operation to make a triangle fold. Turn down the sheets on the side the guest is most likely to use.
    - Fluff up the pillows. For the turn-down service, the cotton pillow is placed on top and the foam pillow below it.
    - Place the breakfast knob card on the pillow (though this depends on the hotel policy).
    - Hang any scattered about-cloth 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 WC seat and mop away any marks on the floor.
  - Replace soiled bath linen with fresh ones.
    - Replenish bathroom supplies
    - Empty the sani-bin.
  - Pull the guestroom drapes closed.

- 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**

This is the service provided at the specific 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 include the following tasks:

- Removing soiled dishes, bottles and glasses.
  - Remove room-service trays, if any.
- Damp-dusting surfaces in the guestroom 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.

### ➤ Closing Down After Cleaning

- Closing down after cleaning is as important as preparing to clean. The equipment agents, and other supplies, should be stored away properly and the work area left neat and tidy for the staff coming in for the next shift.

## **Unit 10-FIRST AID**

### Basic First Aid

Objectives: After completing this unit, you should be able to:

- List the aims of first aid and the priorities of treatment for a minor injury or accident
- Recognize the basic techniques that may be used to preserve life prevent injuries from worsening and promote initial recovery.

### Activities / Information

It is important to note at the commencement of this unit, that as a basic entrant into the industry, the level of knowledge and application of specialist first aid skills will need only to be limited. This knowledge unit sets out to increase your awareness of basic first aid techniques and responsibilities to help you in your role as a member of staff. The emphasis for you will be to assess the emergency or accident situation and to seek help immediately.

### First Aid- Your Part

At any accident or sudden injury situation you must be aware of the FOUR key steps to follow:

#### 1. ASSESS THE SITUATION:

- Appear calm in front of colleagues or guests.



- Take charge- do not panic – stay “cool”.
- Ensure safety- If the situation is dangerous to the casualty or yourself, be careful.
- Get help immediately- If you cannot leave the casualty, get another person to call for assistance and also to help you, i.e. to clear the area; or control traffic, etc.

## 2. DIAGNOSE THE SITUATION:

- Listen to the casualty and others to find out what happened.
- Smell – can you detect burning; gas; or alcohol.
- Look- is there any sign of blood or vomit , does the casualty wear any warning bracelet or locket ; do they have any containers or packets of drugs or medicines; are any unusual symptoms showing (blood, awkward limbs, swelling, bruising, or sweating).

## 3. TREAT THE SITUATION (If possible) WHILE AWAITING QUALIFIED SPECIALIST ASSISTNCE:

Calm the casualty; protect them from cold and damp, handle gently whilst making them comfortable. The Urgent treatment, i.e. easing problems of breathing; heart or severe bleeding difficulties; and important treatments of dressing wounds and supporting injured bones may be attempted ONLY by qualified first aiders.

## 4. THE MEDICAL SITUATION

As early as possible after the accident/ injury arrangement must be made to move the casualty to a doctor / nurse or to hospital. Any important facts or details about the casualty or circumstances of the accident must be given to the ambulance person; medic or doctor. As soon as possible after the incident, a report giving details of the

accident / injury must be made to the supervisor / manager. Basic treatment of wounds, minor burns, scalds and other minor injuries:

The following guidelines are for the basic treatment of minor injuries:

### **Wounds**

- Pressing directly on a wound flattens the blood vessels and stems the flow of blood.
- Pressure needs to be applied for 5-15 minutes to allow blood to clot.
- Ensure no foreign bodies are present i.e. bone, glass, dirt etc before pressing.
- Press on the wounds with clean dressing, i.e. towel (NOT cotton wool)
- Raise and support any injured limb.
- After for medical attention as soon as possible if necessary.

### **Burns**

There are various types of burns:

#### **DRY**

From: Flames, hot, electrical equipment;

#### **COLD**

From: ice;

#### **SCALD**

From: heat (Steam or fat)

#### **CHEMICAL**

From: Acid

## ELECTRICAL

From: Electrical current

## RADIATION

From: Sun

### **MINOR BURNS AND SCALDS:**

#### Do's

- Reassure the casualty.
- Immerse area of burns in clean cold running water for at least 10 minutes. (If there is no water available use milk/ lemonade).
- Remove any rings, clothing (unless stuck) before area swells.
- If in doubt seek medical assistance.

#### Do not's

- Use creams, fat or lotion.
- Use adhesive dressing or plasters
- Burst blisters or remove loose skin.

#### Electrical injury signs and symptoms:

- Casualty may not be breathing; and the heart may have stopped.
- Possible burns and shocks.

Never touch casualty with bare hands. Switch off the power at mains if possible.

Treatment: - Only by qualified first aider!

- Commence mouth-to-mouth and / or chest compression.
- Treat any burns.

#### **Mouth to Mouth:**

1. Clear anything from the mouth, i.e. dentures.
2. Incline head back.
3. Pinch nose closed.
4. Open mouth
5. Seal his mouth with your and blow.
6. Look along chest to see if chest rises fully.
7. Move your mouth away.
8. When your chest falls, take in fresh air and repeat.
9. Once started your continue until casualty breathes on own, or ambulance/ doctor arrives.

#### **Chest Compression:**

THIS DOES THE WORK OF THE HEART WHEN IT HAS STOPPED- AND YOUR HANDS MUST BE DIRECTLY ABOVE THE HEART WHEN PRESSING DOWN.

1. Kneel to side of casualty at the ribs.
2. Place one hand on top of other, over the heart (centre of breastbone).
3. Press down 2" approximately every second.
4. Continue until medical help arrives.

#### **Choking:**

1. Act quickly- speed is essential. (If casualty can speak, cough or breathe they are not choking. If not:
2. Give FOUR quick back blows with the heel of your hand. Deliver these sharp blows rapidly and forcefully between the shoulder blades, while supporting the chest of the casualty with the other hand on the breastbone.
3. If unsuccessful give four upwards abdominal thrusts, stand behind casualty and wrap your arms around their waist. Grasp one fist with your other hand and place the thumb side of your wrist in the mid- line between waist and rib cage. Press fist into abdomen with four quick upwards and inwards thrusts. Do not use this procedure for pregnant women or overweight casualties. If necessary repeat sequence. Send Medical help if required.

#### **Unit-11 House Keeping Terminology.**

- b) **Housekeeping Status report** : A report prepared by the housekeeping department to indicate the current status of each room, based on a physical check.
- c) **Preventive maintenance**: A systematic approach to maintenance in which situations are identified and corrected on a regular basis. This will help to control costs and keep larger problems from occurring.
- d) **Room Status Discrepancy**: A situation in which the housekeeping department's description of a room status differs from the room status information at the front desk.
- e) **Routine maintenance**: Activities related to the general upkeep of the property that occur on a regular basis, This also requires minimal training or skills to perform.
- f) **Schedule maintenance**: Activities related to the general upkeep of the property that are initiated through a formal work-order.
- g) **Turndown Service**: A Special service provided by the housekeeping department in which a room attendant enters the

guestroom in the early evening to restock supplies, tidy the room and turn down the covers of the bed.

- h) **Area inventory List:** A list of all items within a particular area that need cleaning by or attention of housekeeping personal.
- i) **Frequency Schedule:** A schedule that indicate how often each item on an area to be cleaned or maintained.
- j) **Non - Recycled inventories :** Those items in stock that are consumed or used up during the course of routine housekeeping operations. Non-recycled inventories including cleaning supplies, small equipment items, guest supplies etc.
- k) **Recycled inventories:** Those items in stock that have relatively limited useful lives but are sued over and over in housekeeping operations. Eg: Linen, uniforms, major machines etc and guest rentable objects.
- l) **Par Number:** A multiple of the standard quantity of a particular inventory item that represents the quantity of the item that must be on hand to support daily routine housekeeping operations.
- m) **Floor Par:** the quantity of each type of linen that is required to outfit all rooms serviced on that floor.
- n) **Master Key:** A Key which opens all guest room doors which are not double locked.
- o) **Grand Master / Emergency Key:** A Key which opens all guest rooms and doors even when they are double locked.
- p) **Guest room key:** A Key which opens on one guest room when it is not double locked.
- q) **Room inspection:** A detailed process in which guest rooms are systematically checked for cleanliness and maintenance needs.
- r) **VACANT**  
Any room vacated by a guest that has been made-up (cleaned) and ready to be sold again is considered “vacant”.  
V Vacant  
VC Vacant Clean  
VD Vacant Dirty  
VCI Vacant Clean Inspected

s) OCCUPIED

A Room which is either physically occupied by a guest or bears a sign of such an occupied, such as luggage or toilet articles is considered “occupied”.

OC- Occupied clean

OD- Occupied Dirty

ONL- Occupied No Luggage

t) CHECK-OUT

A Room that is reported vacant from previous occupancy but still requires make-up, i.e., bed unmade, bathroom used, etc, is considered check-out.

C/O

u) SLEEP-OUT

A room which appears occupied without the bed having been slept-in. It will be the responsibility of the Housekeeping Department to inform the Front Desk of a “sleep-out”.

S/O

v) OUT OF ORDER

A room that is temporally put ”out of order” acknowledging an un-rentable condition such as “toilet clogged”, “bed broken”, etc.

Any “out of order” room must have identification as of the approximate length of time that the Room will be “out of order” and the reason. Priority must be given to have such a room back in order at the earliest convenience.

Daily, the Housekeeping Supervisor should run an “out of order” report and all rooms should be inspected, returning as many as possible.

OO

w) VERY IMPORTANT PERSON (VIP)

Any room indicated as a “VIP” Room requires special attention and any special “extras”

VIP

x) SPECIAL ATTENTION

Any Room that requires special attention

SA

y) **DO NOT DISTURB**

Any Room that has a “DND” or privacy light indicates that the guest does not wish to be disturbed.

Verify with the front desk the time of guest arrival or any known situation that may exist before calling directly the guest Room to see what time the guest would like housekeeping services.

In the case of Do Not Disturb sign, guests will not be contacted until 2 pm, at which time a phone call will be placed to the Room by a supervisor to determine the guest’s needs

If the phone is not answered the Room will be serviced. Please use judgment when breaking into a DND Room

If the guest’s personal items are scattered around the Room, this could indicate that the guest may not wish the Room to be cleaning

DO NOT assume that the guest has forgotten the DND and automatically services the Room.

The Room Attendant should consult with the Supervisor if they are unsure whether to proceed with the servicing of the Room.

z) **OUT OF SERVICE: OS**

aa) **DUE OUT: D/O**

bb) **CHECK IN: C/I**

cc) **DOUBLE LOCK ROOM: D/L**

dd) **ASAP: As Soon As Possible**

**Best Wishes for the Future Endeavour**

By:- **FOOD CRAFT INSTITUTE**

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