



Mzuzu University

Centre for Open and Distance Learning (CODL)

Department of Hospitality Management

Introduction to Housekeeping Operations

Module

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About the module

Welcome to the module of Introduction to Housekeeping Operation. This module introduces you to the nature of the hospitality industry in general and the organisation structure of a hotel/accommodation unit. This module briefly explains the development of the hotel industry in Malawi from the Colonial, Independence and then the Multiparty Rule. This module has eleven units in total.

Unit 1 explores the hotel industry in Malawi and its organisation. It mainly describes the history of the hotel industry in Malawi, its classification, organisation structure and how the Front Office and Housekeeping Section relate to each other.

Units 2 discusses the Housekeeping Operations. It also explains the organisation structure, functions, room amenities and pricing factors of the department.

Units 3 explains the relationship that exists between the Housekeeping and other departments in the hotel. Focus of this unit is to provide an understanding of how department work with each other to enhance guest experiences in the hotel.

Units 4, 5, 6, and 7 look at the critical aspects that are directly linked with the Housekeeping Department in a hotel. These units look at the type of rooms found in various hotel establishments. In addition, the units discuss housekeeping processes including the tools, equipment and cleaning agents that are used. These units also explain the type of linen that is used in housekeeping. The units also discuss how beds are cleaned and made.

ASSESSMENT

1 st continuous test	20%
2 nd continuous test	20%
End of semester examination	60%

NEED HELP?

In case you meet any challenge in understanding any concept in the module, please contact the following during working hours for help:

The Secretary of Centre for Open and Distance Learning on
email on: codel@mzuni.ac.mw

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ASSESSMENT METHODS

- 40% Continuous Assessment
- 60% Examinations

Visual icons

The Unit is designed in such a way that it will help you find the information quickly and easily. You will find the following visual icons to help you determine what kind of information you will find in the adjacent text. The following is a list of icons you may find in this module and an explanation of the kind of information they represent.



Key words

This is a list of important new terms and phrases used in the unit. Ensure that you understand their meaning in the context that they are used.



Learning outcomes

These are unit objectives. They identify what you are expected to know and understand by the end of the unit. Use them to test your understanding at the end of each unit.



Activity

This is a practice activity at the end of each reading text. You have to work out this activity either on the space(s) provided or in a separate notebook. After that, check your response(s) with the answers suggested at the end of each unit.



Self-assessment test

This is a test at the end of each unit. Work out the answers and compare them with the suggested answers at the end of each unit. Do not turn it in for marking.



Unit summary

This is a brief account of the main ideas you have read and learnt in the unit. Make sure you understand the unit very well before you move to the next unit.



References

This is a list of books pertaining to information in the unit. This is a useful guide on choosing appropriate reading materials. Make all possible efforts to supplement information in the unit by additional reading from this list. This will enrich your content of the course.



Module test

This is a sample of the end of module examination. Make sure you are familiar with the format of the examination.

MODULE OUTCOMES

Awareness

When you have worked through this module you should be able to:

- i. Describe the composition and functions of the housekeeping department
- ii. Describe how the housekeeping and other hotel departments work to enhance quality service delivery.

Abilities

When you have worked through this module you should be able to:

- i. Explain and demonstrate the cleaning of both public areas and rooms.
- ii. Explain and demonstrate the bed making processes.

iii. Communicate effectively with other hotel departments, for instance, the front office.

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Unit 1 Introduction to Hotel Industry of Malawi

Introduction

This unit provides you with background information on the accommodation industry in Malawi. In this unit, you will learn about the developments that have taken place in the hotel industry in Malawi from the Colonial Era to date. You will also learn about the size, classification, and accommodation unit organisation structure. Furthermore, you will learn about the development pattern and distribution of accommodation units across the country.

Areas of emphasis

- Evolution of hotel/accommodation units
- Classification of hotels
- The job titles and their organisation arrangements



Key words

- Hotels/Accommodation Units
- Colonial Era
- Tourism

Pre-requisite knowledge

You should have knowledge of the Tourism Industry in Malawi.



Learning Objectives

By the end of this unit, you should be able to:

- i. Explain how the hotel industry has developed in Malawi.
- ii. Explain classification of the hotels/accommodation units in Malawi.
- iii. Describe the organogram of a hotel/accommodation unit.

1.1 History of Accommodation Sector in Malawi

As you know that every sector including Malawi as a country has a history so is the hotel sector. Firstly, let's learn about Malawi on www.britannica.com/place/Malawi. The development of this sector in Malawi can be traced back to the colonial era and runs parallel to the developments in the postcolonial nation-state. The growth of the hotels was central to the development and planning of tourism industry in Malawi. Furthermore, without a well-developed hotel sector, Malawi could not aspire to become a competitive tourism destination. The oldest hotel in Malawi is Hotel Masongola, previously called Government Hostel, situated on the slopes of Zomba Mountain in Zomba District (Visualise how Hotel Masongola looks). The hotel was built by John Buchanan in 1886 and was built to accommodate missionaries who travelled to Malawi to stop slave trade (have you ever heard of slave trade? Read more on www.whc.unesco.org/en/tentativelists/5603



Figure 1: Hotel Masongola

Source: Hotel Masongola Facebook page

1.1.1 Development of the Accommodation Sector - Colonial Era

Do you know another early hotel in Malawi? Limbe Hotel in Limbe-Blantyre is one of the oldest hotels and it was founded by Louisa Ryall in 1914. Louisa Ryall, whose husband was working in Nyasaland Volunteer Reserve as builder and contractor, responded to the advertisement that appeared in the Nyasaland Times in 1919: "Will some enterprising person start a hotel: there is nowhere for us to stay...". In response, Louisa Ryall used one of the buildings that used to be a concentration camp during the First World War as the first premise for a hotel in Blantyre. The

building later became Nash's Hotel, a family business owned by Mr Nash. When the Nash's Hotel closed, the buildings were turned into a Hotel Training School in 1977, which exists up to present time (Does the name Ryall sound familiar in naming any of the hotels in Malawi?)

Yes! Louisa Ryall eventually built her own hotel, called Ryall's Blantyre Hotel which opened in 1922. This hotel was built in the post-World War 1 period and was characterised as one of the major modern developments in Blantyre. It was patronised by bank clerks, Portuguese businessmen, tobacco growers in Fort Jameson (now Mchinji), insurance men and commercial travellers from Rhodesia (now Zimbabwe), and missionaries. Louisa Ryall built another hotel called Cape Maclear Hotel, probably in 1930s. This particular hotel, however, was closed in 1951 due considerable losses. The losses were due to the cancellation of the services of a flying-boat plane in 1950, which used to fly directly from Britain and landed in the waters of Lake Nyasa (Lake Malawi) in front of Cape Maclear Hotel on its way to Cape Town or Victoria Falls (You want to know more about one of the earliest boat plane? Visit www.google.com/search?q=flying-boat+plane+in+malawi).

Do you know that some families in your village eat together during lunch? In 1946, Ryall's hotel also merged with the Grand Beach hotel in Salima to form Nyasaland Hotels Company. The Grand Beach Hotel was privately owned and was the oldest hotel along the lakeshore and built in 1930s (Braggs and Barnett, 1996). Nyasaland Hotels merged with a beer brewery company and was re-named Nyasaland Hotels and Brewery Ltd. During the 1950s, after years of restraint in development due to the Second World War, Nyasaland Hotels and Brewery Ltd built two additional hotels, namely the Shire Highlands Hotel in Limbe and Angoni Highlands Hotel in Dedza.

Let's move further, as the colonial government was expanding and the population was growing, rest houses, categorised as Native and European, were built under the office of District Commissioner. These rest houses were simple forms of accommodation which were mainly to cater for the travelling civil servants. The practice of building rest houses was carried over through the Federal Government

(1953-1963) and even into the Malawi Government era after independence. However, the precise details of times and places where they were built during the colonial government, are not available in the archival records at Zomba.

In which places are hotels established? In terms of the spatial patterns of hotel establishment, these are clearly linked to the major urban centres of Blantyre and Limbe with the beginnings of hotel establishment at the lakeshore and at the plateau. These two summaries are provided to capture the situation of hotel development in colonial Nyasaland until the establishment of the Federation of Rhodesia and Nyasaland. From the 1950s more detailed material is available from the archival record to trace patterns of emerging hotel development in the late colonial period.

During the period of the Federation of Rhodesia and Nyasaland between 1953 and 1963 a growth occurred in the number of hotels. In addition, there occurred a widening spread in the geographical distribution of the accommodation network. This spread of early hotels was taking place at a time of only a small growth in the tourism economy of the colony. The operations of some hotels in the colonial era continued during the federation of Rhodesia and Nyasaland. Nevertheless, some others were closed at a time of the political uncertainties brought by the federation and when there occurred local resistance and demonstrations against the federation.

Moving a step further, can you imagine travelling to Blantyre to Chitipa every week? It is tiresome because of the distance. Similarly, due to the great distances involved, seaside holidays to the federal citizens were expensive and the average family thus tended to travel far afield only once every two or three years, or even less frequently (Malawi, 1962). But with the federation there were great many holiday resorts which provided pleasant and relatively cheap holidays. Lake Nyasa (Lake Malawi) (appreciate its beauty by visiting www.safari.co.za/Malawi_Regional_Info-travel/malawi-lake-malawi-info.html) had two well-developed holiday centres in Salima and Fort Johnston (Mangochi) areas, with good hotels, safe bathing, good fishing and boating in a delightful setting. Traffic between Blantyre and Salisbury increased as a result of these opportunities. There were six flights a week by "Vicker

Viscount” and “Comet”. Consequently, this led to additional hotel project being undertaken by private entrepreneurs. Mwanza Inn was built at the border in Mwanza and Keiller’s Transcontinental Hotel was built along Victoria Avenue in Blantyre.

Table 1: Summary of Hotel Development during Colonial Era

Name of hotel	Location	Ownership
Blantyre		
1. Ryalls Hotel	Blantyre	Private
2. Nash’s Hotel	Blantyre	Private
3. Malvern Hotel	Blantyre	Private
4. Limbe Hotel	Limbe	Private
5. Shire Highlands Hotel	Limbe	Private
Lakeshore		
6. Cape Maclear Hotel	Fort Johnston (Mangochi)	Private
7. Grand Beach Hotel	Salima	Private
Other Area		
8. Government Hostel (now Hotel Masongola)	Zomba	Government
9. Angoni Highlands Hotel	Dedza	Private

1.1.2 The Development of the Accommodation Sector After Independence

Do you know why Malawians celebrate on 6th July each year? It is the day Malawi gained independence from the British Government in 1964. The immediate task ahead for the government was to develop the nation while meeting the basic needs of its population. Since the majority of the population were peasant farmers, it was evident that the sector of agriculture had to be prioritised. There was an emerging interest in economic diversification and support for the development of other sectors of the economy. Industry development was considered another important sector in economic development. One of the policies in industrial development was to develop industries that would support agriculture. The hotel industry was recommended to be part of the industry development as a viable business

endeavour that would be high yielding and supplement agriculture in economic development.

As a result of the poor state of private sector hotel developments in Malawi and of the critical need for acceptable accommodation of international standards to take forward the development of the tourism sector, the government prepared a plan for the improvement of the hotel sector in the country. A central part of this plan was for more direct involvement of the government in the establishment of hotels in post-independence Malawi. In 1966 the plan for hotel development was produced by the Division of Tourism and accepted by the National Development Committee that was responsible for scrutinising sectorial development plans. It was taken as Malawi Government policy and as the country's official blueprint for upgrading the hotel sector in the country (Malawi, 1966)- refer to www.core.ac.uk/download/pdf/39670257.pdf.

The tourism development plan that was presented to this committee stated that the essential initial stage was the provision of professionally managed hotels of adequate standard. The choice of location was underlined by the unusual natural advantages the places possessed, such as an enormous lake with superb beaches, spectacular plateaux, a pleasant climate, conveniently-sited game-viewing areas and strategic position across the continent's air routes. As a matter of guiding principles for building hotels, it was stated that no building would be done in isolation but instead developed as an integral part of complex of existing hotels, marines, golf courses, airport, railway steamer, and good connecting roads. For example, the building plans of lake shore hotels would include all necessary holiday recreational activities such as boats, sports equipment, and tennis courts. Institutionally, it was planned that hotels would be run as a company, namely, Malawi Hotels Ltd, which would be a subsidiary of the Malawi Development Corporation (MDC), a statutory body, which was directly under the responsibility of the Office of the President and Cabinet. The operation of these hotels, however, would be undertaken by Hallways Hotel Overseas Ltd., a UK based company that entered Malawi in 1965, and took over the administration and running of the existing government accommodation facilities.

Among others, Hallway Overseas Ltd was mandated with responsibility (1) to supervise the game camps at Lengwe National Park, Kasungu National Park in Kasungu and Chelinda at Nyika National Park, (2) provide catering services at Chileka and Lilongwe airports, and on the MV Ilala II ship, and (3) manage the duty-free shop at Chileka airport (Do you want to know more about attractions in Malawi? Visit www.visitmalawi.mw). These several different activities in the Malawi tourism economy were brought under Hallway company umbrella in order to ensure maximum viability for the overall project. Above all, Hallway was engaged to assist in the provision of an improved standard and level of service, food and accommodation for the travel trade in the country.

Have you ever wondered how government enhances the growth of the tourism sector? The government acknowledged that the future of tourism hinged on improved hotel development in the country. In an important recommendation, the Division of Tourism recommended that the Malawi government should itself through the Malawi Development Corporation, enter the hotel business and erect a chain of strategically-sited international standard economy class hotels throughout the country. It was proposed that the chain of hotels emerge in strategic places for the tourism economy and with its development to be carried out in phases.

The first phase was to be the provision of a commercial hotel, Mount Mlanje (now Mount Soche)- You want to entertain your eyes? Visit www.sunbirdmalawi.com/hotels/sunbird-mount-soche. The hotel has 100 double bedrooms and is located in Blantyre. The commercial centre of Malawi, Blantyre was where the country's most pressing hotel accommodation problem existed. Another development in the initial phase for government involvement in hotel development was for a small tourist hotel (Nkopola Lodge) of 15-20 double bedrooms on the lakeshore near Fort Johnston (Mangochi) for internal and external car tourists. It was anticipated that Mount Mlanje hotel would enjoy a high percentage of occupancy by business travellers to Malawi. The growth in business travel to Malawi had produced the demand for a higher standard of accommodation to be offered in Blantyre. Most of the business traffic was coming from South Africa, Southern Rhodesia (Zimbabwe), Zambia and Mozambique- Find out the current

business traffic for Malawi and list them here.....

Looking forward it was anticipated that a wider reach of business tourism might be attracted to Malawi, from the countries of East and West Africa, North America, and Europe. Occupancy rates would be raised by promoting conferences and conventions in Blantyre.



Figure 2: Mount Soche Hotel

Source: www.sunbirdmalawi.com

The initial plan sought to encourage family tourism which might increase the bed occupancy of the hotel. Furthermore, it was anticipated that once there would be reasonable air links between Blantyre, Fort Johnston (Mangochi), Lilongwe and Salima that these centres could also have established modern hotels. Management could encourage the tour operators and travel agents to include the new hotels in the international travel itineraries. By that time government would have considered to build an additional block of bedrooms at the Mount Mlanje (Mount Soche), to cater for international visitors. Not only would the success of the hotel depend on air links, but also on improved road networks, both internally and externally. The anticipation was that when the external Tete road and the internal roads between Blantyre, the lake and Lilongwe had been improved, then the tourist traffic by road from South Africa, Southern Rhodesia and Mozambique, would increase considerably. On arrival in Blantyre, more affluent tourists would stay at the Mount Mlanje.

It was also in the plan to consider providing cheaper family accommodation for the South African and Rhodesian visitors who would travel by road with families. For the new small lodge being planned for Fort Johnson, the idea was to meet the recreational demands of the visitors staying at the Mount Mlanje hotel and the

residents of Blantyre. It was envisaged that the lodge would be popular and well-patronised at weekends and holiday periods. As with the commercial hotel, this lodge would be extended as soon as the road from Tete in Mozambique to Blantyre had been improved and the air strip in Fort Johnson enlarged to take Fokker or Viscounts aircrafts. During the late 1960s other lodges in the Fort Johnston area of the lake were planned.

The second phase for hotel development shifted the geographical focus away from Blantyre. At the heart of planning was the provision of the first major tourist hotel along the lake, which was the country's prime tourist attraction. The main proposal was that international standard tourist hotels should be established at the lakeshore with initial development to be focussed at Salima. The hotel development in this Salima area was chosen for a number of reasons. The lakeshore area was attractive and there were several suitable sites. Moreover, it was near to the established Copperbelt car tourist market in Zambia and close to the capital designate with its expanding airport programme. In addition, it was proximate to Chipoka for rail and lake steamer passengers, and had its own dry-season Dakota airfield. The future tarring of Liwonde-Lilongwe stretch would also bring the southern internal and external car markets within easy motoring distance of the new planned hotel at the lake.

The new planned Salima hotel was designed to cater particularly for air tourists on package tours which would use regular schedule flights and landing at Lilongwe and travel onward either on Dakota's direct to the Salima airstrip or luxury-coaches via the tarred Lilongwe-Salima Road. The initial provision of 100 bedrooms was considered to be the minimum for an economic operation for an air package tour hotel. The atmosphere of the new hotel, architecturally and socially, would be informal, with emphasis on recreational activities in particular linked to water sports. For the Salima area, it was considered that a holiday complex would be planned in detail based on the other privately-owned hotels in operation, including the existing Grand Beach Hotel. It would include also developments of tarmac road to hotels and golf courses.

A third phase for hotel development was planned to expand spatially the network of hotels away from the cities and the lake and to open up the tourism opportunities of Malawi's other regions. In particular, in phase three the focus was to undertake complementary hotel development at game reserves and at scenic plateau areas. Complementary development would take place in three main game reserves which had major possibilities for tourist trade and had already some existing facilities. Lifupa Camp in Kasungu National Park had an airstrip and 14 bed accommodations;

Learner's activity. 1

Select a Hotel in Malawi and search for its history detailing when it was established, the owner and how it has evolved from inception phase to now (2023).

the Malawi National Park (now Nyika National Park) in Rumphi District had 22 beds and Lengwe Game Reserve camp (now Lengwe National Park) in Chikwawa had 8 beds and it was mainly used by car motorists' tourists from Blantyre.

1.2 The Classification of Accommodation Units

Another area that you need to understand is the classification of accommodation units. It is good that you understand that there are many ways of classifying accommodation units. Before you understand how hotels are classified, first, understand how a hotel is defined. The definitions can change depending on market forces, legal criteria, location, function, and, in some cases, personal preference, but the definitions that follow are generally accepted and are the ones intended for these classifications in Malawi.

In Malawi the Tourism and Hotels Board established under section 3 of the Tourism and Hotels Act defines an Accommodation Unit as a "hotel" and includes a boarding-house and any other building or premises used for the accommodation of the public in which lodgings are provided and provisions are supplied by the keeper or manager thereof, but does not include any hostel or any school or any other premises or class of premises exempted from this Act. In addition, this Act defines

a person who owns or manages such places as; “hotel-keeper” any person to whom a licence to keep or manage a hotel has been issued.

In this same Act there are the Hotels Regulations which define accommodation means the supply of a bed with clean, sufficient and suitable mosquito net, linen, bedcover, and other bedding and includes the cleaning of the bedroom and any other supply or service which may reasonably be expected in an hotel of the class to which the licence relates.

1.2.1 Classification of hotels.

In determining the class to which a particular hotel belongs, you should take note that, the Tourism Board take into consideration all the factors relevant to the hotel of which it may reasonably become informed and, in particular, the following:

- the standard of service provided and the degree of efficiency of the management and the staff.
- the degree of comfort afforded, the quality of the equipment and furnishings, the proportion of the number of bathrooms to the number of bedrooms and the number of private bathrooms in proportion to the total number of bathrooms.
- the standard of cleanliness throughout the hotel and the sanitary facilities provided.
- the manner in which food is stored, prepared, cooked and served and the quality and quantity of the food.
- the structure of the hotel buildings and the amenities provided by or in public rooms, the recreational facilities of the hotel and, where relevant, of its surrounding grounds.

Furthermore, in determining the classification of an accommodation unit the Tourism and Hotels (Minimum Standards) Regulations guides the class to which the licence relates as follows:

- An Apartment means a self-catering accommodation unit made available to tourists at a fee, in which the guests provide and prepare their own food and do their own laundry.
- A Caravan means a vehicle designed or fitted which is capable for use as habitation or dwelling or for sleeping purposes, excluding a railway stock.
- A Caravan and Camping Park means a place where tourists on payment of a charge, are permitted to reside temporarily in caravans or tents, or both caravans and tents.
- A Holiday Resort means a complex of accommodation units, facilities and acceptable quality equipment designed to promote tourists stays and holiday usually at an all-inclusive price covering lodging, the use of common equipment and sport and recreation facilities.
- A Hotel means any premises, wherein or whereon the business of supplying lodging and meals for reward is or is intended to be concluded, and includes an inn.
- A Lodge means any premises, wherein or whereon the business of supplying lodging and meals for reward is or is intended to be conducted, in conjunction with some other outdoor special interest activity.
- A Rest-house means any premises offering simple accommodation facilities and providing bed and beddings, ablution and toilet facilities of the lowest acceptable quality.

Learner's activity 2

- Explain the regulations that provide guidance for accommodation unit classification in Malawi.
- Try to classify accommodation units in your area

You can also read more on classification of hotels by visiting

www.setupmyhotel.com/train-my-hotel-staff/front-office-training/76

1.3 Accommodation Unit Organisation Structure

After we have discussed about classification of hotel, let us look at organization structure of an accommodation unit. It is good that you should know that the

objective of most accommodation units is to produce a profit. To meet this goal, factors such as current economic conditions, marketing plans, competition, and staff size and ability are constantly reviewed. The general manager, the person in charge of directing and leading the unit staff in meeting its financial, environmental, and community responsibilities, develops organization charts that fit his or her plan to meet the goals of the company.

The organization charts—schematic drawings that list management positions in an organization are offered only as instructional examples. An organization chart represents the span of control for the general manager. Not all accommodation units have every position listed in these organization charts. Persons pursuing a career in the hotel industry will be called on many times throughout their career to develop or restructure an organization. The people who are part of these operational plans will have a direct influence on the type of structure developed or reorganized.

The goals of the organization must be paramount in the decision-making process. However, there must be flexibility to make the plan work. This section points out the major organizational features of an accommodation unit and typical managerial duties of the people within the organization. It is not uncommon for a general manager of a property to move people from department to department of the hotel. This is done for many reasons.

The front office manager, the person responsible for leading the front office staff in delivering hospitality, may express interest in the position of controller, the internal accountant for the hotel, or in a position in the marketing and sales department. The general manager realizes a candidate must possess certain skills before being placed in any new position. To prepare someone for an opening in the controller's office, the general manager may assign him or her some of the controller's busywork. The front office manager might also spend slack periods with the director of marketing and sales, the person who analyses available markets and sells products and services at a profit, to become familiar with that department. The general manager may also use the weekly staff meeting to explain the financial

condition and marketing plans of the property. This tactic reinforces the management team concept.

By exposing interested employees to the responsibilities of other departments and by keeping the staff informed of the current situation of the property, the general manager enables staff members to meet their career goals within the organization. Flexibility is the key to hospitality organization. At the operations level, familiarity with the staff's strengths and weaknesses is essential to meeting the demands of the situation. When the property experiences an expected slow period, regrouping may be necessary to maintain full-time positions. The front office manager may have to assist the marketing and sales office in advertising or hosting tour directors for a specific weekend. The food and beverage director might have to spend some time in the controller's office completing reports and developing budgets. This interdepartmental cooperation provides the backdrop for a smooth-running organization. Such flexibility prevents departmental jealousies and territoriality from becoming roadblocks to communication. The general manager receives additional operational support from the director of security, the person who takes a proactive role in establishing and maintaining a safe environment for guests and employees. Because of the precautions necessary in delivering hospitality, the director of security is vital to the operation of the accommodation unit.

You should pay keen attention to the figure below so that you understand that to function as a well-run lodging facility, this property requires the following department heads:

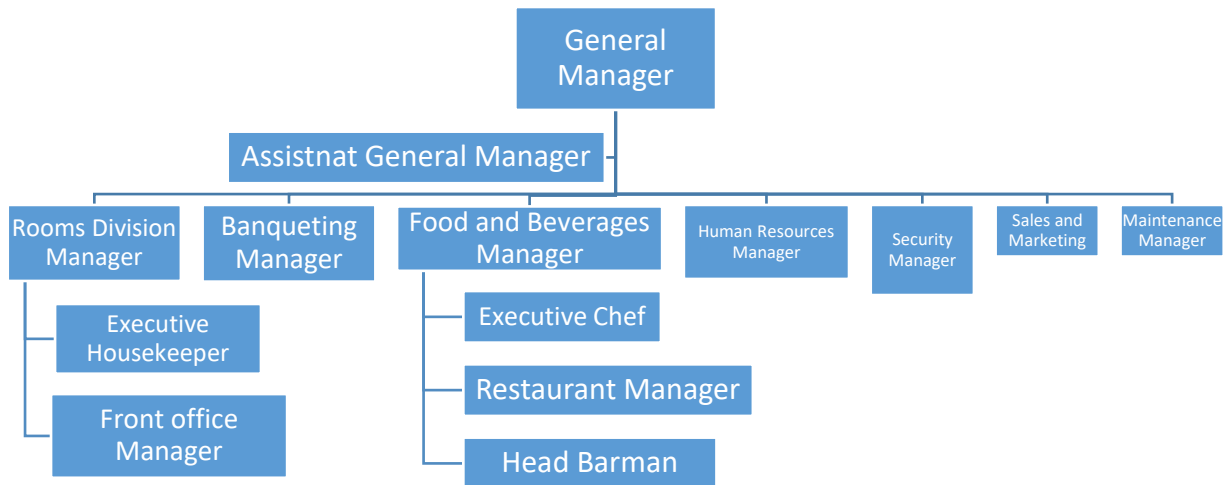


Figure 3: Organisational Structure of an Hotel

Source: Clarke and Chen (2007)

For purposes of this module we will only focus on the Front Office Manager and the Executive Housekeeper.

1.3 Front Office and Housekeeping Sections Defined (Rooms Division Department)

A typical organization of staff for a front office includes desk clerk, cashier, reservations manager, concierge, night auditor, telephone operator, bell staff, room key clerk, and elevator operator. However, not all of these positions are found in every accommodation unit. In some operations, the front desk clerk acts as desk clerk, cashier, telephone operator, and reservations clerk, as required by the volume of business. Many large, full-service accommodation units, in contrast, employ the complete staff as listed. Staffing the front desk positions incurs a cost.

The Front Office Manager, in consultation with the general manager, usually prepares a personnel budget related to salary levels throughout the accommodation unit. The responsibilities of the front office staff are quite varied. The position of the desk clerk can encompass many duties, which typically include verifying guest reservations, registering guests, assigning rooms, distributing keys, communicating with the housekeeping staff, answering telephones, providing information about and directions to local attractions, accepting cash and giving change, and acting as

liaison between the lodging establishment and the guest as well as the community. The position of cashier includes processing guest checkouts and guest legal tender and providing change for guests. This position is found in a number of lodging establishments, and it helps make the front desk workload manageable when a full house, a hotel that has its entire guest rooms occupied (sometimes referred to as 100 percent occupancy) is checking out.

Given the possibility that every attendee of a 400-guest convention could check out within a few hours, this division of labour is a well-planned concept. Even with the best planned systems—such as express checkout, whereby the guest uses computer technology in a guest room or a computer in the hotel lobby to check out; prior approved credit, the use of a credit card to establish creditworthiness; or bill-to-account, an internal billing process—the lines at the cashier station can be long and seem longer when a guest is in a hurry. The reservations manager can be found in many of the larger lodging establishments. This person is responsible for taking incoming requests for rooms and noting special requests for service. The particulars of this position are endless, aimed at providing the guest with requested information and services as well as accurate confirmation of these items. The reservations manager is responsible for keeping an accurate room inventory by using a reservation module of a property management system. This person must communicate effectively with the marketing and sales department.

Peak as well as slow periods of sales must be addressed with adequate planning. The night auditor balances the daily financial transactions. This person may also serve as desk clerk for the night shift (11:00 P.M. to 7:00 A.M.). He or she must have a good grasp of accounting principles and the ability to resolve financial discrepancies. This position requires experience as a desk clerk and good communications with the controller. The telephone operator has a very important job in the lodging establishment. This person must be able to locate the registered guests and management staff at a moment's notice. He or she also must be able to deal with crises up to and including life-threatening emergencies.

With the introduction of call accounting, a computer technology application that tracks guest phone calls and posts billing charges to lodging establishments, the

telephone operator's job has been simplified, as the tracking of telephone charges to registered guests can now be done with ease. This person may also assist the desk clerk and cashier when necessary. The bell captain, with a staff of bellhops and door attendants, is a mainstay in the lodging establishment. The bell staff starts where the computerized property management system stops. They are the people who lift and tote the baggage, familiarize the guest with his or her new surroundings, run errands, deliver supplies, and provide the guest with information on in-house marketing efforts and local attractions. These people also act as the hospitality link between the lodging establishment and the guest. They are an asset to a well-run accommodation unit.

You should also understand that not every position is found at every hotel. For example, the Key Clerk can be found in very large, full-service hotels that do not have electronic key systems. This clerk is responsible for issuing keys to registered guests and for related security measures. Often, he or she sorts incoming mail for registered guests and the management staff. This position is now obsolete in most hotels. The elevator operator, a person who manually operates the mechanical controls of the elevator, is almost extinct in the lodging establishment, replaced by self-operated elevators and escalators. Some elevator operators now serve as traffic managers, who direct hotel guests to available elevators in the lobby. In large, full-service hotels, the traffic manager can be a welcome sight; the confusion of check-ins and checkouts can be lessened when he or she is on duty. The concierge provides guests with extensive information on entertainment, sports, amusements, transportation, tours, church services, and baby sitting in the area. He or she must know the area intimately and be able to meet the individual needs of each guest. This person also obtains theatre tickets and makes reservations in restaurants. In most cases, the concierge is stationed at a desk in the lobby of the accommodation unit.

The Executive Housekeeper is responsible for the upkeep of the guest rooms and public areas of the lodging property. This person truly must work through other people to get the job done- whom can you equate an Executive Housekeeper to in a football match? Each room attendant must be thoroughly trained in cleaning

techniques. Each floor inspector, a person who supervises the housekeeping function on a floor of a hotel, and each housekeeping employee must be trained in standard inspection techniques. (Many hotels are moving away from the use of floor inspectors, and are implementing self-inspection systems).

Speed and efficiency are paramount in performing the vital service of maintaining guest rooms and public areas. Skill in supervising unskilled labour is essential. Survival fluency in foreign languages is important to the executive housekeeper, who must communicate effectively with employees. Accurate scheduling of employees is also necessary to maintain control over labour costs. The Executive Housekeeper is further responsible for maintaining and controlling an endless inventory of linens, soap, guest amenities, furniture, in-house marketing materials, live and artificial plants, and more.

The Executive Housekeeper must stay abreast of new ideas and techniques through trade journals and continuing education courses. The Executive Housekeeper supervises the in-house laundry, if one is present. The equipment, cleaning materials, cost controls, and scheduling are handled in cooperation with the laundry supervisor. The limited-service property depends on this member of the management team to supervise the staff that provides clean rooms and operates an in-house laundry. This hands-on supervisor works with the staff to provide many behind-the-scenes guest services. The housekeeper travels the elevators of high-rise limited-services properties, stopping at each floor to provide employees with constant supervision and motivation. Interdepartmental cooperation and communication with the front desk and maintenance department are vital for the executive housekeeper in both full-service and limited-service hotels.

The release of cleaned rooms for occupancy and the scheduling of periodic maintenance are only two functions demonstrating why interdepartmental cooperation is critical. In addition, the marketing and sales efforts in hotels depend on the housekeeper to enforce cleanliness and appearance standards in the public areas so guests are attracted to and impressed by the property.

Unit Summary

In this unit, you have learnt that the Accommodation Industry has evolved from the colonial era through independent era to date. You have also learnt that after the 1994 multiparty general election the Accommodation Industry was dominated by small and medium enterprises. You will have also learnt that this industry development alongside the Tourism Sector development. Furthermore, you have learnt that the Hotels and Tourism Act provides for the definition and classification of various accommodation units in Malawi. You have in addition to learnt that there are seven classes of accommodation units recognized in the Hotels and Tourism Act of Malawi. These facilities are operated by a team of specialized individuals in nine lead departments. The organizations' structure of these varies vary depending on the nature and size of operations. It is hoped that you will find this information very useful in understanding the next unit which is on the importance of the Housekeeping Department in an accommodation unit.

Unit test

Explain briefly factors that lead to the development and transformation of the Accommodation Industry in Malawi. Use relevant examples to illustrate your answer.

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Unit 2 The House Keeping Operations

2.1 Introduction

Welcome to the second unit of the module, in this unit, you will learn about the Housekeeping Department. Housekeeping is an important and integral part of the guest experience and satisfaction. Other things such as security are important, but what guests really want is to feel at home, to feel comfortable. Although the staff providing this service do not necessarily interact directly with the public, the quality of their work is critical in shaping guests' pleasant memories of their stay. You are expected to have finished this unit in 7 hours.

You should engrave this in your heart that the impact of the housekeeping function on the success of a hotel's operations cannot be underestimated, since large revenue for hotel industry is generated mainly from the sale of rooms.

You should also know that good housekeeping practice is the foundation of good infection prevention. The general cleanliness and hygiene of a facility are vital to the health and safety of guests, staff, and visitors. Pleasant work environment contributes to staff members' satisfaction, making them to be more productive. A more pleasant environment improves guest satisfaction and can increase guest's use of services and frequent visits.

The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his / her stay pleasant and comfortable.

In this unit, you should pay more attention to the following areas

- Structure of the Department
- Functions of the various sections.
- Room amenities
- Pricing factors



Key words

- Organisation Structure
- Housekeeping Department
- Cleanliness
- Maintenance

Pre-requisite knowledge

You should have knowledge of the Hotel Industry.



Learning objectives

By the end of this unit, you should be able to demonstrate appropriate skills, and show an understanding of the following:

- i. Housekeeping and its importance
- ii. Functions of housekeeping
- iii. Relationship of housekeeping with other departments
- iv. Types of guest rooms and the amenities supplied.

2.2 The Importance of Housekeeping Department

In general, the housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry. Housekeeping also performs a minor security function by providing a “first alert” to potential guest problems while staff undertake daily guest bedroom cleaning. Let us look at some of the importance of the housekeeping department;

- **Comfort:**

Achieve the maximum efficiency possible in the care and comfort of the guests and in providing support services for the smooth running of the hotel. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be properly functioning. It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service from staffs of all departments.

- **Cleanliness and Hygiene:**

Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipment create a favorable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club, etc.

- **Privacy:**

The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.

- **Safety and Security:**

Security is one of the prime concerns of a hotel guest. The housekeeping department staff should ensure the safety and security of the guests with the help of security services. They should also make sure that firefighting equipment and emergency alarms are functional at all times. They should also ensure peace, quiet and noise free atmosphere in the area.

- **Décor:**

Creating a pleasant and classy ambience is also one of the major concerns for a guest. This is not easy and requires a good eye for detail. This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere.

Learner's activity 2.2

Explain the importance of Housekeeping Department in a hotel.

2.3 Functions of Housekeeping

Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel. The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. All this ensure the ambience and promotes a congenial environment. The basic function of the housekeeping is explained briefly:

i. Cleaning Rooms And Public Areas:

Housekeeping department cleans the rooms and toilets and wash basins in the room. Apart from cleaning the guest rooms, housekeeping department is also responsible for cleaning floor, terraces, elevators, elevator lobbies, corridors of guest floors, floor linen closets, mop and janitor's closets, service lobbies and service stairways, function rooms, shopping arcade, cabanas, bars, dining rooms, offices, uniform rooms, tailor rooms, upholstery, shops, store rooms and swimming pools. To be concise, the housekeeping department is responsible for the total cleanliness of a hotel.

ii. Bed Making:

A guest requires a comfortable bed to take rest, relax and enjoy. A bed that is well-made will provide the required comfort. Bed making is a skill that requires to be developed by the housekeeper, as it not only provides comfort to the guest, but also

adds to the pleasant ambience of a guest's room. Guests should not be able to tell if anyone has slept in the room, so a clean environment and perfect bed making is major consideration of this department.

iii. Linen Management:

One of the important jobs of the Housekeeping Department is clothes and linen management. This involves all functions from purchase of linen to laundering, storage, supplies and to condemnation. In a hotel different types of clothes and linen are used such as the bed sheets, pillow covers, napkins, towels, hand towels, table covers, curtains, cushion covers etc. All of these require regular maintenance.

iv. Laundry Services:

It is the job of the Housekeeping Department to ensure clean and hygienic washing of all the linen items, and then distributing them to different areas of the hotel. The relationship between the housekeeping and laundry is significant for the smooth functioning of housekeeping services. One of the supporting roles of the laundry is to provide valet services to house guests.

v. Pest Control:

Pest Control is another major job of the Housekeeping Department. No matter how clean one keeps the surroundings, one cannot avoid the "uninvited guests" – the pests. It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. Therefore, pest control is one of the primary responsibility of the housekeeping department.

vi. Key Control:

Key control is one of the major jobs of the housekeeping department. The room keys has to be handled efficiently and safely before and after letting the room.

vii. Safety and Security:

The Housekeeping Department is responsible for maintaining a peaceful atmosphere in the hotel. If the guests and staff always fear for their safety and the safety of their belongings, the atmosphere will be very tense. Hence the housekeeping department staff should be aware of ways to protect himself and others, especially the guests around him and the property of the hotel from accidents and theft. Several accidents could occur at the place of work. These include fire accidents, falls, wounds, injuries, negligence in handling electrical equipment e t c . It is important for all housekeeping personnel to know about first aid as they could be the first ones on the spot to give immediate attention to a guest and also an employee in trouble.

viii. Interior Decoration:

Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. These arts and crafts have to be well maintained by the housekeeping department. Decorating flowers is a creative and stimulating art which often carries a message or theme. Flowers and indoor plants add colour and beauty to a room.

ix. Room Maintenance:

Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department. In an ideal environment, the housekeeping staff and managers should act as the eyes and ears of the engineering department. If damaged or broken items are not reported, they can't be fixed. Proper maintenance will make the perception of cleanliness easier to maintain and reduce guest complaints.

Learner's activity 2.3

Explain to your neighbor the more than 5 functions of the Housekeeping Department in a hotel.

2.4 Organizational Structure of Housekeeping Department

Do you remember we have discussed the organisation structure of the hotel? Now the housekeeping department has its own structure depending on the activities and the size of the hotel. The charts below show the organizational structure of the large and medium sized hotels. In the small hotels one or more jobs are integrated and handled by the few housekeeping personnel.

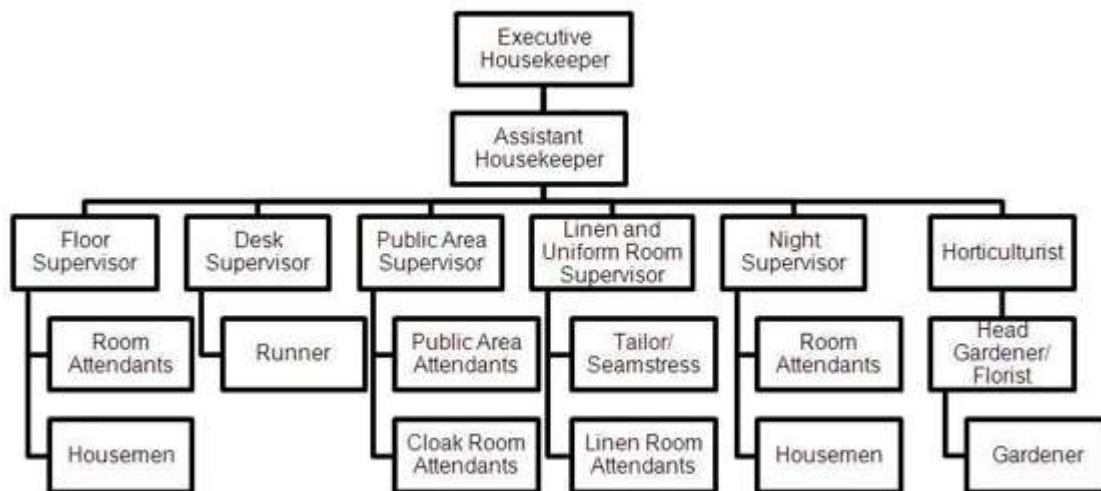


Figure 4: Organisational Structure of a Housekeeping Department in a Large Hotel

Source: Baker, et al., (2000)

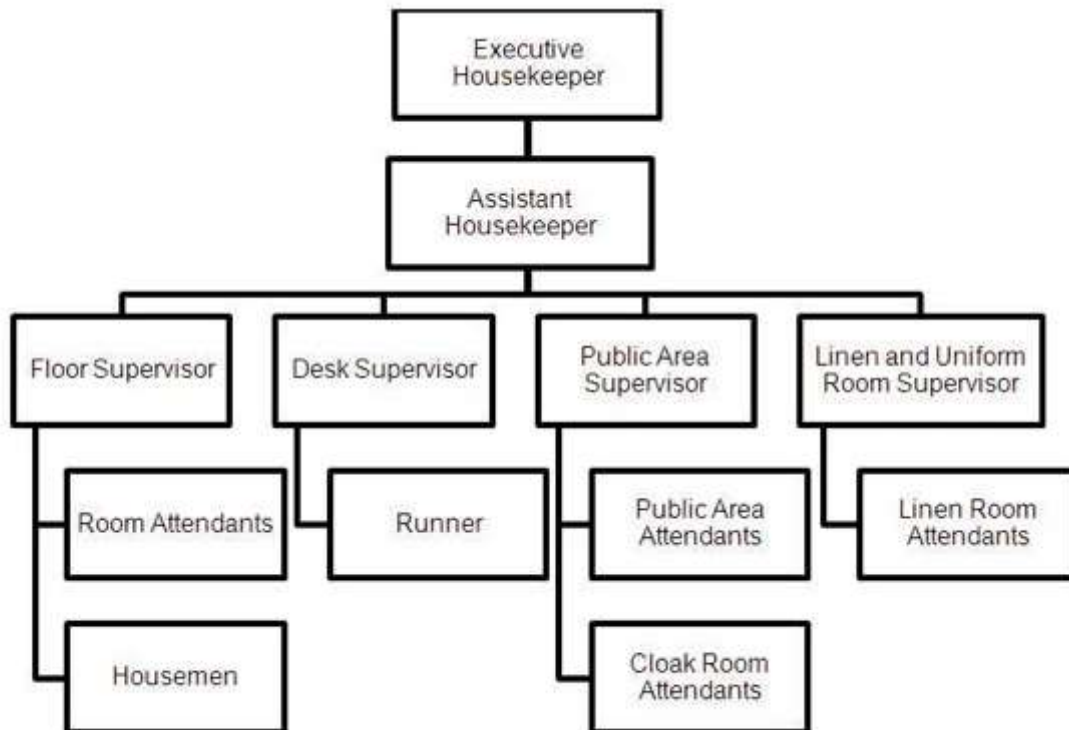


Figure 5: Organisational Structure of the Housekeeping Department in a Medium Sized Hotel

Source: Barrows and Powers, (2009)

1. **Executive Housekeeper:** Responsible and accountable for the total cleanliness, maintenance and aesthetic upkeep of the hotel. This is achieved with the resources of manpower, materials, machines, money, space and time available to him.
2. **Assistant Housekeeper:** May be one for each shift of a large hotel. He may be the housekeeper of a small hotel or the only deputy to the Executive Housekeeper of a medium-sized hotel. He manages the resources given by the Executive Housekeeper to achieve the common objectives of cleanliness, maintenance and attractiveness in a given shift. His accountability normally ends on the completion of his shift.
3. **Uniform Room Supervisor:** A non-management person solely responsible for providing clean serviceable uniforms to the staff of the hotel. As the hotel staff are all practically in uniforms his / her task is enormous and demanding as h e /

she has to keep an inventory control on various stages of use, such as, when sorted ones are handed over, or those which are being washed or dry-cleaned in the laundry.

3. **Uniform Room Attendants:** The uniform supervisor is assisted by attendants who actually do the issue of uniforms in exchange for soiled uniforms to be sent to the laundry for washing. These attendants are in actual contact with the staff.
4. **Linen Room Supervisors:** A non-management person solely responsible for the acquisition, storage, issue and cleanliness of linen in its various forms. His job is a mammoth task because he keeps track of all linen as they would number in thousands.
5. **Linen Room Attendant:** Assists the supervisor by actually issuing linen and filling such records as necessary.
6. **Tailor /Seamstress:** Tailor or seamstress personnel are responsible for stitching and mending the linen and upholstery.
7. **Helpers:** They are to be found both in Uniforms and linen Rooms and do the physical work of transporting, counting and bundling of uniforms and linen.
8. **Floor Supervisor:** Responsible for the cleanliness, maintenance and neatness of the guest floors attached to him in a shift. His scope encompasses guest rooms, corridors, staircases and floor pantries of the allotted floor.
9. **Public Area Supervisor:** Responsible for the cleanliness, maintenance and neatness of all public areas which include restaurants, bars, banquet halls, garden, administrative offices, shopping arcade, health club, swimming pool, main entrances and car park areas.

10. **Room Attendants:** Known also as chamber maids or room boys. They do the actual cleaning of guest rooms and bathrooms allotted to them. They are not responsible for the cleanliness of corridors, guest elevators or floor pantries.
11. **Head Houseman:** Supervises the work allotted to Houseman, especially those in public areas. In medium sized hotels he could be the person in charge of housekeeping on night shifts.
12. **Housemen:** Usually handy men who do the heavy physical cleaning required in guest rooms and public areas. Their job would include vacuuming, shifting of furniture, cleaning of windows panes, mopping, braising, sweeping, etc.
13. **Desk Control Supervisor:** Is the hub of information dissemination in housekeeping and is thus the critical person in housekeeping operations. The Housekeeping Desk must be manned 24 hours as guests and staff will contact this desk to transmit or receive information. It is the Desk Control Supervisor who co-ordinates with the front office for information on departure rooms and handing over cleared rooms. The Desk also receives complaints on maintenance from housekeeping supervisors spread all over the hotel.
14. **Runner:** He is a person who goes from one guest room to another collecting or delivering guest laundry.
15. **Cloak Room Attendants:** Cloak room attendants are persons responsible for the supply of clean dry towels, soaps and perfumeries, prescribed by the management for the guest rooms.
16. **Hat-Checkers:** This is a service provided by superior hotels in cold climates. A hat-check room is where hat and heavy overcoats are deposited by guests as soon as they enter the hotel lobby so as to spare them the inconvenience of carrying them around in the hotel. The hat-checker would carefully label these guest articles and hang and store them correctly so as to return them to the

guests when they are leaving the hotel.

17. **Night Supervisor:** They handle all aspect of housekeeping at night including desk control operations, issue of linen and uniform in an emergency, etc. His area of activity extends over guest rooms, public areas as also linen and uniform rooms. He is solely responsible and accountable at night for smooth housekeeping through his night brigade and has larger decision-making authority than other supervisors as he is the housekeeper for the night.

18. **Horticulturist:** Many hotels may contract horticultural work to an outside agency. However, a large number of large hotels have professionally trained Horticulturists who maintain the gardens of the hotels as well as supply flowers from the garden for interior decorations and floral arrangements. Flowers are used in banquet functions, guest rooms, restaurants, lobbies, offices, etc. The Horticulturist would have to ensure smooth supply of flowers as well as assist the Housekeeper in flower arrangements.

19. **Head Gardener:** Supervises the brigade of gardeners in maintaining hotel garden and keeping them contemporary each season.

20. **Gardeners:** Does the actual digging, planting, watering, etc. of gardens on a day-to-day basis.

Learner's activity 2.4

List 5 examples of the hotels that uses each of the housekeeping structures above

Explain the organisation of the housekeeping department in a large hotel.

2.5 Detailed Duties and Responsibilities of Housekeeping Staff

In the text above, we have briefly explained the role of the housekeeping staff now let's look at them in details

1. Executive Housekeeper:

- Supervise and be responsible for cleanliness, order and appearance of the hotel rooms and public areas, annexes, cottages, facilities, service corridors, linen and uniform rooms, shopping arcades and employees.
- Schedule, recruit, train, and recommend hiring, discharging and discipline of all department employees through management and in accordance with labor regulations.
- Prepare reports as required.
- Participate in all department head meetings. Supervise preparation of maintenance requisitions and maintain follow up file to ensure that all public areas and guest accommodations do not deteriorate from standard.
- Train all employees to perform their best in the standard procedures as applicable to their job positions.
- Develop and recommend standard procedures for new tasks or changed conditions.
- Prepare the annual housekeeping budget for submission to the General Manager. Identify reliable suppliers of housekeeping materials including carpets, linen, etc, and recommend them to the Purchase Department. Develop Housekeeping Systems and Procedures and see that they are followed diligently. Plan, control and supervise horticultural requirements and commitments.

2. Public Area Supervisor:

- Check all public areas against area check-lists and see that they meet the standards of cleanliness stipulated.

- Remove furniture, curtains and other fixtures, which require repairs, mending, spotting, washing, etc.
- Maintain a regular and complete advance scheduled program for cleaning public areas after receiving the final concurrence of the Executive Housekeeper.
- Prepare schedule for the chandelier cleaning crew.
- Prepare Schedule for the carpet shampoo crew.
- Inspect staff turnout.
- Initiate and follow-up maintenance orders for public areas/service areas under his / her control.
- Check and control equipment like hovers, floor washing machines, floor polishing machine, carpet shampoo and beating machines and ensure that they are used correctly and maintained properly.

3. Floor Supervisor:

- Assign duties to the floor housemen and room attendants.
- Inspect each room completed by Room Attendants according to specified room checklist and ensure that they meet the standards of the establishment in terms of cleaning, functional and aesthetic value.
- Check par stocks of linen and guest supplies and cleaning supplies on floors and ensure timely delivery of soiled linen to laundry and requisition for fresh linen from linen room and guest supplies / cleaning supplies from the stores.
- Train Room Attendants and Housemen for maximum productivity and standards of efficiency.
- Liaise with security, on security aspects on guest floors.
- Prepare housekeeping occupancy lists for front Office.
- Check all maids' carts to ensure it is well stocked with linen and supplies and as per standards stipulated.
- Follow upon maintenance orders sent to Engineering.

4. Uniform / Linen Room Supervisor:

- Schedule linen / uniform room staff.
- Check periodically the condition of uniform and hotel linen.
- Assign daily work to tailors.
- Devise and maintain an effective control system to issue clean linen and uniforms.
- Co-ordinate closely with the laundry department to ensure timely supply of fresh uniforms and linen.
- Ensure that all linen, uniforms and materials are neatly and systematically stacked and arranged and properly labeled.
- Train the staff to perform their duties effectively and, efficiently.
- Maintain all relevant records in respect of material, uniforms / linen-storage and movement.

5. Night Supervisor:

- Supervises all night force engaged in cleaning public areas and guest rooms of hotel. His duties and responsibilities are same as that of the floor supervisor and public area supervisor.

6. Room Attendant:

- Clean guest bathrooms and replenish supplies.
- Clean guest bedroom and replenish supplies as per room checklist.
- Report missing or broken hotel property to the Floor Supervisor.
- Maintain a polite, dignified and helpful and pleasing attitude towards the guests.
- Return keys to the Housekeeping Department before going off duty.
- Ensure that Housemen polish guest shoes and assist the Bell Boys in carrying guest luggage when required.
- Prepare room checklist.
-

7. Uniform / Linen Room Attendant:

- Issue uniforms to all hotel employees on a one-to-one basis.
- Count soiled uniforms / linen received and deliver the same to the laundry department.
- Maintain records of linen and uniforms movements.
- Store uniform and linen according to prescribed methods.
- Check for damages when receiving dirty uniforms.
- Check for fitness of uniforms as per norms laid down before issuing.

8. Cloak Room Attendant:

- Take soiled hand towels to the linen room for replacement.
- Maintain adequate stocks of soap, detergents and hand towels to meet demands at peak level.
- Maintain shoe-shine kit and clean guest shoes, if required.
- Maintain all cupboards and fixtures installed in the cloak room.
- Maintain a polite, dignified and helpful attitude to guests.
- Report any plumbing deficiencies to Public Area Supervisor.
- See that cloak rooms are immaculately clean. Faucets should be sparkling, wash basins dry and environment free of unpleasant odour.
- Supply the guest with towels, soap, comb, brush and powder.
- Sweep, wash and scrub the floors.
- Clear the soiled linen periodically from the baskets.
- Brush the guest's jacket, if requested.

9. Tailor / Upholsterer:

- Mend all damaged linen.
- Mend all damaged uniforms.
- Refurnish all damaged upholstery handed over by the Supervisor.
- Estimate the requirements of material and request the Linen Room Supervisor to requisition it from stores.
- Collect material from the stores and take to the work area assigned.

- Pre-shrink all materials which have a tendency to shrink.
- Cut the fabric as per requirement of each particular item.
- Check the quality of springs, in the cots and replace, if necessary under directions of the Linen Room Supervisor.
- Fasten springs properly with strings and place the foam in position.
- Store systematically all items, i.e., needle, thread, etc.
- Prepare requisition for replenishment of stock and render accounts of the same.
- Render account of material consumed and balance left over should be handed back to stores.

10. Head Gardener:

- Ensure that the prescribed landscaping is carried out in the garden.
- Be knowledgeable about seasonality of plants and their maintenance conditions.
- Brief on the work, schedule and allot duties to gardeners to meet daily exigencies.
- Provide the hotel with flowers, garlands, wreaths, bouquets as required. Also grow, supply and maintain indoor plants for the hotel.
- Ensure that lawns are well maintained, healthy and kept clean at all times.
- Train and motivate gardeners.
- Ensure that gardeners handle garden tools and machines properly and carefully.

11. Houseman:

- Hoover carpets.
- Shift beds, chairs, heavy furniture for cleaning carpets.
- Beat carpets and shift from one area to another.
- Clean swimming pool when assigned.
- Clean all surfaces including garden paths, etc.

- Polish all brassware.
- Clean all windows, door and ventilators.
- Clean and replenish linen in the floor and pool area.
- Do all heavy cleaning like shaft cleaning, terrace cleaning.

12. Gardener:

- Take daily briefing from Head Gardener.
- Maintain landscaped area properly and also prepare for fresh planting.
- Plant seeds and saplings as per conditions and concept prescribed.
- Apply manure and fertilizers economically ensuring proper coverage.
- Perform spraying of insecticides and fungicides to control or as prophylactic measure against pest and disease incidence as directed by the Head Gardner.
- Water all gardened areas as per daily schedule and routine.
- Maintain the nursery as instructed.
- Cut, trim, Prune hedges, bushes, flowers to enhance aesthetic appeal.
- Prepare such flowers potted plants, wreath, bouquets, etc, as required by the Hotel.
- Maintain indoor plants as per schedule when assigned.
- Utilize garden tools correctly.
- Be punctual and regular.

Learner's activity 2.5

Prepare a job description of the housekeeping personnel.

Summary

In this unit, you have learnt about the Housekeeping Department in a hotel. Specifically, you have learnt that this department has different sections depending on the size of the hotel. You have also learnt that these sections have different tasks in the hotel and comprises of different categories of staff. You also have learnt the tasks that each staff in different sections perform in the hotel. In the following unit you will learn about the relationship that exists between the Housekeeping department and other departments within the hotel setup.

Unit test

Discuss the Rooms Division Department of a hotel.

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Unit 3 Relationship between Housekeeping and Other Departments

3.1 Introduction

In unit 2, you learnt about the accommodation product in an accommodation unit. You may also recall that, the focus of an accommodation unit is to make money by satisfying their customers. You learnt also that in order to make money they housekeeping department strives at creating a first and lasting impression in their customers. This is achieved by making sure that the Accommodation Product is kept clean at all times. Specifically, the room in which the guest spends much of the time must be spotlessly clean. In this unit you learn that the Housekeeping Department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. To be successful, a well-planned work schedule should be prepared so as to ensure minimum disruption to the guests and work flow of other departments. The Executive Housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.

Areas of emphasis

- Co-ordination
- Co-operation.
- Work schedule.
- Supervision.



Key Words

- Accommodation Product
- Housekeeping
- Guests
- Department

Prerequisite knowledge

- You are supposed to have knowledge of the Housekeeping Department.



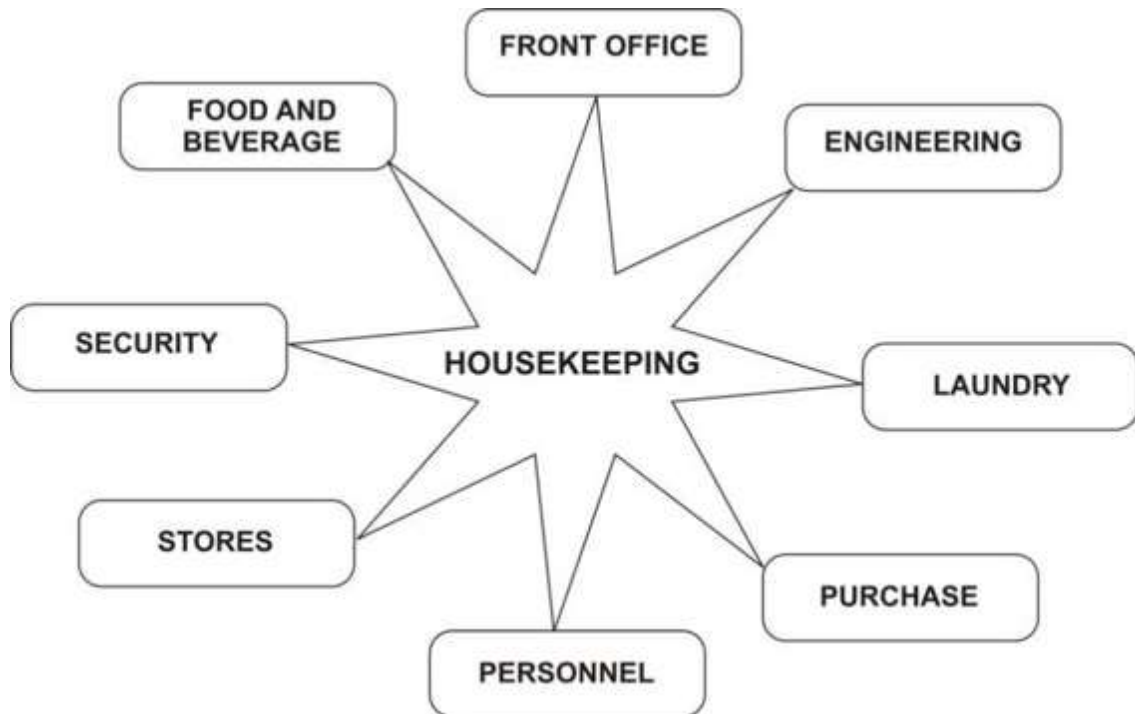
Learning objectives

By the end of this unit, you should be able to:

- i. Coordinate with other hotel departments.
- ii. Plan window treatment for various kind of window.
- iii. Describe the principle of Flower Arrangement.

3.2 Working with other Departments

In a netball team, there are different positions that work together for the team to win. Equally in the hotel, the departments must work together for the business to be running smoothly. Do you know why the housekeeping is at the center in the figure below? Refer to unit one



1. Front Office:

Coordination with the Front Office is one of the crucial features of housekeeping operations. As soon as there are guest departures, the Front Office calls the Housekeeping Desk and reports the room numbers of vacated rooms so that Housekeeping can take them over to clean and prepare for sale. Once a room is clean, the Housekeeping Floor Supervisor rings the Front Office directly or through the Housekeeping Desk and hands over the room to front office for sale. Rooms

received by Housekeeping for cleaning are called “departure rooms” while cleaned rooms handed over to the Front Office for sale are called “Clear rooms”. The promptness with which the above duty is performed enables the Front Office to have rooms ready to sell to a waiting customer. This is especially critical in hotels with high occupancy levels.

2. Personnel:

Housekeeping co-ordinates with the Personnel Department for the recruitment of housekeeping staff, salary administration, indiscipline, grievance procedures, identity cards for staff, induction, transfers, promotions and exit formalities.

3. Purchasing:

The Purchasing Department procures out-of-stock items for Housekeeping such as guest supplies kept in rooms, stationery, linen of various types, detergents, etc.

4. Engineering:

The Housekeeping Department and the Engineering Department literally control about 90% of the energy consumed in a hotel. The two departments can create a synergetic effect to increase operational efficiency and better control of energy consumption. A close co-ordination is necessary with Engineering which actually carries out the task of fixing out-of-order furniture and fixtures. As Housekeeping personnel are constantly spread throughout the hotel, checking on various things, they originate maintenance orders for the Engineering Department to attend to. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guestrooms or public bathrooms, air-conditioning not working, broken fixtures, etc. To be able to ‘clear’ a room for sale to the Front Office, it is necessary that all malfunctioning items in a guest room are attended to promptly by Engineering. Hence close co-ordination/co-operation is necessary. Housekeeping would also hand over rooms to Engineering for major repairs or renovation. The latest trend among both large and small hotels is to have one manager in charge of both engineering and housekeeping.

5. Laundry:

This is a department that can enhance the quality of housekeeping services. The responsibility of laundry to housekeeping is two-fold:

- To wash and dry clean linen and staff uniforms to a very high standard of cleanliness.
- To supply clean uniforms and linen to Housekeeping on time.

Housekeeping has to ensure that clean linen is issued to guest rooms, restaurants, health clubs, etc. as this directly reflects the quality and image of the establishment. If these are not received on time from the laundry, rooms would not be ready or restaurants would not open, etc. The co-ordination becomes crucial in view of the large volume of linen and uniforms that is involved.

6. Food and Beverage:

The restaurants and banquets constantly require clean table clothes, napkins, etc. Their staff, as well as those in the kitchen, require clean uniforms- the former because they are in guest contact and the latter due to strict standards of hygiene required in the kitchens by most governments.

7. Security:

The guest room is the most private place and a hotel goes to great lengths to ensure guest privacy and security. However, a guest can take advantage of this privacy by gambling, smuggling, etc. Housekeeping has to be alert to these goings-on, and seek the security department's intervention, if necessary.

8. Stores:

Larger hotels have a House-keeping Store that stocks housekeeping linen and supplies independently. Smaller hotels may stock them in the general store except for linen which should be issued to the housekeeping department. The co-ordination with the stores would ensure the availability of day-to-day requirements for housekeeping.

Learner's activity 3.2

Outline the relationship that exists between the housekeeping and other departments in a hotel.

Summary

In this unit, you have learnt about the relationship that exist between the Housekeeping Department and other departments in a hotel. Specifically, you have learnt that this department works in close relationship with all department in a hotel. You have also learnt that these departments have different tasks in the hotel that directly affect the soon operations of housekeeping service. You also have learnt the tasks that each staff in different sections perform in the hotel. In the following unit you will learn about the different types of rooms that exist in a hotel.

Unit test

Discuss the influence of the Housekeeping Department in other departments on a hotel.

References

- Baker, S., Huyton, J. & Bradley, P., 2000. *Principles of Hotel Front Office Operations*. 2nd ed. London: Thomson.
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Unit 4 Types of Rooms

4.1 Introduction

In unit 3, you learnt about the relationship between the Housekeeping Department and other departments in a hotel. You may also recall that, the focus of a hotel is to make money by satisfying their customers. You learnt also that in order to make money the Housekeeping Department strives at creating a first and lasting impression in their customers. This is achieved by making sure that there is team work and co-ordination among departments in the hotel. Specifically, the room in which the guest spends much of the time must be spotlessly clean. In this unit you will learn about the different types that are common in hotels.

Areas of emphasis

- Hotel rooms
- Types of rooms

Prerequisite knowledge

You should have knowledge on the hotel setup and the Housekeeping Department in particular.



Learning objectives

By the end of this unit, you should be able to:

- identify the booking avenues
- explain the booking process
- describe the check in process
- analyse the accommodation product
- discuss lost and found property handling procedures
- discuss the check-out process

4.2 Hotel Rooms

Guests' needs usually include bed requirements, room location, floor plan arrangements, ancillary equipment, rooms designed and equipped for special needs, immediate availability, and price. These defined guest needs constitute an Accommodation Product that is sold in a hotel.

If the guest has a reservation, the room selection is blocked prior to the guest's arrival. The walk-in guest presents opportunities to the front desk clerk to optimize a sale and meet the needs of the guest. The first issue is room selection in meeting the guest's requests for special accommodations. The general trend in designing an accommodation product includes placing two beds, usually king-size, queen-size, or double, in one room, which can accommodate the single guest, business people sharing a room, a family of two adults and three children, and various other guest parties. This design permits the front desk clerk considerable freedom in assigning a room, as so many different needs can be met. Hotels with some rooms containing two twin beds or one twin bed and one double bed or one king-size bed with no room for a rollaway restrict the front desk clerk in assigning rooms and therefore affect the bottom-line income from each room.

New accommodation units offer more opportunities for front desk clerks to meet guests' requests for various bed arrangements and maximize room income. The hotelier must provide the front desk clerks with several options offering various bed sizes and rate flexibility. The front office manager who discusses guest preferences with the reservationist and the front desk clerks and reviews guest comment cards is able to determine which bed accommodations should be made available.

Size of the Hotel; Large hotels employ more staff and tend to have greater specialisation among sections and staff. Whereas in small hotels, one member of staff may have a wide range of duties.

Standard of service; High-class hotels usually provide more personal services for guests, so they expect greater specialization.

Type of Guests; Business people expect efficient check-in and check-out services but may be prepared to carry their own bags. This therefore would mean a business hotel employing more staff in the front desk than at concierge.

Guests often request a certain room location: on the lower level of an accommodation unit, near the parking lot, away from the elevator shaft, in the corner of the building, far from a convention. Also, certain views of the area may be requested—for example, ocean, bay, lake, or city square. Rooms with special views are usually priced higher, as the guest is willing to pay more, feeling the view will enhance the visit. Although these rooms are limited by the design and location of the building, they add a certain character to an accommodation unit. Sometimes, guests' requests for specific locations or views can be easily met; other times, a lack of available rooms will force the guest to compromise.

The guest may request a certain floor plan or room decor. If a businessperson wants to use the room as a small meeting room as well as a sleeping area, a room with a **Murphy bed**, a bed that is hinged at the base of the headboard and swings up into the wall for storage (such as the SICO brand wall-bed), should be assigned, if available. A guest who is on an extended business trip may request a room with a kitchenette. Several people sharing a room for a visit may appreciate one in which the sleeping and living areas are separate. The newly revived suite design meets various guest needs. Rooms with balconies or special themes and decors are often requested to enhance a special occasion.

Learner's activity 4.1

Explain how hotels meet guest needs for accommodation.

4.2 Types of Rooms

Guests often request rooms designed and furnished with equipment to meet special needs. Rooms equipped for the hearing-impaired and guests in wheelchairs are common. Advances in building design and construction, and electronic safety features allow the guest with a physical disability to enjoy the facilities of the hotel.

Hotel owners have realized the growing number of active people in the labour force who are physically challenged and who travel. Legislation may also be an impetus to provide accommodations for the physically challenged. Ramps, specially designed bathroom facilities, and electronic visual devices that alert the hearing-impaired to fire danger can be located on the lower floors of a hotel. Smoking and non-smoking guest rooms are also frequently requested by guests.

Good hospitality is an important consideration for both the guest and the accommodation unit entrepreneur. Every guest expects and deserves hospitable treatment. Providing hospitality to meet guests' needs involves not only a positive attitude but an array of services that make the guest's stay enjoyable. If the market being served by a hotel is composed of business travellers, a hotel staff will find that their needs revolve around schedules and flexible delivery of hotel services. The business traveller may arrive late and leave early. Success or failure in providing hospitality often determines the success or failure of the hotel. Capitalizing on opportunities to provide hospitality is essential. It is important to know that the failure to make the most of these chances directly affects the hotel's financial success. In this regard therefore, the size and furnishing of a room solely depends on the target clientele, type of the accommodation unit and the classification of rooms.

- i. **Single Room:** A single room has a single bed for single occupancy. It is a standard room having a dressing-cum-writing table.
- ii. **Double Room:** It is a room with one double bed meant for two people. It is a standard room having a dressing-cum-writing table.
- iii. **Deluxe Room:** This room is well furnished, carpeted and more suitable for single persons and small families. Deluxe Rooms are available with Single and Double beds.
- iv. **Twin Room:** A room with two single beds meant for two people having only one bedside table between the two beds.
- v. **Hollywood Twin:** It is a room with two single beds and one single headboard meant for two people. When need arises, the two beds can be bridged together to make it appear as a double room.

- vi. **Studio:** The studio room is the room for the guest with option of self-catering. It has a queen size bed, air conditioning, fan and screens. There is also a dining area and a seating area.
- vii. **Suite:** A suite in a hotel mostly denotes a class of luxury rooms. Suites offer more space and furniture than a basic hotel room. In addition to the standard bed and bedroom fixtures, a suite will typically add a living room, usually with a couch that folds into a bed. Dining, office and kitchen facilities are also added in some suites. Many large hotels have one or more "honeymoon suites", and sometimes the best room is called the "presidential suite". Some hotels now offer only regular suites. Regular suites are particularly aimed at business travelers who would both appreciate additional space and may use it to host small meetings or entertain guests.
- viii. **Penthouse Suite:** A penthouse suite is mostly on the highest floors of hotel building. Penthouses are typically differentiated from other rooms by luxury features. A penthouse suite may also provide occupants with private access to the roof space above the suit, instead of or in addition to terrace space created by an adjacent sit back.
- ix. **Parlour:** A Parlour is a room equipped and furnished for a special function or business. It is generally a lavishly decorated room with more facilities like bar, pantry, massage. Usually the room is sold on hourly basis.
- x. **Executive Room:** It is larger bedroom with a sitting area provided with chairs and usually sofa. There is a dressing table as well as a writing table.
- xi. **Duplex Room:** A set of rooms not on the same level but it is connected by an internal staircase. Generally, the Parlour is at the lower level and the bedrooms are at the upper level.
- xii. **Interconnected Rooms:** Two rooms adjacent to each other having an interconnecting door allowing entry from one room to another, without having to go through the corridor. The interconnecting doors can be opened or locked as per the guest's choice.
- xiii. **Efficiency Room:** It is a room with some kitchen facilities found in motels and residential hotels.

- xiv. **Cabana:** Cabana is generally a shelter on a beach or at a swimming pool used as a bathhouse. But now some hotels provide cabana with contemporary beauty, comfort, protection and privacy with all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests for occupation. The rent for cabana is usually less as they would not have luxurious décor.
- xv. **Sico:** Sico room is a smart solution to space efficiency. Sico rooms usually have special beds which can be folded according to the guest's need. Guests get a meeting room by day and a sleeping room by night, with the comfort of a real mattress. With most meetings today consisting of ten people or less, Sico rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.



Cabana



Sico



Duplex



Penthouse Suite with terrace and swimming

4.3 Guest Room Supplies

Before we start, can you explain what you need/have in your room at home? To add on what you need need in your room, all the accommodation units essentially have a list of amenities that they provide to the guests in every room. The housekeeping department is the intermediary which supplies these consumable goods in each room. Table 2 shows the specific amenities that are provided in almost all the hotel rooms, though more can be added to it as per requirements.

Table 2: Guest Room Amenities

Bathroom Amenities	Bedroom Amenities	Minibar Area Amenities	Work Station Amenities
Soaps, Sewing kit, Hand/Body lotion, Suntan lotion, Bath/Shower gel, Hair conditioner, Toothpaste/Toothbrush Washing line, Mouthwash, Hairdryer, Shampoo, Make-up tissues, Shower cap, Scent/After shave	Shoe shine kit, Clothes hangers, In-room safe, Television/Video recorder, AM/FM radio, Stationery Morning newspaper, Selection of books and journals, Shoe case, Internal Directory, Remote control	Mini bar fridge, Complimentary wine, Fruit basket, Water boiling facilities, Chocolates, Hot beverage supplies Room service menu.	Fax machine, House directory, Stationery, Desk light Internal direct dialling phone, Desk pad, Personal computer, Mobile telephones.

In addition, the following may also be provided as amenities, Bath towel, Face towel, Hand towel, Slippers, Shower Caps, Dental Kits, Shaving Kits, Shoe Mitts, Combs, Cotton Balls, Sanitary Bags, Cotton buds, Loofah, Bathrobes, Nail files, Clothes Brushes, Carry Bags, Shoe Horns Racks, Garbage Barrels, Tissue Boxes, Shoe baskets, Rattan Baskets, Swizzle Sticks, Umbrellas, Gargle Tumblers, Toilet Rolls,

Fruit Sticks, Water tumblers, 'Do Not Disturb' cards, Bible / Kohran, Ash tray, Breakfast knob cards, Match Box/ Lighter, Polish my shoe card, Room beverage menu & Guest house rules

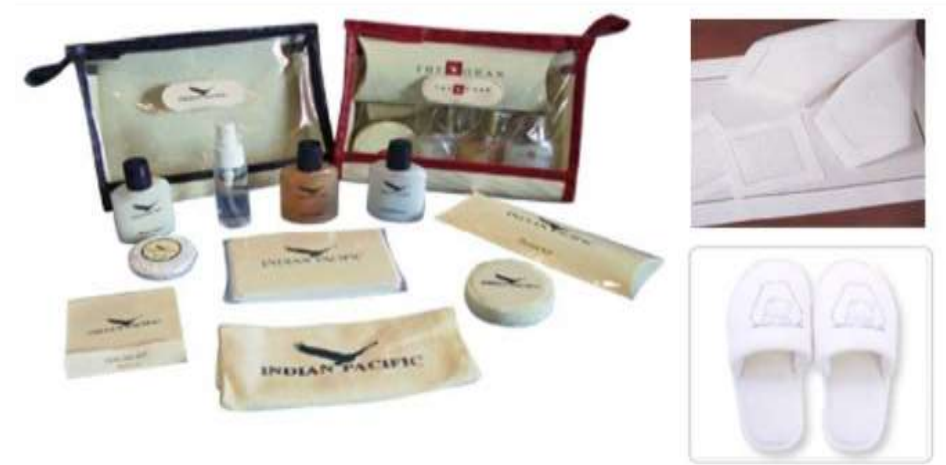


Figure 6: Guest Room Amenities

Learner's activity 4.3

Give examples of amenities that are provided in guests rooms.

Summary

In this unit, you have learnt about one of the most important product in hotel. You should be able to recall that there are different types of rooms depending on the type and classification of a hotel. These rooms are also classified depending on their sizes and other amenities found in them. You should be able to remember that guests come with varying needs and as such each room type is designed to address these needs. You surely would have by end of this unit learnt that every hotel strives to address their target customer needs in order to generate more revenue for the smooth running of the hotel. You therefore now understand how this room classification and amenities that come with it influence guest experience and the overall profitability of an hotel. In the next unit, you will study the type of equipment and chemicals used in housekeeping, maintenance issues and lastly colour and decoration issues.

Unit test

- Discuss the hotel room amenities.

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Unit 5 Cleaning Agents and Equipment

5.1 Introduction

Remember if you need any further help or guidance, use the need help details to get the required assistance. The proverbial godliness attached to cleanliness is one of the basic criteria for a satisfied guest to return to a hotel. By now you understand that a professional and well-run housekeeping department is key to running a successful hotel operation. In this unit you will learn that cleanliness is important for many reasons, not the least of which is the impact it has on guests, as well as keeping long term maintenance costs down. You will also learn that housekeeping staff have the most direct contact with the guests' rooms and therefore, are the key to ensuring that the guests have a comfortable and pleasant stay. The importance and influence of the housekeeping department in developing repeat clientele cannot be over emphasized. Cleanliness, safety and security are three of the highest requirements of the travelling public. Emphasis of this unit therefore, is on the various cleaning agents, cleaning equipment and cleaning procedures.

Areas of emphasis

- Cleaning Agents
- Cleanliness
- Disinfectants
- Cleaning Equipment



Key words

- Liquid Agents
- Equipment

Pre-requisite knowledge

You should have knowledge of the Accommodation Product



Learning objectives

By the end of this unit, you should be able to:

- i. Define Reservation.
- ii. Explain the importance of the reservation process.
- iii. Explain the sources of reservations.
- iv. Types of Reservations.
- v. Perform basic reservation activities.

5.1 Cleaning Agents

Cleaning Agents are substances, usually in liquid form, that are used to remove dirt, including dusts, stains, bad smells and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time. **Cleanliness** is a basic need that a hotel must fulfill and industrial cleaning agents are often the easiest, most efficient and economical option available.

5.1.1 Types of Cleaning Agents

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. Typical cleaning agents include aqueous and semi-aqueous cleaning agents, solvents, acids, alkalis and abrasives. The different types of cleaning agents used are discussed below:

i. Solvents:

A solvent is a liquid that dissolves a solid or liquid solute, resulting in a solution. The most common solvent used in everyday life is water. It is the simplest cleaning agent and some forms of dirt will be dissolved by it, but normally unless it is used in conjunction with some other agent like detergent, water is not an effective cleaning agent.

Precaution must be taken to change the water frequently when it gets dirty because it could leave a film of dirt instead of removing it. Warm water dissolves soap more readily than cold water; hence it must be used to remove dirty soap lather. Caution must be taken that the water is 'soft' as most detergents are ineffective with hard water. Moreover, hard water does not wet the surface adequately which is a precondition for good cleaning action.

ii. Detergents and Soaps:

Detergent is a compound, or a mixture of compounds, intended to assist cleaning. The term is sometimes used to differentiate between soap and other chemical surfactants used for cleaning purposes.

Detergents and soaps are used for cleaning because pure water can't remove oily, organic soiling. Soap cleans by acting as an emulsifier. Basically, soap allows oil and water to mix so that oily grime can be removed during rinsing. Detergents are primarily surfactants (e.g. Jik), which are produced from petrochemicals. Surfactants lower the surface tension of water, essentially making it 'wetter' so that it is less likely to stick to itself and more likely to interact with oil and grease. Detergents are similar to soap, but they are less likely to form films (soap scum) and are not as affected by the presence of minerals in water (hard water).

There are several factors that dictate what compositions of detergents should be used, including the material to be cleaned, the apparatus to be used, and tolerance for and type of dirt.

iii. **Abrasives:**

Abrasive cleaners generally use some kind of grit to boost their cleaning ability, along with detergents, acids, alkalis and other compounds. Some are in powder form while others are suspensions of abrasive in liquid. The quartz or silica that constitutes the grit will easily scratch and / or damage softer surfaces such as laminate, fiberglass, stainless steel, etc. Even on very hard surfaces such as porcelain, use caution. Over time, abrasives will dull and scratch the surface. Abrasives can be classified as:

- **Fine abrasive:** includes whiting (filtered chalk), jewels rouge (a pink oxide of iron).
- **Medium abrasive:** includes scouring powders and paste. Scouring powders are made up of fine minerals generally lime stone or calcite mixed with soap or detergent and alkali to remove grease and little bleach.
- **Hard abrasive:** includes sand paper, steel wool etc. Other examples are glass, sand and emery papers, steel wool, nylon web, powdered pumice and fine ash. These are used as finely ground powder, example are scouring powders like Vim or liquid or cream form.
- Abrasive cleaners will often work where others fail. Liquid abrasive cleaners are generally more expensive but are more convenient to use.

iv. **Liquid Cleaning Agents:**

Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth. Care must be exercised as the fumes are corrosive and harmful.

- **Ammonia** is alkali which softens water and emulsifies grease.
- **Methylated sprits** are effective against grease stains.
- **Paraffin** is also grease solvent.
- **Turpentine** is a grease and paint solvent.

- **Vinegar** is a mild acid (acetic acid) unaffected by hard water and useful in removing light stains in baths.
- **Hydrochloric acid** is useful in removing stubborn stains in bathrooms but care must be taken in its use as it is damaging to the skin and destroys fabrics and light bathroom fittings.
- **Carbon tetrachloride** is also excellent grease solvent.

v. Washing Soda:

This agent is quite outdated due to the advent of domestic detergents like vim, etc. However, it is particularly useful for emulsifying grease on drain pipes, gutters or stone surfaces. In strong concentration, it could be an irritant and injurious to skin, fabrics brushes, wood and paint. Washing soda is useful as a water softener and it is a chlorinated compound.

vi. Soda-bars, Powders and Flakes:

Nowadays soaps have been replaced by excellent synthetic soap less detergents which are unaffected by hard water. In this case rinsing is not important as these products suspend dirt and grit most effectively without leaving a smear. However, some housekeepers may not have access to these detergents and may have to rely on soaps.

Powders and flakes are useful in getting instant lather but are expensive. When used, care should be taken that they are thoroughly dissolved. Being expensive, one should know exactly how much powder or flake is dissolved to get an optimum concentration for best results and also how long the resultant solution is effective. Good bar soaps are still most economical but much more strenuous to use than modern methods. They should be stored on open shelves in a dry store.

vii. Window Cleansers:

Window cleansers consist of water miscible solvent to which a small quantity of surfactant and possibly an alkali are added-to improve the polish effect of the

cleanser. Some also contain fine abrasive. The cleanser is applied with a cleaning rag and rubbed off with a clean soft cloth. Cleansers can also be applied by spraying and the surface wiped clean.

viii. Acids and Alkali:

The cleaning action is carried out by chemicals such as:

- **Acid:** Acids are used for the removal of metal stains. Vinegar and lemon are used for the removal of tarnish of copper and brass and of mild water stains on bath tubs, etc. More resistant water stains may be removed with stronger acids such as oxalic acid or hydrochloric acid. This should be only used under strict and experienced supervision so that too much is not used and is carefully applied.
- **Alkali:** Caustic soda, sodium hydroxide and ammonia are alkalis and are used as grease emulsifiers and stain removal agents. Strong alkaline cleaning agents based on caustic soda in flakes or in liquid form are available for the cleaning, of blocked drains, and other large industrial equipment. Extreme care is to be taken in their use as they are very strong and are highly corrosive.

ix. Absorbents:

These perform the cleaning action by absorbing the stain or grease e.g. starch, French chalk powders, and besan or gram flour. Their constituents vary and many are of vegetable origin. Unlike abrasives, they are not manufactured.

x. Paraffin Oil:

Paraffin is wax like or liquid hydrocarbon mixture used as solvent. It is also efficient for the cleaning of baths but owing to its smell it is seldom used. Organic solvents such as methylated spirit, white spirit (turpentine substitute) and carbon tetrachloride are grease solvents and are used for the removal of grease and wax from different surfaces. Aerosol dry cleansers are suitable for use on wallpapers.

xi. Polishes:

They do not necessarily clean but produce a shine by providing a smooth surface from which light is reflected evenly. They do this by smoothing out any unevenness on the surface of the articles. Polishes fall into three broad categories - spirit based, oil based and water based. Spirit based is used primarily for mirrors, window panes, etc. Oil based is used on wood, linoleum and synthetic floorings, leather, tiles, etc. Water based is used on sealed floors, rubber and thermoplastic floors.

Polishes may be used only after dirt and dust has been removed from surfaces. It should be used in small quantities. Ensure that the correct type of polish is used with the correct method of polishing. Polishes come in three forms liquid, paste and cream.

xii. Disinfectants, Antiseptics and Deodorants:

Disinfectants, antiseptics and deodorants are not strictly cleaning agents but are often used during cleaning operations. Disinfectants kill bacteria, antiseptics prevent bacterial growth and deodorants mask unpleasant smell by combining chemically with the particles producing the offensive smell.

5.1.3 Selection of Cleaning Agents

Mild cleaning agents are generally preferred for cleaning as they are less injurious. Strong chemicals and abrasives may be easy to clean and the surface would look better, but on the long run they may damage the surface. Cleaning agents have to be purchased in manageable containers as bulk purchases could cause congestion in stores. The containers must have reliable lids, corks as defective ones could result in wastage due to evaporation. Strong smelling agents like paraffin must be avoided due to the offensive smells they lend to the environment. Pollutant free / less polluting cleaning agents should be used to protect not only the hotel staff and guests but also people at large.

Learner's activity 5.1.

Give examples of disinfectants and deodorants you know.

5.3 Cleaning Equipment

To keep the hotel clean and hygienic, various equipment and supplies are used. No work can be done without proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry, appropriate design and required size, rugged construction and finish, ease and availability of maintenance, low initial and operating costs, on-the-job tested performance, safety, and overall efficiency. Supplies should also be studied, and basic procedures developed to use these supplies most effectively in maintaining desired standards of cleanliness. Housekeeping property is broadly classified as either equipment or supplies. Items classified as supplies are consumables, and equipment is reusable. Thus, floor machines, brooms, mops, vacuum machines, etc., are categorized as equipment, whereas cleaning agents are supplies. There are mainly two types of cleaning equipment - Manual cleaning equipment and Mechanical cleaning equipment.

5.4 Manual Cleaning Equipment**i. Brushes:**

The brushes are devices with bristles, wire or other filaments, used for cleaning. Brushes used for cleaning come in various sizes, such as very small brushes for cleaning a fine instrument, toothbrushes, the household version that usually comes with a dustpan, or the broomstick. Hall brooms are even larger and are used for cleaning large areas. Cleaning brushes also include brushes for cleaning the toilet, washing glass, finishing tiles, and sanding doors.

There are mainly three types of brushes:

- **Hard brush:** have bristles that are stiff and well-spaced. These are most suitable for removal of litter. Example: upholstery brush, carpet brush etc.

- **Soft brush:** have bristles that are flexible and set close together. They can be used to remove loose soil and litter. Example: tooth brush, feather brush, shoe brush, coat brush etc.
- **Scrubbing brush:** can be used to remove heavy soiling from small areas or by the use of mechanical scrubbing machines, if possible. Example: deck scrubber, club shaped / hockey stick shaped toilet brush, etc.



Figure 7: Types of Brushes Commonly used in Hotels

ii. Mops:

A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions. The following are the different types of mops.

i. **Dry mop, dust mop:**

A dry mop or dust mop is designed to pick up dry, loose contamination like dust, earth and sand from the floor surface. It consists of yarn and / or micro fibre and is used as a first step in cleaning a floor. Dry mops can be similar to the yarn wet mop, but with wider eyes and shorter hairs than wet mops. Professional dry mops consists of a flat sheet of micro fibre textile or sheets with a surface of looped yarn, usually about 15 cm wide, and comes in variable lengths (usually 30 to 100 cm). The professional type is intended for fastening on long handle with a flat pad with the aid

of Velcro or a pouch on the mop, in which the pad on the handle fits. The dry mop can in many instances replace a broom and has the ability to hold a limited amount of dust or sand within itself. Ideally, it should be machine washed when it becomes saturated with dust.

ii. Wet mop, moist mop:

A wet mop or moist mop is, in professional cleaning, used as a second step in the cleaning of a surface. The wet mop is swept over the surface to dissolve and absorb fat, mud and dried-in liquid contaminations.

iii. Yarn mop:

In daily usage, a mop is usually equal to a yarn mop. The mop (eye) consists of thick strings of long yarn (about 25 cm) or, in newer models, soft strands of water-absorbing fabric. A yarn mop is usually mounted on a long (about 1.5 m) handle with a ganged end on which the mop can be fastened by turning it clockwise. To clean a floor, the mop is soaked in a bucket of water, usually mixed with a cleaning solution and swept against the surface. Some buckets include a wringer to strain excess water from the mop, so as not to saturate the floor and as not to leave excessive water on the floor. Leaving too much water on the floor will usually result in dust collection and thus result in a less clean floor. Yarn mops are also often used to clean up liquid spills.

iv. Mop for pre moistening:

In professional cleaning, mops are often pre impregnated with an ideal amount of liquid. This ideal amount is often recommended by the manufacturer in terms of weight percent of water per dry weight mop, (175% water). Mops for pre-moistening are flat sheets of (often micro fibre) textile, usually about 15 cm wide, and comes in variable lengths (usually 30 to 100 cm). Mops for pre-moistening is fastened on a long handle with a flat pad with the aid of Velcro or a pouch on the mop, in which the pad on the handle fits.

v. Pre moistening:

Pre-moistening can be done with a special washing machine or by hand by simply folding and packing the mops tight in a container and pouring the measured amount of water over them. The mops will then need about 5 to 10 min for the liquid to distribute evenly in their tissue before use. Advantages with pre moistening are:

- The cleaner does not have to have a bucket of water with him / her when cleaning the floor, but simply carries an appropriate number of mops.
- The risk of over-wetting the floor and leaving pools of water which collect dust is eliminated if the wetting is ideal.

vi. Hot mop:

Wet mop is also called the hot mop, which works on a similar concept to a steam iron. After adding water, it is heated to make the water exude on top of a floor, which can then be cleaned without using a cleaning solvent. These can work best on surfaces where a regular mop would also be used, such as floors, hearths, and laminates.



Figure 8: Types of Mops

vii. Broom:

A broom is a cleaning tool consisting of stiff fibres attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster.



Figure 9: Types of Brooms

viii. Melamine Foam:

Melamine foam is a foam-like material consisting of a formaldehyde-melamine-sodium bisulfate copolymer. The foam, because of its micro porous properties, may remove otherwise "un cleanable" external markings from relatively smooth surfaces. For example, it can remove crayon, magic marker, and grease from painted walls, wood finishing, and grime from hub caps.

ix. Squeegees:

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.

x. Cloths:

- **Floor cloths:** It is a yarn fabric usually made from loosely spun yarn. They are used for removal of spillages from the floor.
- **Wipes and swabs:** These are cloths used for wet cleaning of surfaces above floor level.
- **Scrim:** It is a loosely woven linen cloth which is absorbent and does not leave stains. They are suitable for cleaning glazed area.
- **Rags /disposable cloths:** This old discarded linen are obtained from the linen room and used for the purpose of general cleaning. They are discarded when heavily soiled.
- **Dust sheets:** These are thin cotton sheets used to cover furniture especially during special/ spring cleaning. They are also old discarded linen obtained from linen room.
- **Drugget:** It is a sort of cheap stuff, very thin and narrow, usually made of wool, or half wool and half silk or linen; it may have been corded or plain. They are used for rugs, tablecloths, carpet square to protect the floor during bad weather and during redecoration.
- **Hearth and bucket cloths:** These are thick fabric cloths placed under the buckets to prevent marking of the floor/ surface.
- **Chamois leather:** It is a skin of chamois goat. They are used for cleaning windows and mirrors.

Table 3: Care and Cleaning of utility Cloth

Cloth Type	Care and Cleaning
Dusters and cloth mittens	Wash, rinse and dry thoroughly after use. If cloth mittens are impregnated with mineral oil after washing, keep them covered or they will attract dust.
Swabs and wipes	Wash in hot detergent water, rinse and dry thoroughly after use. Those used on WCs should be disinfected after washing.

Floor cloths	Wash in hot detergent water, rinse, disinfect (as floors may harbour many germs) and dry thoroughly.
Scrim	Wash, rinse and dry after use.
Glass cloths	Wash, rinse and dry after use.
Rags and polishing cloths	Rags should be disposed of after use. Polishes with a strong odour may contain flammable chemicals and storing rags and polishing cloths used in their application may prove a fire hazard.
Wet cloths	Wash in hot detergent water, rinse and dry thoroughly. Disinfect periodically to prevent them from becoming unhygienic.
Chamois leather	If not maintained properly, leather gets cracked and is damaged easily. Remove excess dirt from it with newspaper. Wash only when necessary, in plain cold water. Rinse and either store damp or dry flat. When dry, rub to soften the leather again.
Dust sheets	Shake well outdoors after use. Wash, rinse and dry when necessary. Fold neatly and store when not in use.
Druggets	Shake well by tapping on the ground outdoors, if made of plastic. Use a hard brush to clean away stubborn dirt from cloth. Wash rinse and dry canvas and linen ones frequently. Plastic ones can be damp wiped instead.
Hearth and bucket cloths	Shake well after use. Wash, rinse and dry thoroughly after use. Use a hard brush to clean away stubborn soiling.

xi. Carpet Sweeper:

Carpet sweeper is a mechanical device for the cleaning of carpets in place. They were popular before the introduction of vacuum cleaners and have been largely

superseded by them. However, some restaurants continue to use them (as they are lightweight and very quiet, enabling the wait staff to quickly clean crumbs up from the floor without disturbing other diners).

A carpet sweeper typically consists of a small box. The base of the box has rollers and brushes, connected by a belt or gears. There is also a container for dirt. The arrangement is such that when pushed along a floor the rollers turn and force the brushes to rotate. The brushes sweep dirt and dust from the floor and deposit the particles into the container. Carpet sweepers would frequently have a height adjustment that enabled them to work on different lengths of carpet, or carpet less floors. The sweeper would usually have a long handle so that it could be pushed without bending over.



Figure 10: Carpet Sweeper

xii. Spray Bottle:

A Spray Bottle is a bottle that can squirt, spray or mist fluids. A common use for spray bottles is dispensing cleaners and chemical formulation through a fine nozzle for cleaning.



Figure 11: Spray Bottle

xiii. Vacuum Cleaners:

A vacuum cleaner uses an air pump to create a partial vacuum to suck up dust and dirt, usually from floors. Most hotels with carpeted floors possess a vacuum cleaner for cleaning. The dirt is collected by a filtering system or a cyclone for later disposal. Vacuum cleaners come in variety of models owing to their usage. For instance:

a. Upright Vacuum Cleaner

These vacuum cleaners are the ones more frequently seen in hotels. The main body of the vacuum lies horizontal on the floor and is driven by a single motor. The dust-bag is outside the machine's main body. There is a belt-driven beater brush to facilitate removal of dust from thick-pile carpets. In an improved variation, there is a dual-motor system – one motor drives the beater brush and the other provides the suction. The machine also has a built-in hose for cleaning corners and upholstery. This machine is most suitable for use on large carpeted areas.



Figure 12: Upright Vacuum Cleaner

b. Cylindrical Vacuum Cleaner:

These have no rotating brushes and work by suction only. The term 'suction cleaner' is generally used for these kinds of vacuum cleaners. A filter-cum-diffuser is fitted at the outlet which removes fine dust and micro-organisms from the flow of air passing through the outlet. The filter-cum-diffuser also reduces air disturbance and noise. The dust-bag is inside the cylindrical body of the vacuum cleaner. A flexible hose along with the different attachments is used to clean a variety of surfaces. These are the type commonly used in guestroom cleaning.



Figure 13: Cylindrical Vacuum Cleaner

c. Pile-lifter Vacuum Cleaner:

These vacuum cleaners are used to groom long-pile carpets. They lift up the carpet pile that has become packed down and restore their vertical orientation. It is especially useful before shampooing the carpet, more so if the soiling is heavy.



Figure 14: Pile-Lifter Vacuum Cleaner

d. Wet and Dry Vacuum Cleaner:

These are extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on the wet mode. In the dry mode, they help remove dust and debris. However, these machines are mostly used in their wet mode to pick up spills. They are also used when removing polish from large areas of floors and then cleaned. They have a flexible hose with a squeegee head attached. The waste water collects in a tank that needs to be emptied after use. A variation of this is the large tank-type vacuum cleaners. These are also called canister-type or industrial vacuum cleaners. They can be used for dry and wet pick-up or both. The waste water is scooped up by a squeegee attachment through a nozzle and travels back into the tank. They are used for cleaning large areas when time is a constraint. They are ideal for cleaning lobbies, banquet halls and restaurants.



Figure 15: Wet and Dry Vacuum Cleaner

Care and storage of Vacuum Cleaners

It is important that having discussed some of the commonly used vacuum cleaners in hotels that you need to learn how to take care of them. Vacuum cleaners will give maximum cleaning efficiency when they are maintained well. Housekeeping staff need to be trained in the care and maintenance of the machines. The wheels of the machine need to be oiled periodically. After use, the dust bags should be checked and emptied. If the machine is operated with the dust bags full, cleaning will not be operated, the machine may heat up too much and the bags may get damaged. Wipe the casing daily and check the hose and flex before use. Clean the attachment heads after each use. Check the filter after use. If the machine is meant for dry suction only, never use it to clear even a little amount of water, else the dust bags will get damaged. For Wet Vacuums, the bucket should be washed, rinsed and dried. The squeegee should be wiped clean and replaced whenever necessary. The hose needs to be rinsed out, the casing and wheels wiped and the filter checked after use. The wheels need oiling periodically. The hoses should be stored hanging on hooks. The tubes and attachment heads of a dry vacuum cleaner should be stored in boxes, drawers or shelves. The hoses and attachment heads of wet vacuum cleaners should be stored off the ground on a rack, in a well-ventilated place

xiv. **General-purpose floor machines (scrubbing and polishing machines):**

These are designed for scrubbing, buffing, burnishing, scarifying and spray maintenance.

- a. **Scrubbing:** The bristle tips of a brush or the surface of a pad abrade and cut the soiling to remove it.
- b. **Buffing:** The bristle tips of a brush or the surface of a pad create a high-gloss finish on the floor surface. In case of a surface on which a polish has been applied, it will involve generation of a local heat to harden waxes and resins.

- c. **Burnishing:** The tips of a brush or the surface of a pad abrade and cut the floor surface to create a smooth surface with a glossy finish. In case of a polished surface, it will involve the removal of a surface layer of polish.
- d. **Scarifying:** The bristle tips or edge of a cutting tool, cut into impacted soiling and remove it by means of a chisel-like action.
- e. **Spray cleaning :** This is similar to spray cleaning, but the term is applied to the maintenance of floors where a buffable or semi-buffable polish has been applied and the bristle tips of a brush or the surface of a pad remove both soiling and the surface layer of polish to leave a smooth, glossy surface. Resins and waxes in the maintenance product form part of the restored finish. These machines consist of one large or several small brushes that revolve and scrub the floor. Water and detergent are released from a tank attached to the machine. These machines can be used for shampooing carpets, polishing floors and spray maintenance. Such general-purpose machines are preferred in many establishments as the machine can be put to greater use due to its versatility. In some machines, coloured, abrasive nylon pads replace the scrubbing brushes. For normal-speed machines:



Figure 16: General Purpose Machines

Care and storage of general-purpose machines

These machines just like any other equipment are expensive. Therefore, it is important that you should know how to take care of these machines. The brushes and pads should never be left on the machine after cleaning. The brushes should be detached after cleaning. The fluff should be removed from them after washing. Wash, rinse and dry wet ones after use. The dry ones should be washed occasionally, but dust should be tapped away after use regularly. The pads should be washed, rinsed and dried thoroughly. The tanks should be emptied, washed and dried. The wheels and casing should be wiped after use. The wheels need oiling periodically. The flex should be checked for any fraying before each use. Brushes and pads should be stored in a well-ventilated area, preferably on airing racks or hooks. They should not be kept flat on the ground. The tops of the tanks may be loosely fitted during storage.

xv. Wet-extraction systems:

These machines are used to restore the surface appearance of carpets, upholstery and curtains. They remove the more deeply embedded soil not easily removed by suction cleaning. They are also useful in the application of soil-retardant finishes on carpets.

Types of wet-extraction systems: There are various types of wet-extraction systems.

- i. **Hot - water extraction machines:** These machines are fixed with a tank where hot water and detergent are put and used for deep cleaning carpets. The hot water and detergent are shot into the carpet from high-pressure spray nozzles. The dirt is thus flushed to the surface and this, along with the soiled water is removed by suction into a container in the machine.



Figure 17: Extraction Machine



Figure 18: Extraction Machine

- ii. **Solvent extraction machines:** These machines are primarily used for cleaning upholstery and curtains and to a lesser extent for carpets.
- iii. **Carpet shampoo machines:** These machines, as indicated by the name, are designed for the deep cleaning of carpets that are heavily soiled.

Types of carpet shampoo machines: There are 4 broad groups of these machines:

- i. **Steam-extraction machines:** Though these machines are universally called steam extraction machines, there is in fact no generation of steam and the cleaning agents are simply hot water and detergent. Hot water containing the detergent is injected at a prescribed rate and subsequently extracted by a wet vacuum system built into the machine.
- ii. **Cylindrical-brush dry-foam machines:** This system has a cylindrical brush that scrubs and picks up in one pass, the foam generated by the machine.
- iii. **Rotary-brush wet-shampoo machines:** A rotary brush cleaner in conjunction with a wet shampoo is employed for the cleaning of carpets here. The machine comes with a range of accessories including vacuum and drying equipment.
- iv. **Small rotary-brushes wet-shampoo machines:** This is also a rotary brush cleaner, but employs 2 brushes instead of 1 and is somewhat smaller than the rotary-brush wet- shampoo machine.
- v. **Scrubber-drier** These machines remove debris, soiling and/or water. They are suitable for large areas where mechanical sweeping, scrubbing and drying are required.

Types of scrubber-drier-sweepers: The various types available are as follows:

- i. **Power sweepers:** These are self-propelled or manually propelled machines designed to remove debris and loosen soiling from roads, pavements, carpets and large areas of hard flooring.
- ii. **Pedestrian-driven sweepers:** These feature a battery or mains-operated rotating broom that carries dirt back into a hopper. A side-broom suction unit and filters may be included.
- iii. **Petrol or gas-driven sweepers:** These have petrol or a gas-powered engine to drive a suction unit and brush. Soiling is brushed back into the inflow and collected in a large cloth sack situated behind the motor. These machines

are suitable for the sweeping of pavements, car parks and similar heavy-traffic areas.

- iv. **Self-propelled sweepers:** These machines may be petrol, gas or battery-powered. The power is transferred to the drive wheels and a rotating broom, which carries soiling away from a surface.

These machines typically contain:

- A side broom to carry debris from the floor edges into the path of the main broom.
- A water spray or suction with the side broom to prevent rising of dust clouds.
- A high-volume suction-unit that sucks or blows air through a filter as dust or dirt is deposited in the hopper.
- A filter shaker or air-flow reverser to prevent blockages.

5.5 Selection of Equipment

When deciding to invest in capital machinery used in housekeeping there are specific issues that need to be considered. This demands that Housekeepers to have a great responsibility when choosing equipment because a poor choice of equipment can be more costly than it should be. In this regard therefore, it's necessary to consider matters of saving time and labour. This will not only help in saving money but will also ensure efficiency in obtaining a good result.

Quality and durability: quality and durability of equipment should be checked before selection of any equipment. Quality of equipment can be found from the organization that has already used these machines. We can get feedback from them if it is satisfactory. Then we can purchase the machine.

Reliability: reliability of a supplier to meet the deadline of time that the equipment should be supplied of time that the equipment should be supplied on time.

Purpose of the equipment: this is a very important point to be kept in mind before purchasing any equipment. It should be very clear that for what the equipment is being purchased, what would be its use and function and also where it will be used.

Transportation: transportation on time to replenish stock. That is gathering information whether the supplier has enough facilities to transport the equipment or not. Therefore, it is better to have a contract with the local office equipment should be light when balanced and easy to manipulate. Availability of future stock so that there is no problem for more stock or replacement of spare parts.

Knowledge: knowledge in term of usage. People handling the equipment should be educated and the equipment must be one which can be easily operated.

Cost factor: whether the organization is capable of spending so much or not on the basis of the equipment are chosen.

Learner's activity 5.1

Briefly discuss factors that should be considered when purchasing equipment in housekeeping.

Summary

In this unit, you have learnt about cleaning equipment used in housekeeping. You should be able to recall that there are different types of equipment that are used in housekeeping. This equipment is also classified depending on their usage. You should be able to remember that this equipment is expensive and as such special attention should be put on how to take care of equipment. You therefore now understand how care and maintenance of equipment affects the overall profitability of an hotel. In the next unit, you will study the routine methods of cleaning in housekeeping.

Unit test

Discuss the common types of equipment used in housekeeping operations.

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Unit 6 Cleaning a Guest Room and Public Areas

6.1 Introduction

In unit 5, you learnt about housekeeping equipment. Note that a hotel should create a “Home away from Home” atmosphere. This can only be achieved by maintaining the cleanliness and hygiene of the guest room. Rooms must be cleaned and serviced each day. All rooms should present a fresh, pleasing appearance and provide comfortable conditions for those using them. You will first be given a brief background that daily maintenance removes dirt, accumulation of which is dangerous for health as it forms breeding ground for germs. Day to day care encourages high standard of work. It allows the time allocated for special cleaning to be spent out to full advantage to keep the room’s spic and span. Then, you will be taught that a guest room has to be cleaned in various circumstances such as **cleaning an occupied room, cleaning a checked-out room, and cleaning a vacant room**. The housekeeping staff should have skill, politeness and patience to handle all such cleaning situations.

Areas of emphasis

- Stocking Housekeeping Cart
- Entering Room for Service
- Following DND procedures
- Handling Guest Property
- Order of Cleaning Guest Room
- Performing initial cleaning tasks
- Cleaning Bathroom



Key words

- Housekeeping Cart
- Scheduled maintenance
- Guest property
- Do not Disturb Signage

Prerequisite knowledge

You should have knowledge of cleaning products and equipment.



Learning outcomes

By the end of this unit, you should be able to:

- i. Stock Housekeeping Cart.
- ii. Enter guest room for service appropriately.
- iii. Follow DND procedures.
- iv. Handle Guest Property appropriately.
- v. Follow the right order when cleaning guest room.
- vi. Perform initial cleaning tasks.
- vii. Clean bathroom section appropriately.

6.2 Daily Cleaning

Before commencing the cleaning tasks a housekeeper must know the composition of that specific type of room by checking the room plan. Usually, drawings are strategically positioned in all public spaces where room attendants operate from before going to the allocated section. By using a room plan, a list is compiled of all furniture, fixtures and equipment in the room. This is sometimes referred to as an 'in-room inventory'.

- **Furniture:** Bed, Sofa, Wardrobe, Desk and chairs, Arm chair, Coffee table, Bedside table.
- **Fixtures:** Light switch, Air conditioning unit, Air vents, Bath tub, Vanity unit, Mirror, Case goods, Carpet, Windows, Toilet, Curtains.
- **Equipment:** TV, Trouser press, Telephone, Safe, Mini bar.

After compiling an in-room inventory, a task list of what jobs needs to be completed when cleaning a room is then created. After creating a list of tasks, they need to be put into the correct order to be completed. Put these tasks into the most logical order from entering the room to leaving the room. 1, 2, 3 and 4. This list of tasks provides

you with an idea to get you thinking about the process of organizing cleaning. The list of tasks may be different depending of one of the following:

- The standard of hotel
- The type of hotel room (standard, junior suite, executive room)
- The room status (a check-out or a stay-over room)
- The number of facilities available in the room.
- The standard cleaning procedures.

The main emphasis here is that the cleaning needs to be carried out in a particular chronological order. Failing to do this could increase the total time to clean. Care has to be taken while cleaning an occupied room because all guests are not the same. Most of the guest would expect certain discipline from the housekeeping staff. And, therefore, the housekeeping staff are trained to handle guests as well as the guest rooms properly. For more, refer to the cleaning video on www.youtube.com/watch?v=m3oTx5KHGIs

Servicing Guest Rooms

Service is normally carried out in an occupied room at any time in a day depending on guests' request. Only light cleaning is done in such cases. Sometimes, guest has a meeting or a get together functions etc. in the room and he wants his room to be cleaned after the function is over. The room attendant stocks the Housekeeping Cart (Figure 18).



Figure 19:Housekeeping Cart

A housekeeping room attendant can service the guest room with convenience, ease and speed by using the Housekeeping Cart. The guest room necessities can be stored in the Cart, preventing the room attendant running constantly back and forth. If the Cart is kept in an orderly manner at all times. It helps in fast ordered method of work.

There are separate receptacles for dirty linen and garbage and this enables absolute separation of dirty from, clean which is essential and must be strictly adhered to. Normally the top shelf contains all the supplies necessary like note pads, pencil / pen, other stationary, gargle glasses, emery paper, soaps, shampoo sachets, etc. The first shelf has all bath linen like bath towels, hand towels, face towels, bathmats, etc. The second shelf contains all bed linen like bed sheets, pillow cases / slips, etc. The bottom shelf normally holds cleaning materials and equipment. If there is no bottom shelf then one can store this under the garbage bag and the laundry bag.

It is just as easy to keep the trolley tidy as it is a matter of the organization and its discipline. At the end of one's shift one must clean the trolley and remove all garbage and dirty linen and re-set the trolley for the next day's shift. When one is servicing a room, one parks the trolley outside the door with the open shelves facing towards the room. Since the room attendant should leave the door open always of the room, he will find it easy to remove the necessary requirements from the trolley. If the laundry bag or the garbage bag has become full, then the room attendant should empty the same and put another bag for the garbage as well as empty the soiled linen from the laundry bag. After the shift is over, the room attendant should collect all the garbage from the service room and dump it in the garbage room of the hotel so as to prevent odours and germs to spread.

Some hotels have linen chutes; this is like a chimney which passes through every floor of the hotel and has its opening into the laundry room. It has a door and a locking system on each floor through which all soiled linen is disposed of. This saves time for the room attendant to go down with the soiled linen. When a hotel has no chute, the dirty linen has to be collected in trolleys by the housemen and taken to

the laundry department. The floors are then re-stocked with fresh linen by the housemen who do the transporting through trolleys.

Enter Room for Service

The room attendant needs to check the room assignment sheet and status when approaching the guest room. Upon reaching that guest room the room attendant has to check if DND sign is on knob and check if door is not double locked. The attendant then has to knock on the door and announce "House Keeping". Wait for 10 seconds for response. Knock and announce "Housekeeping" for the second time. If there is no response open door slightly and announce "House Keeping" again. If no response enters the room and start servicing it.

Excuse yourself, leave the room quietly and close door if guest is found sleeping or in bathroom. If guest is awake, excuse yourself and say you will return later. Discreetly close the door and go to another room. Report it to the supervisor if room cannot be entered during the work shift.

Some times as you clean the guest rooms in the section allocated you would come across a room with a DND signage on the door. As a room attendant you have to monitor guest rooms with DND sign throughout morning hours. You also have to confirm status of that guest room with supervisor if room is indicated as a vacant dirty on the assignment sheet. If it is confirmed as such you need to follow procedures for entering guest room displaying DND signage. At 12:00 pm if the room is still on the same signage, check with supervisor to determine if guest had requested a late check out. If so indicate time of checkout on the sheet. Determine, by checking on computer for guest status. If the guest had checked out and forgot to remove DND sign and if the room is vacant remove the sign and clean room. But if the guest is still registered, have supervisor check room to determine if room is vacant or occupied. If confirmed to be a vacant room you can then clean that room. If room is occupied have supervisor confirm guest's check out time.

Handle Guest Property

No other feature or service provided will impress the guest more than a spotlessly clean and comfortable guestroom. The condition of the guest room conveys a critical message to guests. It shows the care that the property puts into creating a clean, safe, and pleasant environment for its guests. Housekeeping plays a greater role than any other department in ensuring that this product meets the standards that guests need and expect. As such it is very important to understand how guest property should be handled. As a room attendant you always have to do the following:

- Arrange newspapers, books and magazines in a neat stack
- Discard only items in waste basket
- Organize personal items with care
- Report items found or damaged to supervisor
- Remove personal items from bed and lay aside prior to making bed. If items are of high value, document and notify supervisor before moving them.

Room No.	Room Type	Room Status	FO Status	AM Sect	Sec. PM	Credits Resv Status	Nat	Name	Arrival	Arr. Time	Departure	Dep. Time	VIP	Adj	Chl	Specials	Room Instructions
205	LUX	DI	OCC	02	02	1 Stayover	USA	Barse, David and	16-03-09	17:32	19-03-09	09:00			2	DNR,PPD,VIR,INT,KING,SIG	
206	LUX	CL	VAC	02	02	Arrival	UKK	Moses, David and	17-03-09	12:00	19-03-09	04:45			2	BBB,EAD,EAR,VOU,TWIN	
207	LUX	DI	OCC	02	02	1 Stayover	USA	Pager, Dylan (16)	15-03-09	17:33	19-03-09	09:00			2	1 DNR,EAD,PPD,SEP,VIR,INT,ROL,KID	Room Conditions:TWN
208	LUX	DI	OCC	02	02	1 Stayover	GER	Berben, Iris*	14-02-09	00:59	23-03-09	00:00	CEL		2	GMM,PPD,SGL,KING	
209	LUX	DI	OCC	02	02	1 Stayover	USA	Pager, Clark and	15-03-09	17:33	19-03-09	09:00			2	DNR,EAD,PPD,VIR,INT,KING	
210	SUP	DI	OCC	02	02	1 Stayover	USA	Hopper, Deborah	13-02-09	19:01	06-04-09	00:00	HIP		1	DNR,HIP,KING	
211	SUP	DI	OCC	02	02	1 Stayover	UKK	Davis, Edward and	16-03-09	14:40	20-03-09	00:00	WBK		2	BBB,EAR,VOU,WB4,KING	
212	LUX	OO	VAC	02	02	1											Spring Cleaning, Room Conditions:TWN
213	LUX	CL	VAC	02	02	Arrival	USA	Faiteigh, Richard a	17-03-09	06:15	17-03-09	00:00			2	DAY,EAD,EAR,PPD,SEP,KING	Room Conditions:TWN
214	LUX	DI	OCC	02	02	1 Stayover	USA	Holmes, Stacy and	15-03-09	22:48	19-03-09	08:15			2	BBB,LTA,KING,ADJ	
215	LUX	DI	OCC	02	02	1 Stayover	USA	Gotto, Ernest and	15-03-09	19:22	18-03-09	09:00			2	BBB,DIA,EAD,LTA,VOL,KING	
216	LUX	DI	OCC	02	02	1 Stayover	USA	Rowe, Bruce and	15-03-09	22:48	19-03-09	08:15			2	BBB,LTA,KING,ADJ	
217	LUX	DI	OCC	02	02	1 Stayover	USA	Kosrog, Dona	16-03-09	13:36	19-03-09	08:15			1	BBB,EAR	
218	LUX	DI	OCC	02	02	1 Stayover	USA	Light, John and	15-03-09	19:34	18-03-09	09:00			2	BBB,EAD,LTA,VOU,KING	

Figure 20: Housekeeping Task Sheet

Perform initial cleaning tasks

When cleaning rooms it needs to be efficient, systematic, thorough, necessary and cost effective. When planning the cleaning of guest-rooms the executive housekeeper breaks the tasks down into a set systematic steps.

- What needs to be cleaned (inventory list)
- When it needs to be cleaned (frequency schedule)
- How it needs to be cleaned (performance and productivity standards)

The room attendant positions the cart in front of guest room door with the open side facing door. Enter room with cleaning supplies, amenities and cleaning cloth. Place cleaning supplies and cleaning cloth in the bathroom. Place amenities in the entryway. Turn on all bulbs to check which bulbs need to be replaced and assure that bulbs are replaced. Open draperies and sheers and check hardware. Open windows according to property policy and procedures. Check Heating Ventilation and Air Conditioning (HVAC) to assure they are properly functioning. Check condition of room by making note of any damage or missing items and notifying supervisor if anything of value is gone, something is in need of repair, or carpet needs to be cleaned. Remove ashtrays, ice buckets, coffee carafe, and glasses and replenish. Empty any beverages, cover room service food trays, set tray in hallway, and arrange for pick up following property policy and procedures. Collect trash for proper disposal. Empty and sanitize wastebasket and replace liners.

Clean Bathroom

Apply appropriate chemical to all fixtures and surfaces before attending to other tasks. When applying cleaner to toilet, flush toilet to remove any residue and apply cleaner around and beneath lip of bowl. Clean shower area. Begin cleaning tub and shower area. Ensure proper working safety. Do not climb on or into tub for cleaning. Check the drainage. Clean shower curtain or door making sure to clean any accumulated mildew from the bottom. Change/replace shower curtain according to property policy and procedures. After cleaning tub, clean showerhead and tub fixtures leaving showerhead aimed in correct position. Immediately wipe and polish

fixtures with dry cloth. Reposition door or curtain when finished cleaning. Clean mirror.

Clean vanity and sink.

Begin by cleaning countertop and basin, removing any hair from sink and drain. Move guest property while cleaning and return when cleaning is completed. Rinse and polish chrome fixtures so they shine. In order to clean a toilet, one must begin by cleaning exterior of toilet working down to toilet base. Scrub inside of toilet and under lip with brush, and then flush again. Use damp cloth with cleaning solution to clean top of seat, lid, and sides of tank. Clean walls, doors and fixtures. Spot-clean for fingerprints and obvious smudges on walls, especially around light switches and electrical outlets. Wipe down walls and clean both sides of bathroom door. Tuck under corners of tissue and toilet paper and replace towels, washcloths, bath mats, toilet and facial tissue, and guest amenities according to property policy and procedures. Clean floor including corners, under vanity, baseboards and behind door. Begin with far corner of bathroom and work toward door, mopping or wiping floor as you go. Gather caddy and give bathroom final check. Exit bathroom, turning out lights.

Replenishing collateral and perform miscellaneous cleaning tasks

Firstly, a room attendant has to apply dusting solution to dust cloth, not to surface to be dusted. Dust items starting at door and work clockwise around room. Ensure that you remove dust especially in corners and the ceiling. Clean all mirrors and glass surfaces including television screen. Use disinfectant for cleaning telephone surfaces. Dust and/or polish the following: picture frames, mirrors, headboards, lamps, shades and light bulbs; bedside tables, telephone, windowsills, window and sliding glass door tracks (when applicable); dresser including inside drawers; television and stand or cabinet; chairs, closet shelves, hooks and clothes rod; top, knobs and sides of doors; air conditioning and heating units, fans or vents. Replenish collateral according to property's policy and procedures. Check walls for spots, marks or smudges and clean with damp cloth and all-purpose cleaning solution.

Vacuum Room

Check under beds and under the furniture to remove any guest property or debris. Vacuum all exposed carpet, reaching under tables, chairs and raised furniture. Move minor pieces of furniture. It may not be necessary to move heavy furniture each time you vacuum clean a room. These pieces of equipment will be cleaned as a special project basis. Start at farthest end of room and vacuum toward entry. Close windows and position window treatment as you work past them to avoid backtracking across newly vacuumed carpet. Remove vacuum cleaner from room, wrap cord, and place onto cart before proceeding to next room.

Turn Down Service

In hotels, normally the bulk of room cleaning should have been done in the morning shift. The exception would be rooms 'with the 'do not disturb' sign. Some rooms are occupied by late night / early morning arrivals by international flights. All rooms therefore require an evening service which mostly, involves preparing the room for the guest to sleep comfortable for the night and it should be done prior to the guest retiring for the night. In this service, the bed is made for night, the room is cleared and soiled bath linen is replaced.

The room attendant has to position stocked cart in front of door with open side facing door. Knock on door with "Turndown service" phrase. Knock again. Document any guest who refused turndown service with "R/S" (Refused Service) on assignment sheet and offer ice and appropriate amenity. Turn on lights in entry way. Check bathroom and replace towels (damp or soiled). Wipe out sinks, empty trash, wipe mirror, rearrange amenities according to standard and point toilet paper or tissue. Check bedroom, turn down bedspread, top sheet, and blanket and second sheet. Ensure to stand pillows at an angle. Depending of the standard operating procedure of that property place appropriate menu or note on pillow or sheet. Place appropriate amenity on pillow or sheet according to property policy and procedures. Also, you have place television remote control on night stand. Close drapes, fill ice container and empty trash. Turn on radio to specified station as per standard operating

procedures. Leave light on in bedroom and neatly fold and park the clothes and shoes appropriately.

Learner's Task for Unit 6.2.

Explain the first task performed by room attendants when commencing room cleaning

6.3 Cleaning a Checked-Out Room

A check out is a room the guest has departed from; so there are none of his belongings there and it has to be prepared to be sold to another guest. Rooms must be cleaned each and every day even if they are vacant. Day to day care encourage high standard of work. It allows the time allocated for special cleaning to be spent out to full advantage.

There are certain areas in the room or bathroom which may be forgotten or invisible to the room attendant and tend to accumulate dust. Such areas are normally hidden from a guest's eye. However, its cleanliness reflects the standard of cleaning of the hotel. Experience shows that the following areas are overlooked and appropriately called the 'dirty dozen':

- a. Air-conditioning ducts and diffuser grills.
- b. Top of the door edges and ceiling.
- c. Top of picture frames.
- d. Area above pillow racks.
- e. Rear surface of doors.
- f. Interior surfaces of drawers
- g. Beneath the grab-bar and dresser table.
- h. Behind the WC bowl- the S-trap.
- i. Faucet nozzle filter.
- j. In the toilet roll niche.
- k. Under bathroom counters.
- l. Toilet vents.

6.4 Spring Cleaning

Spring cleaning removes the dust and dirt that accumulates from everyday wear and tear and attends to cleaning needs identified during a guestroom inspection. It includes activities such as turning mattresses, wiping down walls and baseboards and washing windows and casements. The dirty-dozen can also be perfectly cleaned. Routine cleaning can maintain a guestroom's fresh and spotless appearance for a period of time. But after a while, a room will need deep cleaning. In some properties, deep cleaning is done by room attendants on special project basis; others use teams in which each employee does a particular deep cleaning task.

The following are the spring cleaning tasks that help the property shine:

- Flipping and rotating mattresses.
- Shampooing carpets.
- Removing soil and stains from wall coverings and baseboards.
- Washing windows, casements, and shades.
- Dusting high and hard to reach areas.
- Cleaning vents and fans.
- Vacuuming under furniture that requires heavy moving.
- Cleaning and vacuuming drapes.
- Cleaning carpet edges.
- Washing sheer curtains.
- Washing lampshades

Learner's activity 6.4

Explain spring cleaning tasks

6.6 Summary

In this unit, you have learnt about how room attendants clean guest rooms. You should be able to recall that the activities that are undertaken by room attendants

involve working in rooms and that these activities are performed in a systematic manner depending on the standard operating procedures of the property involved. These room attendants are provided with a task sheet which guides them on the status of rooms in the section allocated. You have also learnt how different sections of the guest room are cleaned. You surely would have by end of this unit learnt the areas of focus when cleaning that room will depend on the status of the room. You therefore now understand that there is more that is involved in cleaning of guest rooms. You should also appreciate that the manner in which room cleaning is handled may influence guest experience and the overall profitability of an accommodation unit. In the next last unit, you will study about how to make a bed in a guest room.

Unit test

- Explain the procedures that are followed when servicing a guest room.

References

- Branson, J. C. and Lennox, M. (2004) *Hotel, Hostel and Hospital Housekeeping*, London: Bookpower
- Henning, R. (2007) *Effective Guesthouse Management*, Cape Town: Juta & Co Ltd.
- Vergins, C. S. (2003) *Accommodation Management; Perspectives for the International Hotel Industry*, New York: Thomson

Unit 7 Bed Making

7.1 Introduction

This is the final unit of the module. Remember, a guest turns up to a hotel for a comfortable stay. It is good that you note that a guest spends a considerable time in the bed. Some guests will spend most of their day in bed. Another guest may just use in the night time alone. A clean, wrinkle-free bed is important for all guests. It is the duty of Housekeeping Department to keep the guest bed neat and clean. In this unit, details are provided covering various types of beds, universal bed sizes and common standards of bed sizes prevalent in different countries. Further, procedure for making a guest bed is explained in detail.

Areas of emphasis



Key words

- Miter
- Top Sheet
- Fitted Sheet
- Blanket

Prerequisite knowledge

You should have knowledge of cleaning of guest rooms in the hotel.



Learning objectives

By the end of this unit, you should be able to:

- i. Explain the history of a bed.
- ii. Make a bed professionally
- iii. Identify appropriate bed making materials
- iv. Follow property policies when discharging duties

7.2 History of Bed

Early beds were little more than piles of straw laid on the ground or some other natural materials. An important change was raising the beds off the ground, to avoid drafts, dirt, harboring of pests and pest attacks. The bed of Odysseus, a Charpoy woven of rope, plays a role in the *Odyssey* of Homer. A replica can be seen at the Museum of Welsh Life at St. Fagans, Cardiff. Ancient Romans had various kinds of beds for repose. These included:

- *Lectus cubicularis*, or *chamber bed*, for normal sleeping.
- *Lectus discubitorius*, or *table bed*, on which they ate - for they ate while lying on their left side - there being usually three people to one bed, were the middle place accounted for the most honorable position.
- *Lectus lucubratorius*, for studying; and a *lectus funebris*, or *emortualis*, on which the dead were carried to the pyre.

20.12. Beds

A bed is a piece of furniture or location primarily used as a place to rest, relax, nap or sleep. To make beds more comfortable, the top layer is frequently a mattress. Originally these were bags of straw for most people and filled with fluffy, feathers of birds for the wealthy. Eventually new filling materials such as cotton, silk cotton and artificial fillers became common. In modern times most mattresses use springs, solid foam, latex, water, or air. As time passes on more and more people are looking for a better medium to sleep, since people spend a large percentage of time in life in a bed. It has become a more recent realization for many, to attribute health deteriorations to what they lay on. Water resilient fibers (natural and synthetic), latex, synthetic foams and a combination of a huge range of different spring technologies are used in the manufacture of beds. For greater head support, most people use a pillow, placed at the top of a mattress. Also used is some form of covering blanket to provide warmth to the sleeper, often bed sheets, a quilt, or a duvet. Also, some people prefer to dispense with the box spring and bed frame, and replace it with a platform bed style. This is more common in Europe.

Types of Bed and Mattress

There are different types of beds that are found in hotels. The following are some of the common types:

- An adjustable bed is a bed that can be adjusted to a number of different positions.
- An air bed uses an air-inflated mattress, sometimes connected to an electric air pump and having firmness controls.
- A box-bed is a bed having the form of a large box with wooden roof, sides, and ends, opening in front with two sliding panels or shutters; often used in cottages in Scotland: sometimes also applied to a bed arranged so as to fold up into a box.
- A day bed is a couch that is used as a seat by day and as a bed by night.
- A futon is a traditional style of Japanese bed that is also available in a larger Western style.
- A Murphy bed or wall - bed is a bed that can hinge into a wall or cabinet to save space.
- A pallet is a thin, lightweight mattress.
- A platform bed is a mattress resting on a solid, flat raised surface, either free-standing or part of the structure of the room.
- A roll-away bed (or cot) is a bed whose frame folds in half and rolls in order to be more easily stored and moved.
- A sofa bed is a bed that is stored inside a sofa.
- A vibrating bed is typically a coin-operated novelty found in a vintage motel. For a fee, the mattress vibrates for a duration of time. This is supposed to counter body ache and relax.
- A waterbed is a bed / mattress combination where the mattress is filled with water.

Procedures for Cleaning (Making) a Bed

Just Remove all the soiled linen from the bed and shake them out well for the any guest articles that may be misplaced in the folds. Invert mattresses over- side and end to end ensure, even use, ultimate day. Shake out the mattress protector and relay it on the mattress. Change the protector if soiled or smelling. Open out fresh lower sheet evenly and tuck it securely at the head side and at the foot of bed . Open out fresh top sheet and distribute it evenly over the lower bed sheet. Ensure that the laundry crease is in the same line as inner sheet for even distribution. The sheet hem should be evenly pulled up to the head board. Tuck this sheet at the foot. Open out blanket and distribute it evenly on the top sheet using the crease as describe earlier for even distribution. Ensure the blanket labels at food. Pull the blanket Four (4) inches/10 centres from the head board to position the pillows and create a fold for the guest to slide in.

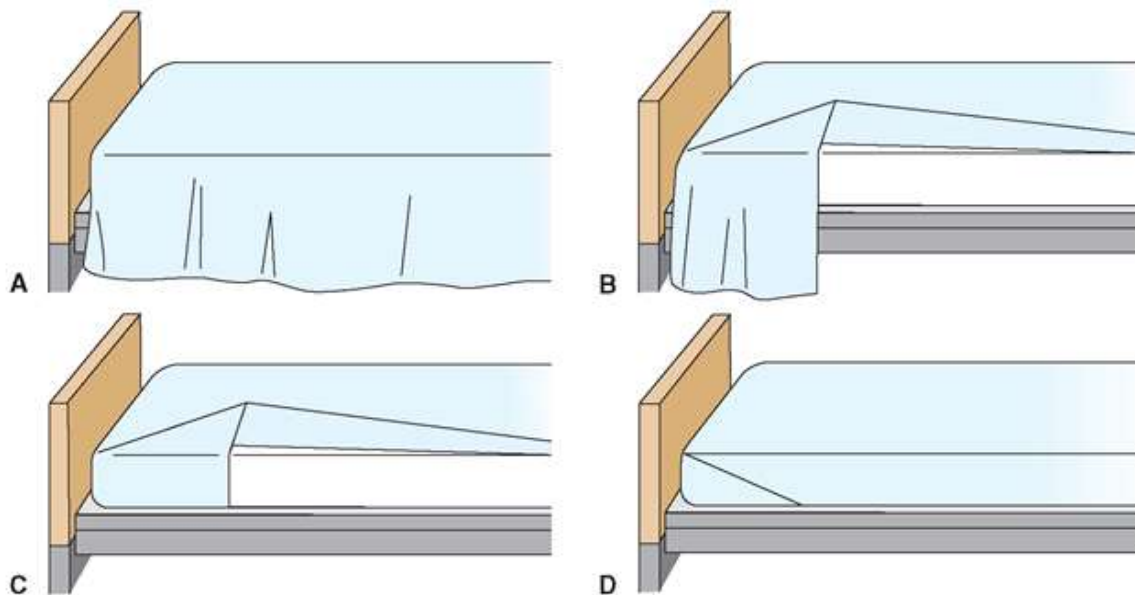


Figure 21: Four step bed making procedure showing a Mitered Corner

Also learn more on bed making procedure by watching the video on www.youtube.com/watch?v=xqtmT_xVghM

In addition to the above stated procedures a professional room attendant will firstly remove any guest belongings from bed. Then remove and check blanket and bedspread and if soiled or damaged, replace it. Place bedspread, blanket and pillows on chair. Strip bed(s), collect soiled linen from bathroom and place on cart. Will always check mattress pad and mattress, making a note to inform supervisor if mattress is stained, has burn marks or other damage. The room attendant will check between mattress and box springs for any damage or guest property. The attendant will then return with clean linen for bed and bathroom. Change mattress pad if necessary and ensure to spread pad evenly over centre of bed smoothing out wrinkles. Make bed completely on one side before beginning on other side. Place bottom sheet on mattress, mitering corners. Place top sheet on bed, smoothing it out with hand.

Materials for Bed Making

When a room attendant is preparing a bed, he/she requires certain materials as listed below:

- Mattress Protector
- Bottom Sheet
- Top Sheet
- Blanket
- Bed Spread
- Pillows
- Pillowcases



Figure 22: Parts of a well-made bed



Figure 23: A Well-Made Bed

It is also important that a room attendant should know property policy when discharging duties. Furthermore, it is also necessary that a room attendant should perform tasks on this nature professionally. Therefore, in addition to the above

stated procedures it is necessary that the attendant start by removing any guest items from bed. Make sure to remove and check blanket and bedspread and if soiled or damaged, replace them. Place bedspread, blanket and pillows on chair. Strip bed(s) and collect soiled linen from bathroom and place on cart. Check mattress pad and mattress, making a note to inform supervisor if mattress is stained, has burn marks or other damage. Check between mattress and box springs for any damage or guest property. Return with clean linen for bed and bathroom. Change mattress pad if necessary. Spread pad evenly over centre of bed smoothing out wrinkles. Make bed completely on one side before beginning on other side. Place bottom sheet on mattress, mitering corners. Place top sheet on bed, smoothing it out with hand. Work clockwise around bed. Place blanket on top of sheet also smoothing it out with hand. Place third sheet over blanket when applicable. Miter corners of top sheet and blanket along sides and at foot of bed. Centre bedspread evenly over bed and fold bedspread down from head of bed leaving enough room to cover pillows. Fluff pillows and put on pillowcases working pillow down into case so no pillow ticking is showing. Tuck loose ends into the pillowcase. For sanitary reasons, do not hold pillow under chin or with teeth. Position pillows at head of bed with tucked ends facing the centre. Pull bedspread up over pillow and tuck under pillow. Avoid hand contact with pillowcases after they are on pillows. Step away and survey bed for smoothness. Smooth out any wrinkles.

Summary

In this unit, you have learnt about how room attendants make beds. You should be able to recall that the activities that are undertaken by room attendants involve bed making by following policy guidelines of the property. These room attendants are provided with a task sheet which guides them on the status of rooms in the section allocated. You have also learnt the different types of beds and mattresses used in most hotels. You surely would have by end of this unit learnt the areas of focus when making a bed. You therefore now understand that there is more that is involved in bed making that just picking up bed linen and putting it on the bed. You should also appreciate that the manner in which the bed is made may influence guest

experience and the overall profitability of an accommodation unit through repeat business.

Learner's activity 7.1

Explain types of beds commonly used in a hotel.

Make your bed 3 times using the steps discussed above

Unit Test

Outline the skill sets that a room attendant must possess in order to make a bed.

References

- Branson, J. C. and Lennox, M. (2004) *Hotel, Hostel and Hospital Housekeeping*, London: Bookpower
- Henning, R. (2007) *Effective Guesthouse Management*, Cape Town: Juta & Co Ltd.
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