



Participant Handbook

Sector
Tourism and Hospitality

Sub-Sector
Hotels

Occupation
Housekeeping

SCPwD Reference ID: PWD/THC/Q0202

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**Guest Service Associate
(Housekeeping)
(Divyangjan)**

for Locomotor Disability
for Speech and Hearing Impairment

This book is sponsored by

Tourism & Hospitality Skill Council (THSC)

Address: 404/407, 4th floor, Mercantile House, K.G. Marg

Connaught Place, New Delhi 110001

Email: info@thsc.in

Website: www.thsc.in

Phone: 011-41608056/57/74

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The book caters to the job role aligned to the following disabilities as per the NQR codes mentioned below.

For LD- 2022/PWD/SCPWD/06056

For SHI- 2022/PWD/SCPWD/06055





Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Skill Council for Persons with Disability
for the

SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of
Job Role/ Qualification Pack **BEST SERVICE ASSOCIATE (HOUSEKEEPING)(Divyangjan)** QP No. '**PWD/THC/Qo202**
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The preparation of this manual would not have been possible without the Tourism and Hospitality Industry’s support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavors.

About this book

This book is designed for upgrading the knowledge and basic skills to take up the job of 'Guest Service Associate (Housekeeping)' in Tourism & Hospitality Sector. All the activities carried out by the Guest Service Associate (Housekeeping) are covered in this course. Upon successful completion of this course, the candidate will be eligible to work as a Guest Service Associate(Housekeeping).

This Participant Handbook is designed to enable training for the specific Qualification Pack (QP). Each National Occupational Standard (NOS) is covered across Unit/s.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS

- THC/N9901: Communicate effectively and maintain service standards
- THC/N9903: Maintain organisational confidentiality and respect guests' privacy
- THC/N9906: Follow Health, Hygiene and Safety practices
- THC/N0240: Clean carpet and upholstery
- THC/N0241: Polish the floors and surfaces
- THC/N0208: Perform cleaning activities in guest room and public areas

Symbols Used



Key Learning
Outcomes



Steps



Time



Tips



Notes



Unit
Objectives

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1. Introduction to Hotel Industry and Housekeeping Activities



Unit 1.1 - An overview of Skill India Mission

Unit 1.2 - An overview of tourism & hospitality industry

Unit 1.3 - Housekeeping department and layout of a hotel

Unit 1.4 - Roles and responsibilities of a GSA-housekeeping



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate the hierarchy of the hotel and housekeeping department of different star categories
4. Elaborate the job role and job opportunities as a Guest Service Associate in the tourism and hospitality industry

UNIT 1.1: An Overview of Skill India Mission

Unit Objectives

At the end of this module, participant will be able to:

1. Explain the objectives and benefits of the Skill India Mission

1.1.1 Skill India Program – Objectives, Features & Advantages

Skill India Mission

The Skill India Mission is a government scheme that was launched in 2015. It is a kind of umbrella scheme under which many small skilling schemes were prevalent. The main objective of establishing this scheme is to empower the country's youth with good skill sets that boost their chances of getting employment in various sectors of the economy. It also helps the individual in improving productivity.

To contribute significantly (40 per cent) to the overall target of skilling / up-skilling 400 million people in India by 2022, mainly by fostering private sector initiatives in skill development programmes and to provide funding.

The main skill India objectives

- The main objective of the Skill India Mission is to offer market-relevant skills training to almost 40 Crore young people in the country by the year 2022
- Enrolling in Skill India Mission will open up job opportunities and create a space for the talent development of our Indian youth
- Skill India Mission helps develop sectors looking for skill development for the past several years to recognise the new areas or sectors for skill development

This scheme helps bridge the gap between skills required by the industry and people's skills for employment generation.

- Reducing poverty in the country
- Increasing the competitiveness of Indian businesses
- By enrolling in Skill India Mission, you can ensure that skill training is relevant and quality
- Helping the Indian citizens to rule the workforce and resources in the market
- Diversification of existing skill development programs to meet today's challenges
- Building actual competencies rather than giving people mere qualifications
- Building up opportunities for lifelong learning for developing skills
- Augmenting better and active engagement of social partners and building a robust public-private partnership in skill development
- Mobilising adequate investments for financing skills development sustainability

Features of skill India mission

- The essential feature is creating a new rural India scheme hallmark
- The focus is on improving the employability level of the youth to increase their employment and entrepreneurship skills
- The mission offers support, training, and guidance for all traditional types of employment like cobblers, weavers, welders, masons, blacksmiths, nurses, etc.
- Skill India Mission emphasises construction, transportation, real estate, gems industry, textiles, banking, designing, tourism, and insufficient skills
- The best part about enrolling in Skill India Mission is international standards. The youth of India's demand remains high even abroad

Sub-schemes that are part of skill India mission

There are various schemes under Skill India. Here is the list of the major ones:

- **The national skill development mission:** The National Skill development mission was launched to create convergence across various sectors and states concerning activities related to skill training. The mission is not only coordinating skill efforts. However, it would also facilitate decision-making across the sectors to achieve quality skilling on a large scale.
- **Pradhan Mantri Kaushal Vikas Yojana (PMKVY):** The Pradhan Mantri Kaushal Vikas Yojana aims to encourage the country's young population to train industry-relevant and builds them in skill development. The scheme consists of specialised components such as the National Skills Qualification Framework (NSQF), Recognition of Prior Learning (RPL), Kaushal, and Rozgar Yojana meals.
- **Indian skill development services:** The Indian Skill Development services is a new government service that has been created for the training directorate of the Ministry of Skill Development and Entrepreneurship. It is a group 'A' service. It is a big push towards the government's skilling initiatives by drastically enhancing the efficiency and effectiveness of various schemes in the domain.
- **National policy for skill development and entrepreneurship 2015** aims to offer an umbrella framework regarding all skilling activities carried out within India. It helps individuals align with common standards and connect skilling with demand centres. In addition to laying down the objectives and expected outcomes, the policy also identifies the overall institutional framework, which will act as a means to achieve the desired results.
- **List of skill India sources**
 - **Management and development programs:** It gives training regarding modern office practice, analysis of financial statements, and marketing training for managers, etc.
 - **Training of trainer:** Accreditation program for technology infusion, EM (Emergency Management) trainers, etc.
 - **Entrepreneurship development programs:** It consists of Women EDP (Entrepreneurship Development Programs), women empowerment, CRR scheme, etc.
 - **Skill development programs:** Dairy-based ESDP (Entrepreneurship Skill Development

Programs), carpentry, electroplating, fashion designing, etc.

- **Other skills:** It includes promotion of micro-enterprises, cluster development, lending strategies for MSMEs(Micro, Small and Medium Enterprises), etc.

UNIT 1.2: An Overview of Tourism and Hospitality Industry

Unit Objectives

At the end of this module, participant will be able to:

1. Describe the Tourism and Hospitality Industry and its sub-sectors
2. Elaborate the hierarchy of Hotel/Restaurant of small, medium and large establishments
3. Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc.

1.2.1 Tourism and Hospitality Industry and its Sub-sectors

The hospitality industry is comprised of various sectors that house, feed, transport, and entertain visitors.

Each sector covers a broad range of fields, providing a distinct variety of goods and services.

It is important to note that while separate from one another, they can often overlap and work in conjunction to create one complete and comprehensive hospitality experience.

Role and importance of tourism: India is home to some of the world's oldest civilisations. As on today, the nation has 1.39 billion residents who speak more than 15 official languages, follow various religious traditions and live in many urban and rural centres. From the humid, tropical south to the rolling plains of the Ganges to the foothills of the Himalayas, the vast country's geography is as varied as its population. As a result, millions of international and domestic tourists explore India annually, strongly influencing the national economy.

Tourism is vital for the success of many economies around the world. There are several benefits of tourism on host destinations. Tourism boosts the economy's revenue, creates thousands of jobs, develops the infrastructures of a country, and plants a sense of cultural exchange between foreigners and citizens.

Tourism can be defined as travelling to a place different from the home city or country for various leisure or business purposes and staying there for some considerable period at length. It travels for some purpose and stays not very long or permanent.

The UNWTO (The World Tourism Organization of the United Nations) refers to it as the Tourism Sector, which comprises several tourism-focused industries that typically offer tourism characteristic products (and services). Taking this forward, UNWTO defines 12 tourism industries that can serve tourists in general. These industries are:

1. Accommodation for visitors
2. Food and beverage serving activities
3. Railway passenger transport
4. Road passenger transport
5. Water passenger transport

6. Air passenger transport
7. Transport equipment rental
8. Travel agencies and other reservation services activities
9. Cultural activities
10. Sports and recreational activities
11. Retail trade of country-specific tourism characteristic goods
12. Other country-specific tourism characteristic activities

The tourism industry is a large group of these industries that provide a range of products and services to serve tourism and the needs of travellers or visitors. Therefore, this group or chain also indicates towards and brings us to the value chain of the tourism industry.

List of the top hotel brands in india

- **Taj group of hotels:** The Taj group of hotels is synonymous with the hospitality industry in India. Ranked as one of the top hotel brands in India, this group offers some of the country's largest and most reputed hotels chains. Located in all the metros and famous tourist destinations of the country, the Taj group of hotels are at par with international standards regarding facilities, hospitality, services, cuisine and infrastructure. The Taj group of hotels is a one-stop destination for tourists, leisure holiday seekers, or business travellers.
- **The oberoi group of hotels:** This top brand of hotels in India dates back almost 125 years. The Oberoi group of hotels, known to be one of the oldest hotel chains in the country, has managed to establish a reputation in places like Australia, Mauritius, and Indonesia. Dotted in most of the metropolitans and important cities in India, this chain of hotels are known for their distinct style of Victorian architecture combined with unique ethnic and local culture. Equipped with larger than life services and facilities, this top hotel brand in India has entered the golden pages of the country's history.
- **Le Meridien group of hotels in india:** Established in 1972, Le Meridien group of hotels is a chain of internationally renowned hotels. Personified with luxurious living, the Le Meridien group of hotels are spread across 53 countries. They are an integral part of the top hotel brands in India. Spread across critical Indian cities like Delhi, Mumbai, Chennai, Cochin, Pune and Bangalore, the Le Meridien group of hotels are known for providing excellent hospitality and world-class living standards.



Fig 1.2.1 Top hotel brands in India

Types of hotel:

The hotel targets many markets and can be classified according to its attempt to attract guests. Typical markets include business, airport, suites, residential, resort, timeshare, casino, convention and conference hotels.

- **Business hotels:** These hotels are the largest group of hotel types. They primarily cater to business travellers and are usually located in downtown or business districts. Although business hotels primarily serve business travellers, many tour groups, individual tourists and small conference groups find these hotels attractive. Guest amenities at business hotels may include complimentary newspapers, morning coffee, free local telephone calls and breakfast.

- **Airport hotels:** These hotels typically target business clientele, airline passengers with overnight travel layovers or cancelled flights, and airline crews or staff. Some hotels might give free transport between hotel and airport. Some Airport hotels also charge the guest by the hour instead of standard daily night charges.

- **Suite hotels:** These kinds of hotels are the latest trend and the fastest-growing segments in the hotel industry. Such hotels have a living room and a separate bedroom. Professionals such as accountants, lawyers, business people and executives find suite hotels particularly attractive. They can work and entertain in an area beside the bedroom.
- **Extended Stay hotels:** Extended stay hotels are similar to suite hotels but usually offers kitchen amenities in the room. These hotels are for long-stayers who want to stay more than a week and not spend on hotel facilities.
- **Serviced apartments:** Serviced apartment/residential hotels provide long-term or permanent accommodation for guests. Usually, guests make a lease agreement with the hotel for a minimum of one month up to a year. Rooms generally include living room, bedroom, kitchen, private balcony, washing machines and kitchen utensils. Unlike typical hotels, serviced apartments only provide weekly one housekeeping service.
- **Resort hotels:** Resort hotels are usually located in the mountains, on an island, or in other exotic locations away from cities. These hotels have recreational facilities, scenery, golf, tennis, sailing, skiing, and swimming. In addition, resort hotels provide enjoyable and memorable guest experiences that encourage guests to repeat to the resort.
- **Bed and breakfast/home stays:** These are houses with rooms converted into overnight facilities; this can size up to 1 to 10 guest rooms. They are also known as 'Home Stay'. The owner of the B&B usually stays on the premises and is responsible for serving breakfast to the guests.
- **Timeshare/vacation rentals:** Another new type or segment of the hospitality industry is the

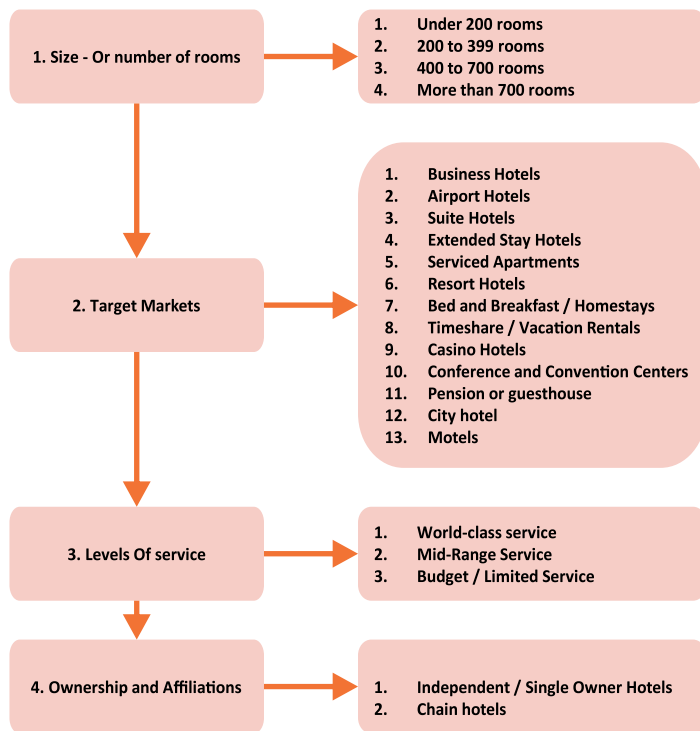


Fig. 1.2.2 Hotel categorization parameters

timeshare hotels. These are sometimes referred to as "vacation-interval" hotels. Timeshare hotels are guests who purchase accommodations for a specific period. These owners may also have the unit rented out by the management organisation that operates the hotel.

- **Casino hotels:** Hotels with gambling facilities are called Casino Hotels. Although a casino's food and beverage operations are luxurious, their functions are secondary to and supportive of casino operations.
- **Conference and convention centres:** These hotels focus on meetings and conferences and overnight accommodation for meeting attendees. They also provide a video conferencing facility, audiovisual equipment, business services, flexible seating arrangements and flipchart. These hotels are primarily located outside the metropolitan areas and have golf, swimming pools, tennis courts, fitness centres, and spas.

Hotel star ratings:

Hotel ratings are often used to classify hotels according to their services. The development of the concept of hotel rating and its associated definitions display strong parallels. From the initial purpose of informing travellers on basic facilities that can be expected, the objectives of hotel rating have expanded into a focus on the hotel experience as a whole. Today the terms 'grading', 'rating', and 'classification' refer to the same concept. Generally, that is to categorise hotels.

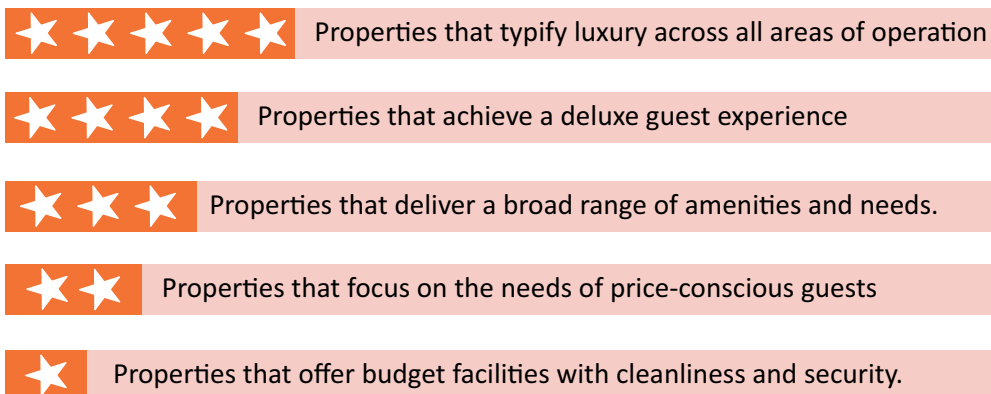


Fig. 1.2.3 Hotel star ratings

1.2.2 Sectors Related to Hospitality Industry

While the hospitality industry covers several different services, five different sectors can generally be defined. Although each sector is distinct from the next, they often work in conjunction with one another accordingly:

- I. **Lodging industry:** The lodging industry consists of businesses that provide overnight accommodations to guests. Depending on the type of service one provides, businesses in the lodging industry can accommodate as few as one or two guests to as many as hundreds. Because of this extensive range, the experience across different lodging industry segments can vary immensely. Some of the most common types of lodging businesses:
 1. **Hotels:** A hotel is the most common and recognisable type of business in the lodging industry. Often marketed towards vacationers and business travellers, hotels allow guests

to rent individual rooms for a set period. Furthermore, hotels often offer their guests several amenities such as access to pools, fitness rooms, and complimentary breakfast.

2. **Vacation rentals:** A vacation rental business offers an alternative to traditional hotel stays. These properties are typically owned by individuals or families and listed on Airbnb or Vrbo. They allow travellers to plan a visit for a short time and can often be booked at lower prices than hotels.
3. **Bed and breakfasts:** Traditionally, bed and breakfast is a smaller establishment that accommodates a handful of guests and serves breakfast in the morning.
4. **Motels:** A motel is a place one can stay overnight, with plenty of parking and easy access to a highway. Many motels feature rooms with separate entrances that face a large parking lot. While hotels are often in the middle of cities, motels are usually on a city's outskirts, providing parking space and a quick walk from the car to the room. E.g. Knights Inn
5. **Flotels:** Flotel, a portmanteau of the term floating hotel, is the installation of living quarters on top of rafts or semi-submersible platforms. Flotels are used as hotels on rivers or in harbour areas, or as a dwelling for working people, especially in the offshore oil industry.

- II. Recreation industry:** One key sector of the hospitality industry is recreation. In general, businesses in the recreation industry provide guests with ways to entertain themselves, pursue hobbies, or experience educational opportunities.

Though they can occasionally last overnight or for long stretches, most recreation can be experienced for just a few hours, such as an afternoon trip.

In most cases, businesses in the recreation sector rely on admission tickets, concessions sales, and food and beverage sales to collect revenue.

Below, are the some common examples of the recreation industry:

- Amusement parks
- Campgrounds
- Theatres
- Museums
- Zoos
- Art exhibits

- III. Travel and tourism industry:** Travel and tourism are one of the largest sectors of the hospitality industry. In general, travel and tourism allow people to visit destinations outside their everyday environment. Therefore, distance travelled, and length of stay vary significantly depending on the context. Some shorter trips can be as brief as a day, such as sleeping overnight while visiting friends or family. Comparatively, some trips can last up to a year, in the case of students studying abroad for a semester.

Of all the sectors in the hospitality industry, the travel and tourism sector has perhaps the most

crossover with its counterparts. This is because when people choose to travel, they do not just plan a method of transportation but rather an entire stay. This can include making reservations such as where to eat, choosing a hotel, identifying attractions they might want to visit, ordering room service, or scheduling business meetings.

IV. Meetings and events industry: This segment of the hospitality industry consists of a variety of social, business, and sporting events. These events can range from something as intimate as a small wedding to more significant events, such as an expo. Venues that support the meetings and events industry have become integral to most major cities, not just because of their flexibility. Still, because of the potential revenue, they can bring in. Because of this, many cities depend on the meetings and events industry to draw people to them and support local businesses.

Some of the most common types of meetings and events include:

- Sporting events
- Family reunions
- Holiday celebrations
- Business events
- Trade shows
- Farm shows
- Conferences

V. Food and beverage industry: The food and beverage industry consists of preparing, transporting, and serving food or beverage to guests. Given the wide variety of options available to guests regarding food, this sector has become one of the industry's most successful and easy to identify sectors. With options ranging from something as simple as a hotel breakfast bar to venues as extravagant as a five-star restaurant, there is no shortage of opportunities in this sector. Food and beverage outlets are the areas in a hotel where food and beverage are sold to both in-house and outside guests. The following types of food and beverage can be seen, which may or may not attach to a hotel.

Examples of some of the most common food and beverage businesses include:

- Restaurants
- Cafeterias
- Catering companies
- Cafes
- Fast food restaurants
- Pubs
- Delis (A store where ready-to-eat food products i.e. cooked meats and prepared salads are sold)
- Third-party delivery services

- Bars
- Discotheques
- Casinos
- Take-aways etc.

1.2.3 Departments of a Hotel

To run the Hotel as a functional unit, there are several departments in a hotel that work and coordinate together, and the major departments of the hotel are:

1. Front office department:

This department performs various functions like reservation, reception, registration, room assignment, and settlement of a resident guest's bills. The front office department is considered the nerve centre of a hotel.

The front-office staff welcome the guests, carry their luggage, help them register, give them their room keys and mail, answer questions about the activities in the hotel and surrounding area, and finally check them out. Most guests' only direct contact with hotel employees is front-office staff members other than restaurants.

2. Housekeeping department:

The housekeeping department is responsible for the cleanliness, maintenance, and aesthetic upkeep of rooms, public areas, back areas, and surroundings in a hotel and for the immaculate care and upkeep of all guest rooms and public spaces at all times.

The staff members who excel in the Housekeeping Departments have an eye for detail and a commitment to the training, development and motivation of a diverse group of talented employees. However, the service and cleanliness impact our guests and determine whether they will return and recommend the hotel to others.

3. Food and beverage service department:

This department looks after the service of food and drinks to guests. The food is made in the kitchen and drinks prepared in the bar to the guests at the Food & Beverage premises. Some examples of the food and beverage outlets are restaurants, bars, hotels, airlines, cruise ships, trains, companies, schools, colleges, hospitals, prisons, takeaway etc.



Fig 1.2.4 Hotel departments

4. Kitchen or food production department:

All the food and beverages served to the hotel guest are prepared. As an art and science in the modern kitchen, Culinary preparation required more than just a knowledge of food being prepared and the preparation methods.

It is through a knowledge of basic skills, terminology, and rules of the kitchen that a final goal, preparation and service of quality is achieved in the hotel kitchen.

5. Engineering and maintenance department:

The engineering department is responsible for repairing and maintaining the plant and machinery, water treatment and distribution, boilers and water heating, sewage treatment, external and common area lighting, fountains and water features etc. Also, It looks after the maintenance of all the equipment, furniture and fixture installed in a hotel.

6. Accounts and credits department:

This department maintains all the financial transactions. Accounting departments typically handle a variety of important tasks. Such tasks often include invoicing guests, accounts receivable monitoring and collections, account reconciliations, payables processing, consolidation of multiple entities under common ownership, budgeting, periodic financial reporting as well as financial analysis.

Also common are setting up adequate internal controls for all business processes (to prevent theft/misappropriation of assets), handling external audits and dealing with banks to obtain financing. In addition, in-house accounting departments sometimes handle taxes, but this work is often contracted to outside tax accountants.

7. Security department:

The hotel's security department is responsible for the overall security of the hotel building, in-house guests, visitors, day users, hotel employees, and their belongings.

8. HR department:

The human resource department is responsible for acquiring, utilising, training, and developing the hotel's human resources.

The role of the HR department also has to do with the administration of an impartial and internal justice system that will promote transparency and openness in organisational communication. The Human resources department also serves as a progressive voice in a common system and strives to ensure competitiveness in the conditions of service for staff.

9. Sales and marketing department:

The major role of the sales and marketing department is to bring in business and also to increase the sales of the hotel's products and services are the major task of the department.

10. Purchase department:

The purchase department is responsible for procuring the inventories of all the hotel departments.

11. Information Technology (IT) / systems:

The Information Technology department is responsible for all IT systems, business systems, office systems, computer networks, and telephony systems throughout the hotel/resort.

Additionally responsible for Information Technology issues, products, and services at the property. Provides user training and support of all property/site systems, network enhancements, hardware and software support etc.

1.2.4. Hierarchy of a Large, Medium and a Small Hotel

A hotel is a commercial enterprise. Therefore, it must be run systematically. Therefore, an organisational chart is created to describe each department and staff's responsibility, task, position, and other characteristics. The diagram depicts the organisation's size and the many departments, their responsibilities, the flow of power and communication, and so on. The importance of a good organisational structure can be summed up as follows:

1. **Chain of command** - The organisational Chart aids the administration by illustrating the chain of command. It avoids the need for several commands. It identifies who is a subordinate and who is superior.
2. **The flow of responsibility** - Staff members will be able to understand their place in the organisation, role, and importance, as well as whom they report to and what they are accountable for, using an organisation chart.
3. **Official hierarchy** - The organisational chart details each employee's official position. It explains how the office is set up. It aids in developing official discipline, which is critical for the business's success.
4. **Duty** - Another key function of the chart is to clarify each employee's role and responsibilities inside the organisation to achieve the organisation's goal.
5. **Area of responsibility** - The chart outlines the roles of each employee and department. Duplication of work and waste of materials and effort can be avoided with a clear delineation of responsibilities.
6. **Harmonious relation** - Understanding each other's roles and responsibilities within and between departments and employees. Develops friendships between employees and departments, which will aid in achieving the organisation's goals.
7. **Diagnosis of the problem** - A clear organisational chart aids management in determining the source of the problem and who or which department is to blame for the failure. It aids in the

punishment and reward of individuals. The organisational process establishes the parameters determined by each individual's and department's relationships.

The organisational chart is used to accomplish the collective goal. As a result, it is the structure of responsibilities and tasks required to conduct business. An organisational chart realistically signifies an organisation's structure, stressing the various jobs, divisions, and errands connecting the establishment's personnel and team. Organisational charts may be broad-based, portraying the complete establishment or subdivisions. Top organisational charts are structured using the "Tiered" model, which displays organisation or other high-ranking administrators on top, and subordinates underneath them.

Organisation chart of a large hotel

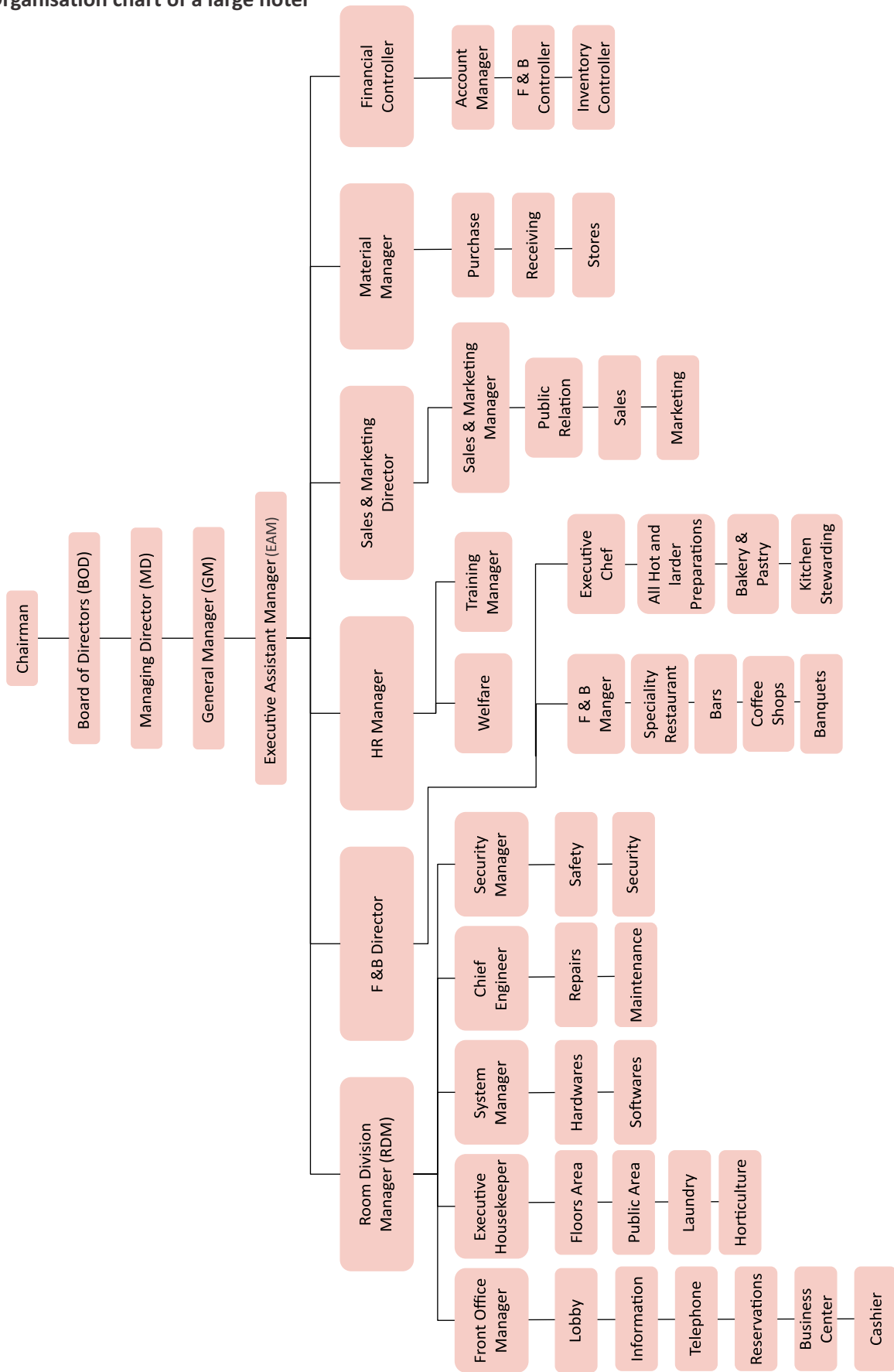


Fig 1.2.5 Organisation chart large hotel

- 1. Chairman** - Individuals or corporations that own and run one or more forms of hospitality accommodations are known as hotel owners or chairpersons. There are several different hotels, each designed to appeal to different guests. Because of the enormous variety of hotel types prevalent worldwide, a hotel owner or chairperson must assume many obligations, particularly if the hotel is locally owned.
- 2. Board of directors** - The board's work and work methodology are specified in written rules of procedure every year. These regulations govern the work and responsibilities of the members of the board of directors, the chairman, and the CEO. They also include financial reporting protocols for the CEO. The board also creates guidelines for the committees that make up the board. The board of directors' responsibilities includes approving interim reports, year-end financial statements, and annual reports and establishing instructions, rules, and standards. The Board of Directors is also responsible for monitoring the organisation's financial progress, ensuring the quality of financial reporting and internal control, and evaluating the organisation's operations following the board of directors' defined goals and criteria. The board of directors also decides on major investments and changes in the group's organisation and operations. The chairman of the board of directors is in charge of the board's work. He is responsible for ensuring that the board's work is carried out efficiently and that the board's obligations are met in line with applicable laws and regulations. In particular, the chairman will monitor the organisation's performance and plan and chair board meetings in close coordination with the CEO. The chairman is also in charge of ensuring that the Board of Directors analyses its work every year and has access to the information it needs to do its job well. In the eyes of the organisation's shareholders, the chairman represents the organisation.
- 3. Managing Director** - A managing director is a professional in charge of the organisation's business leadership and management. In order to preserve and grow the firm, the managing director monitors and stirs all of the organisation's operations, personnel, and endeavours. Managing director's duties and responsibilities include to achieve objectives, develop and implement the organisation's business strategies, assist the board of directors and the chairperson with strategic planning, make detailed business plans and put them into action, plan cost-effective operations and market growth activities, create policies and legal guidelines for the organisation, establish long-term, mutually beneficial relationships with shareholders, business partners, and government officials, monitor the organisation's finances, investments, and other commercial ventures. supervise the work of executives, providing direction and incentives to help them achieve their goals, assist in creating a positive working atmosphere, ensure that performance evaluations, training, and professional development initiatives are carried out, reward good work, prevent difficulties and address problems. maintain a professional demeanour when giving public speeches or making promotional appearances. , analyse and respond to difficult situations and events to ensure the organisation's survival and growth. , develop and improve the organisation's culture.
- 4. General Manager** - A hotel general manager is in charge of all aspects of the hotel's operations, including reception, food service, bar service, room service, booking, budgeting, marketing, and personnel. Assuring that all guests enjoy excellent service and creating marketing strategies. budgeting, sales targets, and account management are all things that need to be considered. analysing sales data and generating reports and recruiting, training, and overseeing employees. meeting and greeting guests and taking care of client concerns and other issues. taking care of building maintenance and assuring that the hotel complies with all applicable health, safety, and security rules and licencing legislation.

- 5. Executive Assistant Manager** - The executive assistant manager assists the general manager and the hotel manager. He/she provides all departmental information to both managers. An executive assistant manager manages perfect coordination between all departments and oversees their operations regarding organisation standards, revenue, cost control, and guests' greatest comfort and pleasure. In consultation with the general and the hotel manager, the executive assistant managers decide to prove or develop certain strategies. Then, depending on the magnitude and structure of the organisation, a so-called director of quality and training assists them in proving their point. At the very least, he/she reports any anomalies before they become a problem.
- 6. Rooms Division Managers** - The front office, guest services, and housekeeping departments are led, controlled, and supervised by room division managers. They collaborate closely with reservations to maximise occupancy rates and income and provide essential predictions. This is a critical job because the room division's leadership will directly impact the operational team's motivation and actions (for example, front desk agents, bell boys, housekeepers, and concierges) this is the team providing service to the guests. The hotel general manager is in charge of the room division managers.

Major responsibilities of Room Division Manager

- Supervises continuous 7-day/week, 24-hour front office operation, night audit and housekeeping operations and assigned staff, including hiring, training, evaluating performance and scheduling work
 - Monitors all front office financial operations, including group billing, verifying rates/discounts, daily sales reconciliation, petty cash and room inventory controls
 - Formulates budgets and prepares monthly revenue/expense forecasts
 - Is in charge of the organisation and quality of reception, nights, housekeeping and reservations
 - Maximises and identifies revenue and cost control opportunities within the departments
 - Manages and motivates the teams in order to improve sales and quality
 - Leads and brings life to mercure projects and identity features in the departments
 - Delivers cost, expense and payroll targets
 - Is fully involved with business planning, revenue management and forecasting
 - Ensures that personal/ development plans are in place for all direct reports
 - Anticipates the needs of "repeat" guests and issues instructions to ensure the different teams within the departments meet those needs
 - To respond to changes in the operations function as dictated by the industry, organisation and hotel
 - Previous hotel front desk manager or front desk supervisor experience is required
- 7. Food and Beverage Director** - The food and beverage director oversees all aspects of the hotel's group meeting/banquet functions, including daily coordination and aiding clients with programme planning and menu selection. Solicit local group food and beverage business; maintain the hotel's services and reputation, and represent management to group clients. The food and beverage director meets or exceeds planned food and beverage sales, labour expenses, and profitability targets and makes prompt guest follow-up calls. They also compare food and beverage

pricing to the competitors regularly. They participate in and contribute to F&B marketing initiatives and guest entertainment. They are in charge of creating sales promos and mailings. Every six months, they do a comparative analysis by calling competitors and gathering information such as banquet kits, room rental costs, etc. Additionally, they begin telemarketing to prior clients to inquire about future bookings. All departmental control processes are developed and maintained. Handle any Food & Beverage queries and follow up on the same business day if possible. They coordinate their specific group requirements with the services and facilities available by all large group meeting/banquet planners. Proposals, contracts, and estimated and real function statements are all examples. In addition, the chef should be involved in any food-related discussions at banquets or conferences.

- 8. Human Resource Manager/Personnel Manager** - This position necessitates great communication skills and efficiency while dealing with employees at various levels. In addition, the HR manager is expected to provide them with necessary information regarding their role in a team and their responsibilities. The HR manager bridges the gap between the management and the employees. In addition, the HR manager will be responsible for planning and implementing new hr strategies and overseeing the entire HR operations.

Major responsibilities of HR/Personnel Manager

- Interviews candidates to determine qualifications, personality traits, and cultural fit with the organisation
 - Recruits, hires, and training new employees to meet organisational needs
 - Creates employee work schedules and supervises staff work hours to ensure compliance with labour laws
 - Establishes performance standards for employees and evaluates their performance against these standards
 - Participates in hiring decisions by provides input on candidates' qualifications and recommends hiring decisions to upper management
 - Manages employee leave requests and absences through the use of an automated timekeeping system and other methods of record keeping
 - Reviews employee performance evaluations and identifies training needs or disciplinary actions as necessary
 - Provides leadership to managers and supervisors in an organisation on issues such as team building and conflict resolution
 - Audits departmental records such as employee attendance and performance appraisals to ensure compliance with organisation policies
- 9. Sales and Marketing Director** - To supervise and manage sales personnel and reservations to obtain maximum income, promotional coverage, and marketing opportunities. In addition, to maximise REVPAR and expand market share, the DOSM (Director of Sales and Marketing) collaborates closely with revenue management and marketing activities.
- 10. Materials Manager** - According to hotels' demands and guests' requirements, the materials manager will oversee the planning, purchase, storage, control, and distribution of materials and goods

- Adheres to organisation standards by putting strong purchasing policies, methods, and procedures into practice
- Uses established purchase criteria, evaluates vendors' quality, service, and pricing
- Gets comparative quotes for hotel needs and ensures the best product is found and bought
- Requests quotes from several vendors for anything that costs more than a specific quantity (per the hotel's policy)
- Creates agreements to guarantee lower prices for all of the hotel's operational areas
- Receives a daily market list from the executive chef and makes arrangements for the daily delivery of those items
- Makes certain that the purchasers update all order delivery dates following the suppliers' claimed delivery dates
- Oversees the daily delivery of all authorised or approved purchase orders to the appropriate suppliers or vendors
- Assures and confirms that quotes are consistently updated and that suppliers' most recent price lists are kept
- Assures the Purchasing Department's smooth operation in all respects
- Carries out market research to find fresh goods and services for the hotel
- Obtains the finance controller's and general manager's written consent before changing any established Minimum or Maximum stock levels
- Checks delivered product discrepancy report produced by cost control regarding price and quantity order discrepancies, provides any necessary justification, and approves it
- Approves all extra requests for new storeroom goods, ensuring that the item's unit, packing, and category are accurate, and establishing the minimum and maximum expected stock levels
- Daily checks the "pending orders" report, and all pending orders are frequently checked and validated
- Creates a list of orders that will be cancelled each day and sends it to accounts for deletion, along with the necessary justifications
- Based on approved highly consumed commodities, determines items for standing orders using vendor logistics for frequent deliveries to the hotel
- Verifies product availability, compels out-of-date objects' releases, and monitors disposal efforts
- Confirms that all records are kept and filed per policy and procedure standards, including accurate quotes
- Verifies that quantities are within the specified Min/Max stock levels before approving all storeroom re-order requests
- Is in charge of hiring workers, providing them with training, and carrying out other associated tasks for the materials department
- Ensures that all store items are under the control until they are issued and are completely documented according to stringent control procedures (key control, timing schedule, permitted and issue requests)

11. Financial Controller - Financial controller is in charge of the accounts department's day-to-day operations, including preparing and managing the hotel's financial budgets and implementing and overseeing all financial-related activities following local tax laws and the hotel's SOPs.

12. Front Office Manager

Major responsibilities of Front Office Manager

- Ensures the front desk is tidy and has all necessary stationery and material (e.g. pens, forms and informative leaflets)
- Trains, supervises and supports office staff, including receptionists, security guards and call centre agents
- Schedules shifts
- Ensures timely and accurate guests service
- Handles complaints and specific guest requests
- Troubleshoots emergencies
- Monitors stock and order office supplies
- Ensures proper mail distribution
- Prepares and monitor office budget
- Keeps updated records of office expenses and costs
- Ensures the organisation's policies and security requirements are met

13. Executive Housekeeper

Major responsibilities of Executive Housekeeper

- Helps the manager create a training plan for new employees so that they can be prepared for their daily responsibilities
- Communicates with other staff members to ensure that they are meeting their responsibilities and resolving any issues that arise
- Makea sure that cleaning supplies are readily available to all staff members who need them
- Coordinates with architects and interior designers to ensure those design elements such as carpet patterns, lighting layouts, or paint colours are accurately reflected in the finished product
- Organises and coordinates the redecoration of rooms so they can be used for different purposes or events
- Supervises staff, including interviewing, hiring, training, and firing employees as necessary
- Organises and planning housekeeping services, including laundry, cleaning, and maintenance for large houses or businesses
- Coordinating with event planners to arrange for catering, event setup, decoration, and other services needed for special events
- Ensuring that all areas of the facility are clean and orderly at all times

14. System Manager – The system manager plans, deploys and manages software and hardware to satisfy overall information technology needs. In addition, they are in charge of budgeting, information security, and the implementation of new technology as required.

Major responsibilities of System Manager

- Responds courteously and efficiently to queries and problems from guests and system users
- Ensures cleanliness of all data equipment and computer rooms
- Responsible for smooth functioning and coordination of vendors for Guest Internet, Property Management Systems - PMS, Point of Sale - POS, IPTV, Telephony systems and other software vendors
- Troubleshoots hardware and software problems
- Responsible for overseeing and handling network configuration, Servers, Workstations, Networking equipment, PABX, email accounts, and support for the underlying server/desktop infrastructure
- Undertakes the root cause analysis on a problem and undertakes general network setup and device configuration
- Knows the network of server hardware, Disk storage technology, I/O devices, and infrastructure, including CAT5/6 cabling, wireless networks, network switches, WAN/LAN, domain controller, Active Directory, firewall and VPN applications
- Prepares and implements preventive maintenance schedule for all IT hardware & software
- Manages leadership in establishing project scope, technical strategy, cost, budget and staff support requirements with new IT initiatives
- Prepares policy & procedures for its department and the user department
- Manages disaster recovery process and ensures regular daily backup is taken
- Anti-virus setup and day-to-day support
- Plans to assign and take the reports from the IT team
- Identifies and implements solutions to user challenges and concerns associated with personal computer equipment
- Ensures that policies and procedures relating to IT regulations and compliance are updated.
- Maintains a system error/progress log book and deals with reported problems
- Is responsible for ensuring that IT audit points are implemented per standard operating procedures
- Monitors and maintains a proper inventory of hardware and software licenses
- Is aware of IT security policies and ensures implementation through regular staff training
- Keeps updated with the latest hotel technology and security risks regularly
- Performs other IT or systems-related tasks assigned by the management

15. Chief Engineer – Daily, the chief engineers are responsible for managing all areas of the maintenance workforce. Direct, coordinate, and perform routine, preventive, and emergency interior/exterior maintenance and repairs to achieve maximum efficiency and economy in hotel operations.

Major responsibilities of Chief Engineer

- Communicates the hotel's goals to all engineers and professionals in the team
- Supervises every phase of the project from start to completion
- Calculates costs, material, labour, and time required for each project
- Approves designs and budgets
- Delegates tasks to engineer teams
- Supervises staff training as well as equipment installation
- Performs quality control checks on all systems and products
- Quickly resolves disputes between staff
- Acknowledges or rewards good work
- Analyses data and drafts reports for review
- Looks after all maintenance and repair departments, including the engineering team

16. Security Manager – a security manager, oversees the security of a hospitality property. He is in charge of the security department and many security measures that protect hotel guests, employees, and buildings. A hotel's security manager plays a critical part in its profitability.

Major responsibilities of the Security manager

- Manages and trains security guards
- Hires and onboard new security guards
- Sets the security guard staffing schedule
- Creates all security policies and procedures
- Conducts regular security inspections
- Investigates security threats and breaches
- Writes comprehensive security reports
- Presents security improvement plans to executives
- Builds and manages the departmental budget
- Leads organisation emergency response pieces of training
- Recommends new security technology
- Maintains utmost confidentiality and discretion

17. Training Manager**Major responsibilities of Training Manager**

- Evaluates employees and identifies weaknesses
- Identifies training needs according to needs
- Based on research, plans and implements training programs that will prepare employees for the next step of their career paths
- Recruits trainers

- Leads, teaches, on boards and evaluates new trainers
- Makes other trainers' schedules
- Builds quarterly and annual training programs
- Presents all the technical and supply training requirements
- Prepares the budget for training programs and workshops
- Encourages employees to train
- Oversees employee attendance and performances
- Tracks employee success and progress
- Manages the production of program marketing material in collaboration with the marketing team
- Communicates all the training programs on a timely basis
- Has a program announcement marketing strategy
- Prepares and delivers training courses
- Brings guest presenters if necessary
- Implements training KPI
- Prepares and presents reports on training program KIPs

18. Executive Chef

Major responsibilities of Executive Chef

- Designs menus that enhances guests' culinary experience while keeping up high quality
- Submits cost proposals for menu items
- Creates and test new menus
- Provides feedback regarding the food quality of large bulk purchases
- Ensures that all food preparation follows regulatory guidelines
- Designs standardised food presentation guidelines for each dish
- Monitors inventory levels of commonly used items
- Looks for ways to reduce spoilage of infrequently used items
- Hires, trains and manages staff regularly

19. F&B Manager

Major responsibilities of F&B Manager

- Plans, forecasts and executes food and beverage orders
- Processes guests' complaints patiently
- Plans alternative recipes for guests with special dietary needs
- Checks food and beverage supplies and places orders when needed
- Tracks and order shipments

- Communicates and builds strong relationships with vendors
- Adheres to food, health and safety standards
- Plans, hires, train, oversees and manages the members of staff
- Oversees and supervises the welcoming of guests
- Always strives towards an exceptional guest experience

20. Sales and Marketing Manager

Major responsibilities of Sales and Marketing Manager

- Promotes the hotel's existing brands and introduces new products to the market
- Analyses budgets, prepares annual budget plans, schedules expenditures, and ensures that the sales team meets their quotas and goals
- Researches and develops marketing opportunities and plans, understands consumer(hotel guests) requirements, identifies market trends, and suggests system improvements to achieves the hotel's marketing goals
- Gathers, investigates, and summarises market data and trends to draft reports.
- Implements new sales plans and advertising
- Recruits, trains, schedules, coaches, and manages marketing and sales teams to meets sales and marketing human resource objectives
- Maintains relationships with important clients by making regular visits, understands their needs, and anticipates new marketing opportunities
- Stayis current in the industry by attending educational opportunities, conferences, and workshops, reading publications, and maintaining personal and professional networks.

21. Accounts Manager

Major responsibilities of Account Manager

- Ensures guests have the best possible experience by diagnosing and resolving all billing-related disputes.
- Represents the department of finance at the daily meeting of department heads with the general manager.
- Manages all aspects of Accounts Payable, Receivable, and the budget for the department.
- Computes and distributes salaries and payments.
- Prepares frequent accounting activity reports and summaries.
- Creates financial statements and lists of creditors.
- Verifies recorded transactions and notify management of any discrepancies.
- Guides the night audit team in order to guarantee accurate revenue reporting.To ensure accurate revenue and payment posting, examines all ledger details, including the guest ledger, municipal ledger, and deposit ledger
- If a ledger discrepancy or imbalance is discovered, coordinates with the PMS team to rectify the situation

- Carries out the daily reviews of the postings, payments, revenue, and guest balance reports
- Ensures correct taxation is applied to all billing software, such as Property Management Systems (PMS), Point of Sale (POS), and SPA software
- Ensures all statutory information (PAN, TAX NO, Company Registration No., etc.) Appears on guest invoices and bills
- Carries out the daily billing of A/R accounts and delivery to guests with supporting bills and statements
- Accounts are followed up on within three days to ensure the guest has received the invoice and has no questions
- Carries out the daily review of the Accounts Receivable (A/R) Ageing Reports
- Contacts the client if payment has not been received 30 days after the initial invoicing
- Checks guests' credit ratings and mark long-overdue or delinquent accounts as "black listed"
- Enters weekly invoices into the accounts payable system after confirming a purchase order has been received from the ordering department head and gaining the general manager's permission
- Forecasts cash payments and anticipating difficulties caused by a lack of financial flow
- Ensures that cash flows are sufficient and enables business units' effective operation
- Maintains banking contacts and negotiates business unit loans and merchant services.
- Maintains files of all contracts, insurance policies, tax records, costs, salaries, etc.
- Maintains and transfers funds between required bank accounts
- Conducting quantitative analysis of data and developing conclusions and solutions
- After verification, approving all Travel Agent commissions and releasing funds
- Creating financial reports and submitting them to the appropriate government agencies
- Ensures that all new hire paperwork, benefits, performance evaluations, disciplinary action forms, and other essential personnel records are submitted and maintained in compliance with the organisation's HR policies
- Monitors and controls all property inventories to guarantee adequate levels without impeding property cash flows
- Creating and delivering financial reports to investors and meetings
- Works with CEOs and business unit heads to establish budgets and monitor profit/loss by business unit
- Finance, financial reports, internal controls, labour management, payroll, etc.-related direction and training for the operational team of the hotel
- Effectively manages the accounting team utilising respectful communication, clear expectations, appropriate training, effective coaching, regular meetings, and proper performance management
- Recommends and maintains a system of policies and procedures that imposes an acceptable level of control on the actions of the Finance Department

Organisation chart of a medium hotel

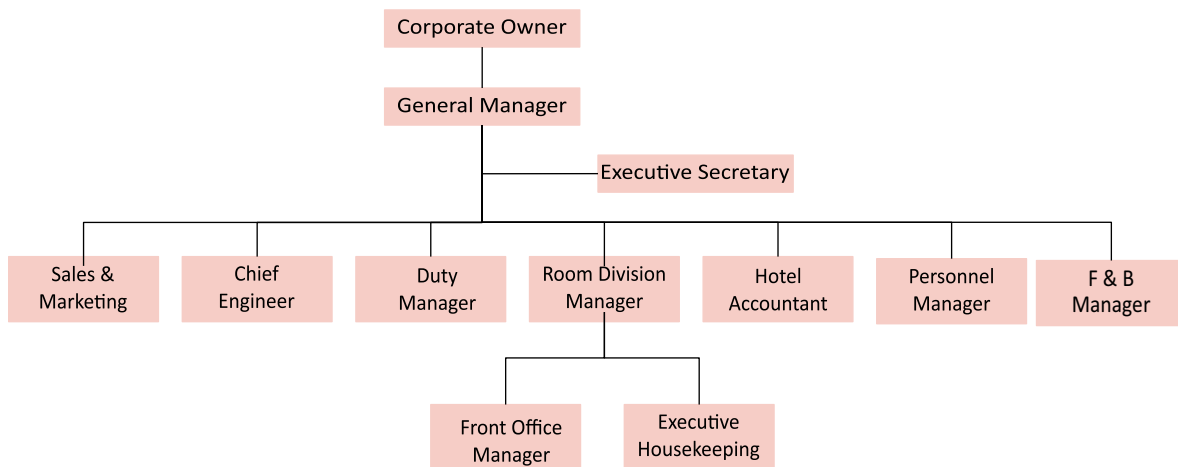


Fig 1.2.6 Organisation chart medium hotel

1. Hotel / Corporate Owner

Hotel / Corporate Owner Responsibilities

As the hotel owner, the primary goal is the success of the property. This will require the owner to assume many responsibilities, including:

- Managing the hotel revenue and budget, including pricing strategies and occupancy rates
- Recruiting and managing employees
- Set the tone for the hotel environment and be a role model for all the employees
- Helping out with operational duties
- Understanding and implementing the latest hotel technologies. This includes making sure that one keeps up with competitors and that the employees are suitably trained
- Purchasing supplies and equipment
- Inspecting all public and private areas for cleanliness and orderliness
- Ensuring that the hotel's physical plant operates properly
- Overseeing any renovation or redecoration activities
- Keeping abreast of local events scheduled to occur at the property
- Addressing any safety and security concerns
- Preparing reports for the franchisor, if applicable and appropriate

2. General Manager - [See \(Organisation chart of a large hotel point no. 4, page no. page no. 17\)](#)

3. Executive Secretary

Major responsibilities of Executive Secretary

- Takes and transfers phone calls
- Organised and schedules meetings and appointments
- Keeps track of the contacts
- Produces and distributes memos, letters, faxes, and forms for correspondence
- Assists in the preparation of reports that are due regularly
- Creates and keeps a filing system
- Purchases office supplies
- Makes the trip plans
- Submits and reconciles expense reports
- Provides visitors with general assistance

4. **Chief Engineer** - [See \(Organisation chart of a large hotel point -5, page-22\)](#)

5. **Sales and Marketing Manager** - [See \(Organisation chart of a large hotel point-21, page- 25\)](#)

6. **Duty Manager**

Major responsibilities of Duty Manager

- Greets the VIP guests of the hotel. As directed by the front office manager, performs special services for VIP guests
- Assists in VIP's arrival and departure in the absence of guest relation officers
- Checks cleanliness of lobby and public areas, lights and front office staff in proper and orderly appearance and behaviour
- Checks on registration cards of arriving guests and ensures all information should be filled on each card either by Guest Relation Officers or the guests
- Assists in sending guest messages or faxes
- Gives the instructions to the night reception, during the high occupancy periods, regarding walk-in guests and release room blocked because of no-shows
- Assists in handling room lock problems
- Prepares and checks for VIP's arrival and escorts guests to rooms
- Coordinates with all departments concerned in order to maintain Front Office functions properly
- Operates the front office computer system in order to assist front office attendants
- Checks group department, fit and ensure switchboard makes appropriate wake-up calls
- Handles guest complaints and other related problems and reports on the Assistant Manager's log book
- Assists reception, business centre, cashier, concierge and bell captain when busy
- Answers guests' inquiries, handle complaints and attends to the guests' needs
- Approves and signs for allowances, rebates, etc., as front office cashier required

- Authorises charges to be made for late departures and compliments on them
- Promotes and maintains good public relations
- Motivates and maintains good staff relations
- Maintains and is guided by hotel policy on credit/lost and found hotel guests' properties
- Follows up in credit check report, liaises with credit manager
- Is responsible for front office operation during the absence of the front office manager
- To discuss all matters needed, follow up with the next shift Reception Manager
- Approves the front office attendants' working schedule and submits it to the front office manager
- Conducts and ensures the neat appearance of front office attendant as well as correct attitude and behaviour, discusses problems encountered on this point with the front office manager, assistant front office manager and their shift leaders
- Assigns and approves duty roster for all front desk staff
- The hotel's human resources department is in charge of the hotel's human resources and the employment system

7. Room Division Manager - [See \(Organisation chart of a large hotel point - 6, page -18\)](#)

8. Hotel accountant

Major responsibilities of Hotel Accountant

- Prepares journal entries and adjusts account balances to accurately reflect hotel's financial statements
- Prepares bank reconciliations by reviewing and verifying the accuracy of account balances in accordance with bank statements
- Prepares financial reports, including monthly statements and annual audits, in accordance with government regulations regarding accounting standards
- Reviews budgets and prepares estimates of future expenditures based on historical data or other available information
- Recommends changes to accounting procedures and policies to improve the accuracy of financial records
- Helps to identify which accounts should be recorded first in order to facilitate accurate record keeping
- Calculates tax liabilities for businesses and individuals based on laws implemented by the central and state governments
- Processes payroll for all employees using automated software programs or manual methods
- Monitors cash flow and identifies any potential problems in advance so that corrective action can be taken before an issue arises

9. Personnel Manager - [See \(Organisation chart of a large hotel - point - 8, page - 19\)](#)

10. F & B Manager - [See \(Organisation chart of a large hotel point - 20, page - 25\)](#)

11. Front Office Manager - [See \(Organisation chart of a large hotel - point - 12, page - 21\)](#)

12. Executive Housekeeping

Major Responsibilities of Executive Housekeeping

- Responsible for cleanliness, orderliness and appearance of the entire hotel
- Ensures that rooms are made as per organisation standards
- Prepares annual housekeeping budget
- Maintains par stock of guest supplies, cleaning supplies, linen and uniform
- Organises inventories with accounts and general store for linen, uniform and fixed assets
- Pays particular attention while organising pest eradication activities
- Develops and implements Housekeeping systems and procedures
- Prepares reports for management information
- Assists the purchase department in selecting suppliers for items related to housekeeping
- Plans, controls and supervises horticultural activities
- Attends and resolves guest complaints
- Carries out the verification of supplies consignments
- Organises on-the-job training and evaluates its effectiveness
- Recommends recruitment of new personnel
- Carries out the daily inspection of public areas and employees' locker rooms
- Carries out the daily briefing of supervisors/ executives
- Coordinates the preventive maintenance schedule of rooms and a public area with the maintenance department
- Immediately attends to guest requests

Organisation chart of a small hotel

1. Hotel / Corporate Owner - [See \(Organisation chart of a medium hotel - point - 1, page -27\)](#)

2. General manager - [See \(Organisation chart of a large hotel - point - 4, page -17\)](#)

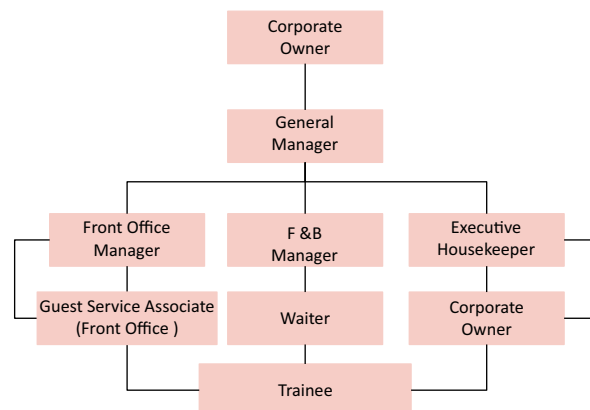


Fig 1.2.7 Organisation chart of a small hotel

3. **F & B Manager** - [See \(Organisation chart of a large hotel - point - 20, page - 25\)](#)
4. **Front Office Manager** - [See \(Organisation chart of a large hotel - point - 12, page no- 21\)](#)
5. **Executive Housekeeper** - [See \(Organisation chart of a large hotel - point - 13, page - 21\)](#)
6. **Guest Service Associate (Housekeeping)**

Responsibilities of Guest Service Associate (Housekeeping)

- Registers guests and assigns rooms and accommodates special requests whenever possible
- Assists in preregistration and blocking of rooms for reservations
- Thoroughly understands and adheres to proper credit, check-cashing, and cash handling policies and procedures
- Understands room status and room status tracking
- Knows room locations, types of rooms available, and room rates
- Uses suggestive selling techniques to sell rooms and promotes other hotel services
- Coordinates room status updates with the housekeeping department by noticing housekeeping of all checkouts, late checkouts, early check-ins, special requests, and dayuse rooms
- Possesses a working knowledge of the reservations department. Takes same-day reservations and future reservations when necessary. Knows cancellation procedures
- Files room keys (only for manual room key hotels)
- Knows how to use front office equipment
- Processes guest check-outs
- Performs cashier related functions like posting charges to guest accounts, raising paid out's, currency exchange
- Follows procedures for issuing and closing safe deposit boxes used by guests
- Uses proper telephone etiquette
- Uses proper mail, package, and message handling procedures
- Takes care of courier and Mail Register
- Reads and initials the pass-on log and bulletin board daily. Is aware of daily activities and meetings taking place in the hotel
- Attends department meetings
- Reports any unusual occurrences or requests to the manager or assistant manager
- Knows all safety and emergency procedures are aware of accident prevention policies
- Maintains the cleanliness and neatness of the front desk area
- Understands that business demands sometimes make it necessary to move employees from their accustomed shift to other shifts

7. Waiter (Food and Beverage Service Associate)

Major responsibilities of a Waiter

- Greets and escorts guests to their tables
- When asked, presents the menu and provides extensive information (e.g. about portions, ingredients or potential food allergies)
- Sets the tables with tablecloths, silverware, and glasses
- Informs guests about the specials of the day
- On request, makes menu recommendations
- When possible, up-sells different products
- Takes authentic food and beverage orders using POS ordering software, order slips, or memorisation
- Checks guests' identification to confirm they are of legal drinking age
- Informs the kitchen staff of the order's specifics
- Serves orders for food and beverages
- Check the cleanliness and presentation of the dishes and kitchenware, and report any issues
- Make table arrangements and keeps the dining room clean
- Deliver checks and collect payments for bills
- Return to the kitchen with soiled dishes, glasses, and silverware

8. Trainee

Major responsibilities of Trainee

- Developing an overall understanding how a hotel functions
- Supports managers with various tasks (e.g. policy making, goal setting)
- Learns to evaluate performance
- Understands management roles have various responsibilities and requirements based on the industry
- Helps managers complete daily tasks (e.g. implementing new policies)
- Understands each department's (e.g. Marketing, Sales) daily processes and goals
- Provides administrative support (e.g. data entry)
- Gets familiar with personnel duties
- Participates in hotel's strategic planning
- Helps managers in evaluating performance (e.g. writing reports, analyzing data)
- Keeps track of business revenue
- Researches ways to increase profitability and lower risk
- Creates and gives presentations

UNIT 1.3: Housekeeping Department and Layout of a Hotel

Unit Objectives

At the end of this module, participant will be able to:

1. Elaborate the organization chart / hierarchy of a housekeeping department in a hotel
2. Elaborate the essential functions of the housekeeping department

1.3.1 Organisation Hierarchy of a Housekeeping Department

The organisational structure of a housekeeping department---whether in a small, medium or large hotel is depicted using an organisation chart.

An organisation chart is a schematic representation of the relationships between positions within an establishment, showing where each position fits into the overall organisation and illustrating the divisions of responsibility and lines of authority

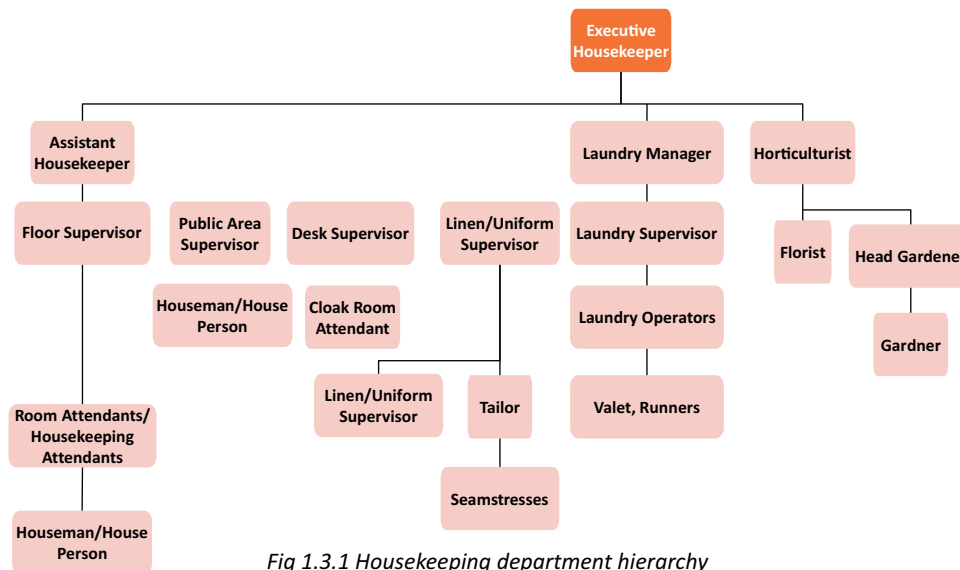


Fig 1.3.1 Housekeeping department hierarchy

The executive housekeeper heads the housekeeping department in a hotel.

He/she reports to the general manager, the resident manager, or the room's division manager in a large hotel.

In the case of a chain of hotels, the executive housekeeper also reports to the director of housekeeping, who heads the housekeeping departments in all the hotels.

The deputy housekeeper assists the executive housekeeper and, depending on the size of the property. There can also be assistant housekeepers who look after the various areas of responsibility in the hotel: floors, public areas, the linen room, and desk control.

Executive housekeeper: Executive housekeepers are in charge of the housekeeping department's

operations and personnel. An executive housekeeper coordinates the inspection of allocated areas by housekeeping personnel to ensure that standards are met. An executive housekeeper can manage several goals and demands, solve problems, support personnel, and do housekeeping responsibilities as needed.

• **Responsibilities:**

- Utilise human resource management abilities, such as hiring, training, scheduling, and evaluating performance
- Complete financial management activities, such as budgeting and sticking to it
- Administer all housekeeping and laundry services and guarantee the safety of all guests
- Schedule all work for weekends and evenings, and assist the manager on duty in preparing a schedule for staff
- Continually monitor and ensure responses to all client requests while maintaining company standards in all work
- Administer the efficient operation of all housekeeping departments at all times, supervise all work, and ensure all operational standards and organisation regulations are met
- Monitor all sub-activities of the department, maintain records of all expenses, manage all department expenses, and suggest ways to increase efficiency
- Design all housekeeping policies and procedures following the necessary standards, and schedule all staff rotations
- Maintain safety and cleanliness, conduct regular staff evaluations, and coordinate with various engineering and front office personnel
- Conduct regular market research on all new products and suppliers and oversee all horticultural needs
- Perform routine audits and ensure compliance with all lost and found policies
- Manage and analyse all incoming supplies, guarantee compliance with all specifications, and prepare all management-facing reports
- Ensure that all furniture is always clean, remove all markings from all glasses, and help maintain a tidy bathroom

Possible future career paths:

- Front Office/Rooms Division Manager
- Housekeeping Director
- Rooms Division Executive

Deputy housekeeper: Reports to the executive housekeeper or director of housekeeping.

Duties and responsibilities

- Verify that all guestrooms, public areas, and 'back-of-the-house' areas are clean and well-kept
- For example, inspect the work of contractors, such as pest treatment, laundry, and window cleaning
- Prepare employee timetables and duty rotas/roaster rosters
- Ensure that stock is taken regularly and that records for linen, clothing, and equipment are kept up to date

- Provide the executive housekeeper with the required information for employee appraisal, discipline, termination, and promotion
- In conjunction with the executive housekeeper, develop and administer training programmes for the housekeeping department
- Assist the executive housekeeper with operating and capital spending planning and budgeting
- In the absence of the executive housekeeper, take responsibility for the housekeeping department

Assistant housekeeper

Reports to the Executive Housekeeper or Deputy Housekeeper (If this Position Exists in the Organisation).

Duties and responsibilities

Be in charge of ensuring that guestrooms are cleaned, serviced, and repaired in a timely and organised manner.

- Be in charge of the hotel linen, keeping track of its movement and distribution to room attendants
- Please keep track of all cleaning materials and check them frequently
- Assist the room attendants with their day-to-day problems
- Provide a list of rooms ready to be assigned to guests at the front desk
- Pleasingly arrange the flowers
- Arrange for staff training and a replacement for the executive housekeeper if he or she is unavailable.
- Record books, registers, and files should all be updated
- Check out the VIP and OOO sections (out-of-order)

There may be only one assistant housekeeper under the executive housekeeper in a medium-sized hotel or one for each shift in a large hotel. Assistant housekeepers share responsibility for major hotels' floors, public areas, linen room, and control room. During a shift, the assistant housekeeper essentially oversees the resources provided by the executive housekeeper to meet the goals of cleanliness, maintenance, and attractiveness. His/her responsibilities also include daily supervision of various hotel regions. In the absence of the deputy housekeeper, the assistant housekeeper assumes all of the following duties and obligations.

Laundry manager

The laundry manager manages the everyday activities of a laundry services department. Assigns and evaluates the performance of laundry personnel who receive, wash, iron, package, and deliver laundry to various departments or guests. A high school diploma or equivalent may be required to work as a laundry manager. Reports to the hotel management in most cases. In an enterprise with highly transactional or repetitive procedures, the Laundry Manager supervises a small group of paraprofessional personnel. Assists in the creation of processes and procedures. Under supervision,

have a thorough understanding of the functional area. A Laundry Manager normally has three years of experience as an individual contributor in a related field. The Laundry Manager is in charge of the laundry and reports to the Director of Housekeeping. He or she is in charge of the overall operation of the laundry and dry cleaning facility. As a result, he or she should be well-versed in fabrics, chemicals, and laundry machines.

Horticulturist

She/he supervises a team of gardeners who maintain the hotel's landscape and grounds and provide flowers for the hotel's flower arrangements. In addition, the housekeeping service makes extensive use of flowers to beautify various parts of the hotel attractively. Flower arrangements, for example, can be used in banquets, guest rooms, restaurants, lobby areas, and businesses.

Reports to the Assistant House-Keeper.

Duties and responsibilities

- Oversee the upkeep of the gardens and landscape areas.
- Ensure that the housekeeping staff has a steady supply of flowers and leaves.
- In the absence of a florist, assist the executive housekeepers with floral arrangements.

Floor supervisors/floor housekeepers

The condition of guestrooms is ultimately the responsibility of the floor housekeepers. Three or more floors are assigned to each floor housekeeper. She/he assigns room assignments to the room attendants and provides them with the floor master keys, which they return at the end of the day. In addition, the floor supervisor regularly inspects, supervises, and approves the attendants' work and the physical condition of all rooms on the floor.

Reports to the Assistant Housekeeper and Executive Housekeeper.

Duties and responsibilities

- Oversee the delivery of soiled linen to the laundry and the requisitioning of new linens from housekeeping
- Ensure that equipment, maintenance, and cleaning supplies are available for floors and public areas
- Room attendants should be given floor keys
- Spring cleaning should be supervised
- Provide an update on her floor's maintenance
- Clearing should be coordinated with room service
- Maintain par stock levels for each floor/floor pantry
- Work along with the front desk manager
- Make it easier to provide supplementary services to guests on request, such as babysitters, hot water, and bottles

- Any safety or security hazard should be immediately reported to the security department or management
- Prepare status reports for the housekeeping department
- Supervise cleaning on the assigned floors and spaces, including bedrooms, corridors, staircases, and floor pantries
- Report on individual employee performance standards

Public area supervisor

Reports to the Assistant Housekeeper.

Duties and responsibilities

- Maintain a clean environment in all public and functional spaces at all times
- Special cleaning of public locations should be organised
- Ascertain that all maintenance tasks are completed in collaboration with the maintenance staff
- Ensure that flower arrangements in public areas are placed in appropriate locations
- Ascertain that the banquet rooms and conference halls are kept in good working order for functions and conferences

Desk supervisor

The housekeeping department's nerve centre is the control room or housekeeping desk. The desk is open 24 hours a day, seven days a week. The supervisor is crucial in housekeeping operations since the control desk is the core of information transmission.

Reports to: – The assistant housekeeper.

Duties and responsibilities:

- Coordination with the front desk for information on departing rooms and clean room handover
- Work with other departments to ensure seamless operation and efficiency
- Maintenance and housekeeping concerns are received
- Maintains the control desk's registers
- Guests may make specific requests
- Assist in the gathering and dissemination of information among the housekeeping personnel
- Maintain up-to-date reports on room occupancy, VIPs, room status, and other pertinent information to distribute tasks to attendants and supervisors as needed
- Attend to any incoming phone calls at the control desk
- Be in charge of the guestroom keys delivered to room attendants, storing them, and keeping track of them in a key register

Linen room supervisor/linen keeper

Reports to:- The assistant housekeeper.

Duties and responsibilities

- The linen for the entire hotel is one's responsibility
- After checking, send dirty linen from the laundry
- Before giving laundered linen to be ironed, inspect it
- Linen should be provided to the various departments
- Keep track of linen movements and inspect linen regularly
- Supervise hotel linen ironing and laundry and the work of linen room attendants and tailors
- Make recommendations for replacement purchases and inform executive housekeepers about linen requirements

Guestroom attendants/room maids/chamber maids

One maid is assigned to every 12-15 rooms in most hotels. The work of the room attendants is crucial because it directly affects the guests' comfort and, as a result, their perception of the hotel. Their day comprises cleaning and maintaining each room to the hotel's standards, including making beds, dealing with linen supply, and general housekeeping. Since men have previously entered this dominated by women sector, most hotels now use the term "attendant" rather than "maid."

Reports to: – The person in charge of the floor. They may immediately report to the assistant housekeeping in small hotels.

Duties and responsibilities:

- Rooms must be kept clean and tidy, following the hygienic rules
- Change the linens in the guest room and the bathroom
- Make the beds in the guest room
- Restock the guest's supplies
- Respond to guests' summons as soon as possible
- Take charge of the evening and the turn-down service
- Rooms should be checked and secured
- Any articles found should be handed up to the housekeeper
- Stock up on guest goods, cleaning products, and linen for the maids' cart

Houseporters/housepersons/ houseman

The house person's job entails heavy physical labour as needed, such as carpet cleaning, window cleaning, lifting heavy furniture, cleaning public spaces, rubbish removal, and assisting room attendants on guest floors.

Reports to:- The head house-person or the public area supervisor.

Duties and responsibilities:

- Tidy carpets
- Shift beds, chairs, and other heavy furniture
- Cart linen to and from floors
- Clean the swimming pools, garden paths and such outdoor surfaces
- Clear out the garbage
- Polish all brassware
- Help room attendants in their work in guestrooms
- Clean all doors, windows, and ventilators
- Corridor cleaning
- Cleaning the floor pantry
- Takedown and re-hang curtains as needed
- Clean fire-fighting equipment
- Keep the fire buckets filled with sand
- Take on heavy cleaning of areas such as shafts and terraces
- Wash walls, draperies, chandeliers, and other hard-to-reach areas

Cloakroom attendant/ powder room attendant

It is customary in a hotel that hosts a large number of non-resident guests to have someone on duty in the ladies' powder room during lunch and dinner hours to attend to guests' needs, monitor their valuables, and keep the powder room clean and tidy.

Reports to: – The public area supervisor.

Duties and responsibilities:

- Keep the place tidy at all times
- To fulfil demand during peak hours, keep a sufficient supply of soaps, detergents, combs, brushes, powder, and hand towels on hand
- To accommodate demand during peak hours, use soiled linen
- Maintain the shoeshine kit
- Maintain the shoe shine machine in the cloakroom for the public
- Keep all of the cloakroom's cupboards and fittings in good working order
- If necessary, brush the guests' jackets

Linen room attendant/ linen room maid

Report to - The linen room supervisor.

Duties and responsibilities:

- Stacking sheets, pillowcases, towels, tablecloths, napkins in different stacks
- Issue clean linen on a clean-for-soiled basis
- Place soiled linen in containers and send these to laundry
- Examine and count each line item when sent to laundry and return
- Send torn articles to the seamstress for repair
- Maintain proper records of discards and determine the percentage of discards

Tailors, seamstresses, and upholsterers

They are in charge of mending, sewing, and repairing uniforms, linens, and upholstery, respectively. The upholsterers also replenish upholstery that has to be replaced

Report to:-the linen room supervisor.

Duties and responsibilities:

- Use patching or other means to repair any damaged linen
- Staff uniforms should be replaced, and all damaged uniforms should be repaired or altered as needed
- To burnish silver, make pads out of old mattress pads.
- If necessary, stitch pillowcases
- All damaged upholstery should be reupholstered
- Estimate the material requirement and have the linen room supervisor place a demand with the stores
- Take fabric from the stores and bring it to the tailoring room

Note—A seamstress assists a tailor with small stitching, repairs, and other tasks.

Laundry supervisor duties and responsibilities

When the laundry manager is not present, he or she controls the laundry operation. Therefore, a laundry supervisor requires a good awareness of all aspects of the laundry equipment, chemicals, and materials.

A laundry supervisor's tasks vary widely depending on the position and location. However, in general, he or she controls the laundry operations at a business. For example, hotels frequently hire supervisors to guarantee that other personnel properly clean, store and distribute towels and linens to guest rooms. The supervisor may also be in charge of ensuring that the business's operational parts run well by dealing with scheduling and, if necessary, arbitrating staff disagreements. Even though a supervisor is in a management role, he or she often reports to other managers or business owners.

For someone with administrative experience, a laundry supervisor is frequently an entry-level role. One of the most important responsibilities of a supervisor is to supervise the actions and performance of

other employees. For example, receiving and washing dirty linens, folding cleaned things, and distributing linens and towels as needed are responsibilities for which such staff are responsible. In addition, the supervisor is usually responsible for ensuring that staff do these responsibilities correctly and on schedule.

This position's responsibilities may also include supervising other "housekeeping" employees. Although many firms have laundry and housekeeping personnel working together, some businesses may have a significant requirement for laundry services to be separated from other responsibilities. As a result, a laundry supervisor may need to guarantee that all housekeeping staff members execute appropriate chores, such as cleaning hotel rooms and amenities.

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Even though a laundry supervisor is a manager, he or she is usually at a lower level of management. Depending on the facility's scale where the supervisor works, another department manager may have direct authority over him or her. Otherwise, firm owners and managers usually guide and instruct a supervisor. He or she is then in charge of ensuring that any executive orders are followed to the letter.

Laundry operator

Laundry Operators are included in the larger group of Laundry and Dry-Cleaning Workers. Therefore, this page's material will generally apply to all careers in this category, although it may or may not apply particularly to this job title.

The Laundry Operator is responsible for the processing, distributing, and storing washable linen garments and other items. Performs basic laundry tasks, including washing, ironing, pressing, folding, mending, labelling, inspection and fabrication of speciality items. The Laundry Operator works in a front line position in the Laundry Division of the Environmental Services Department.

Many Laundry Operators possess unique abilities to carry out their duties. It has been narrowed down the most important and prevalent abilities for someone in this position by analysing numerous profiles. It has also been observed that many profiles for this position listed communication skills, coordination skills, and mechanical skills as their functional skills.

Duties and responsibilities:

- At all times, follows Standard Precautions, including but not limited to handling soiled linen
- Demonstrates safely and appropriately handling hazardous waste while adhering to safety laws and guidelines
- Correctly reads Material Safety Data Sheets (MSDS)
- Ensures that hazardous items are transferred, mixed, and handled following policy and regulations
- Ensures that all bottles/containers are labelled clearly and correctly

- It is flexible enough to adjust the schedule to accommodate unexpected cleaning needs
- Folds and stacks linens, sort out inferior linen, loads exchange carts, and distributes linens according to predetermined inventory levels, among other activities as assigned
- Extractors, scales, tumblers, ironers, and folders are among the equipment that must be operated safely and correctly
- Understands and follows the corporate compliance policy, code of conduct, and conflicts of interest policy
- Makes recommendations for ways to improve the department's operations and cut expenditures
- Attends all required education classes
- Attending continuing education/certification classes willingly improves self-awareness
- Maintains required competency levels identified in written exams, skills checklists, skills labs, annual safety and health requirements, and service excellence education hours
- Willing to cross-train to assist co-workers better and provide maximum efficiency in the department
- Volunteers/participates on Hospitality committees, functions, and department projects
- Manages resources effectively
- Reports equipment in need of repair to extend the life of the equipment
- Makes good use of time so as not to create needless overtime

Laundry valet attendant

Many Valet Runners possess special abilities to carry out their duties. The most prevalent abilities for someone in this position have been listed in the duties and responsibilities section of this profile. It has been observed that communication abilities, guest service skills, and leadership skills were stated on many profiles of the Laundry valet attendants.

Duties and responsibilities:

- Responsible for picking up and delivery of in-house guest laundry
- Responsible to collect and deliver outside guest laundry/dry cleaning
- Responsible for delivering all guest items punctually, accurately, professionally, and courteously way
- Collect laundry and dry cleaning bags from guest rooms and ensure that guest names, room numbers, and laundry pieces are listed
- Count and verify all items collected as per the guest's laundry price lists/laundry sheet and note down any discrepancy or damages on the same sheet
- Check all items for damage or stains and take appropriate action to rectify these issues
- Report immediately to the superiors if any valuable items like cash, jewellery, credit cards, etc. are found in guests' cloth pockets
- Responsible to processes the guest's clothing on the correct equipment/machines using the appropriate chemicals and temperature

- Once processed, neatly fold or hang the clothing as requested by the guest on the laundry sheet
- Sorts employee uniforms for appropriate action like washing, dry cleaning, pressing or sending for repairing to the hotel's tailor
- Able to process the staff uniforms on the correct equipment using the appropriate chemicals and temperature
- Once processed, hangs and transports clean uniforms to Housekeeping
- Shakes wet sheets, table linens, and napkins prior to ironing in order to spread them out
- Responsible to feed washed linens and napkins into an ironer or folder or calendar machine
- Retrieves folded linens and stacks or hangs clean linens as appropriate
- Sorts clean towels, rugs, and robes
- Uses towel folder and manual folding for bath towels, washcloths, rugs, and robes
- Assist in the loading and unloading of dryers and sort out washed laundry items
- Operates and maintains folding equipment, presser, and iron
- Operates and maintains washer, dryer, dry cleaning machine, etc.
- Reports any technical problems or deficiencies to the Laundry manager or maintenance team
- Places folded product on appropriate rack
- Reports any damage or deficiencies in the laundered items to the laundry manager.
- Assist in inventories and attend all departmental training as informed and scheduled by the manager
- Assists with other responsibilities and duties in the absence of other team members or other tasks assigned by the manager

Head gardener

Through a well-motivated team of gardeners, he is responsible for maintaining landscaped areas and gardens at a hotel, ensuring their cleanliness, aesthetic appeal, and freshness all year. The Horticulturist/Horticulture Manager is the person he or she reports to.

Duties and responsibilities

- Ascertain that the landscaped area, gardens, rock gardens, water base, and other elements are maintained following the original concept
- Make a quick timetable and assign tasks to the gardeners
- Fresh seasonal plants should be taken care of. Obtain high-quality seeds at a reasonable price from reputable providers
- Procure, monitor, and supervise the application of manure and fertilisers
- Maintain watering schedules and address any issues with water shortages
- As needed, provide flowers, garlands, wreaths, and bouquets to the hotel
- Maintain the hotel's indoor plants
- Supervise the mowing, replanting, and general upkeep of lawns

- Gardeners should be educated
- Ascertain that gardeners use equipment and tools efficiently and accurately
- Ensure that the plants and greenhouse are well-maintained

Gardeners

They keep landscaped areas, lawns, and gardens clean, gorgeous, and fresh through the daily schedule of the duty allotted to them.

Reports to the Head Gardener/Horticulturist

Duties and responsibilities

- Take care of landscaped areas, preserve them according to the original concept, and grow new plants
- Plant seeds and saplings according to the weather and the landscaping idea
- Appropriately distribute manure and fertiliser
- All horticultural areas should be watered regularly
- Pruning and trimming hedges and bushes and maintaining the plant nursery and greenhouse
- As required by the hotels, prepare seasonal and evergreen potted interior plants
- Make the most of the garden tools

Florist

Hotels have their florist on staff. They must provide appealing flower arrangements for the entire hotel. They work under the supervision of the horticulturist. His or her responsibilities are as follows:

Reports to the Horticulturist/Assistant Housekeeper

Duties and responsibilities

- Every day, collect fresh flowers from the gardeners
- If flowers are not available from the hotel gardens, flowers can be purchased from vendors
- Make floral arrangements for lobbies, front desks, restaurants, banquet halls, convention rooms, VIP rooms, and guestrooms, among other hotel facilities
- As needed, provide garlands, wreaths, and bouquets to the hotel for the guests
- Cut flowers should be treated to make them last longer
- Change the water in the floral arrangements, prune them, and so forth
- Be in charge of the flower room in the housekeeping department, responsible for maintaining flower-arranging equipment, mechanics, and accessories
- Train the florist's assistant

Responsibilities of housekeeping department

- To achieve the maximum efficiency in ensuring the care and comfort of guests & in the smooth functioning of the department

- To establish a welcoming atmosphere
- To ensure reliable, courteous service from all staff to the guest
- Ensure a high standard of cleanliness and general upkeep in all areas responsible for the department
- To provide linen in rooms, restaurants, banquet halls, conference halls, health clubs, etc. and maintain an inventory
- To provide uniforms for all the staff & maintain inventory for the same
- To cater to the laundering requirements of hotel linen, staff uniforms, and guests
- To provide & maintain the floral decorations and maintain the hotel's landscaped areas
- To select the right contractors & ensure the quality of work is maintained
- To coordinate renovation and refurbishing of the property in consultation with the management & interior designers
- To coordinate with the purchasing department to procure guest supplies, cleaning agents, equipment, fabrics, carpets, & other items used in the hotel
- To deal with lost & found articles
- Carpet shampooing
- Dealing with any guest queries, complaints & requests as they occur
- To keep the general manager or administrator informed of all matters requiring attention

The layout of a housekeeping department in a large hotel

The layout of the department indicates the different areas and subdivisions in the department. The layout of the department depends on the following factors:

- Total number of guestrooms
- No. of outlets and banquets
- Amount of human resources required

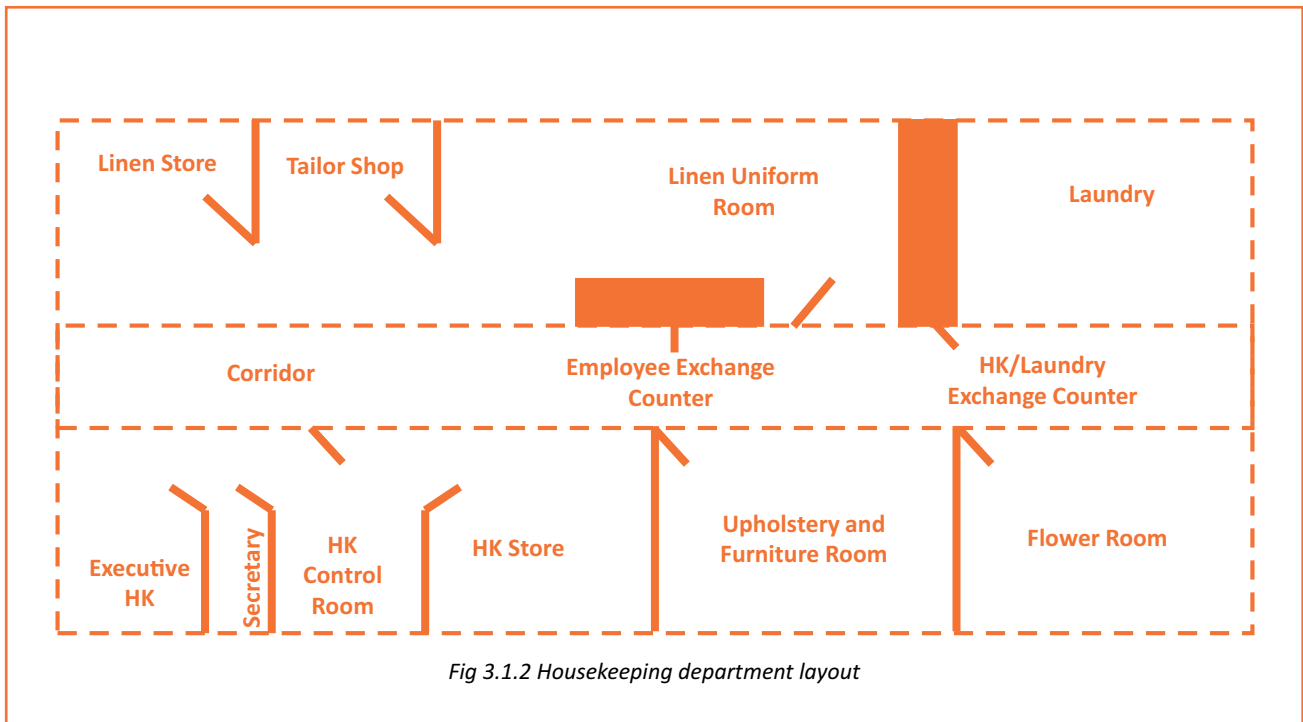
Following are the areas of the department

- **Executive housekeepers office** - This is the Executive housekeepers' office where the department's administrative work is performed
- **Housekeeping desk** - This is the control centre of the housekeeping and is manned 24 hrs. a day. This is where housekeeping staff report for duty and sign out at the end of the shift. Notice boards, telephones, computers, storage shelves (for registers and files), lost and found cupboards, key racks etc., are present here
- **Laundry** - The place in the hotel where washing, pressing, dry cleaning, folding of linen and uniform of the hotel takes place
- **Linen room** - The linen room is where the hotel's linen is stored, collected, & circulated throughout the hotel. E.g. of, linen-bed sheets, towels, table covers etc.
- **Uniform room** - The uniforms are collected, stored and distributed to the hotel staff

- **Sewing room** - The department where stitching and repair of linen and uniforms occurs
- **Housekeeping stores** - This is the storage area in the department where the cleaning agents, cleaning equipment, guest supplies are stored for the daily housekeeping functions and are securely locked
- **Flower room**- Ideally should be an air-conditioned room to keep flowers fresh for arrangements in the hotel. It should have work tables, counters, sink, water supply, cupboards to store vases, stones etc.
- **Lost and found**- The lost and found section in the department stores all the articles left by the guest and is stored for a specific period
- **Floor pantry**- Located on each guest floor to stock the linen, cleaning supplies and guest supplies required for operations of the floor and should be securely locked

Areas under the purview of housekeeping:

- **Front of the house areas**
 - Guestrooms
 - Corridors
 - Lobbies & public rest rooms
 - Pool and patio areas
 - Meeting rooms
 - Dining rooms/restaurants
 - Banquets Halls
 - Convention Halls
 - Hotel-operated shops
 - Recreation rooms (Games rooms)
 - Gymnasium rooms
 - Building exterior
 - Landscaping and gardening
- **Back of the house areas**
 - Management offices
 - Storage areas
 - Linen & sewing rooms
 - Laundry room
 - Employee locker rooms
 - Administrative offices
 - Cloakrooms
 - Maid's service room



UNIT 1.4: Roles and Responsibilities of a GSA-Housekeeping

Unit Objectives

At the end of this module, participant will be able to:

1. Elaborate the job role and job opportunity for Guest Service Associate - Housekeeping in the Tourism and Hospitality Industry
2. Elaborate the basic terminology used in the hospitality parlance

1.4.1 Job opportunity for Guest Service Associate - Housekeeping

A Guest Service Associate (housekeeping) performs a range of housekeeping functions within an accommodation establishment to ensure the excellent delivery of services to guests. The work he/she performs may include the following:

- Provide guest information and services
- Service guestrooms
- Perform public area cleaning
- Provides laundry services
- Perform housekeeping services

The impact Guest Service Associate (Housekeeping) will make

Imagine that first look around they take when a guest walks into any of our rooms. Then, that sigh of relief follows it because they have arrived home away from home, be it for a night or a week, and it is perfect. Everything is exactly in its place. Crisp, pressed linens. Perfectly placed pillows. A sparkling mirror. Every detail adds to an experience our guests feel great about because they know they are in good hands while staying with us. The impact one makes with the efforts becomes even more significant when those experiences add up and create a loyal guest.

What will a Guest Service Associate (Housekeeping) do

- Replace guest amenities and supplies in rooms
- Make beds and fold sheets
- Remove trash, dirty linens and room service items
- Greet guests and take care of requests
- Straighten desk items, furniture and appliances
- Dust, polish and remove marks from walls and furnishings
- Vacuum carpets and floor care duties

Perks Guest Service Associates (Housekeeping) deserve

The hotel supports one in and out of the workplace by offering:

- Team-spirited co-workers
- Encouraging management
- Wellbeing programs
- Learning and development opportunities
- Discounts on hotel rooms, gift shop items, food and beverage
- Recognition programs

Moving and lifting articles

This role requires the ability to move and lift to 25 lbs. Standing, sitting or walking for extended periods and ensuring a professional demeanour, clear communication and appearance in a clean uniform are also required. One will be asked to complete safety training and certification before employment.

In the hospitality industry, progression prospects are immense and can be employed in different sectors under the same trade. After completing the course, the students can join as Guest Service Associate, with experience and acquiring additional qualification (optional) can become Supervisor, In-Charge, Executive and Manager in different House-keeping Sectors.

Others sectors include:

- Guest house
- MNC
- Hostels
- Airport
- Shopping malls

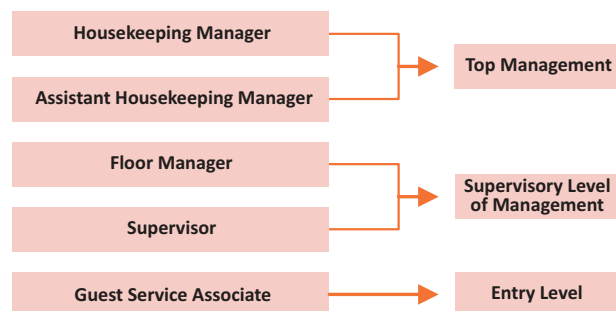


Fig 1.4.1 Progression prospects in hospitality industry

1.4.2 Basic Terminology - Housekeeping Department

- **Housekeeping status report:** A report prepared by the housekeeping department to indicate the current status of each room, based on a physical check
- **Preventive maintenance:** A systematic approach to maintenance in which situations are identified and corrected regularly. This will help to keep costs under control and prevent more serious issues from arising
- **Room status discrepancy:** A situation in which the housekeeping department's description of a room status differs from the room status information at the front desk
- **Routine maintenance:** Activities related to the general upkeep of the property that occur regularly; this also requires minimal training or skills to perform
- **Scheduled maintenance:** Activities related to the general upkeep of the property that is initiated through a formal work order

- **DND card:** A do not disturb card is hung outside the room to indicate that the occupant does not want to be disturbed by hotel employees or visitors
- **Double Locked (DL):** An occupied room where the deadbolt has been turned to prohibit entry from the corridor. Only a grand master key or an emergency key can open it
- **DNCO (Did Not Check-out):** The guest made arrangements to settle his or her account (and thus is not a skipper) but has left without informing the front office
- **Turn down service:** A special service provided by the housekeeping department. A room attendant enters the guest room in the early evening to restock supplies, tidy the room and turn down the bed covers
- **Deep cleaning:** Intensive or specialised cleaning undertaken in guest rooms or public areas, often conducted on a unique schedule or a unique project basis
- **Area inventory list:** A list of all items within a particular area that needs cleaning by or attention of housekeeping personnel
- **Frequency schedule:** a schedule that indicates how often each item is on an area to be cleaned or maintained
- **Non - recycled inventories:** Those items in stock consumed or used up during routine housekeeping operations. Non-recycled inventories, including cleaning supplies, minor equipment items, guest supplies etc.
- **Recycled inventories:** Those items in stock with timely limited useful lives but are reused repeatedly eg: linen, uniforms, primary machines etc. and guest rentable objects
- **Par number:** A multiple of the standard quantity of a particular inventory item that represents the quantity that must be on hand to support daily routine housekeeping operations
- **Floor par:** The quantity of each type of linen required to outfit all rooms serviced on that floor
- **Master key:** A key that opens all guest room doors which are not double locked
- **Grand master/emergency key:** A key that opens all guest rooms and doors even when double-locked
- **Guest room key:** A key that opens in one guest room when it is not double locked
- **Room inspection:** A detailed process systematically checks guest rooms for cleanliness and maintenance needs
- **Amenity:** A service or item offered to guests or placed in guestrooms for convenience and comfort at no extra cost
- **Back of the house:** The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry room and so on.
- **Back To back:** Describes a heavy rate of check-outs and check-ins on the same day so that as soon as the room is made up, a new guest checks into it
- **Makeup:** Servicing of the room while a guest is registered in the room
- **On-change:** The guest has departed, but the room has not yet been cleaned and readied for resale.
- **Buffing:** To smooth the floor with low-speed floor polishing
- **Burnishing:** Polishing the floor with a high-speed floor machine to achieve an extremely high gloss

- **Capital budgets:** These allocate the use of capital assets that have a life span of over one year; these are generally not used up in day-to-day operations
- **Cleaning supplies:** Cleaning agents and small cleaning equipment are used to clean guestrooms and public areas in the hotel
- **Luggage rack:** A furniture item is provided in guestrooms to place the guest's luggage
- **Linen chute:** A passage in the form of a tunnel for sending soiled linen from the floor pantries of all floors to a central place near the laundry, from where the laundry staff can collect it
- **Mitering:** A method for contouring a sheet or blanket to fit the corner of a mattress smoothly and neatly
- **Vacant and ready:** The room has been cleaned and inspected and is ready for an arriving guest.
- **Out-of-order:** the room cannot be assigned to a guest. A room may be out-of-order for various reasons, including the need for maintenance, refurbishing, and extensive cleaning. (out of order vs out of service)
- **Lockout:** The room has been locked so that the guest cannot re-enter until a hotel official clears him or her
- **Hand caddy:** A portable container for storing and transporting cleaning supplies and equipment.
- **Check-out:** A room from which the guest has already departed/vacated/checked out
- **Due out:** A room the guest is due to check out that day
- **Stay over:** The guest is not expected to check out today and will remain for at least one more night
- **Occupied:** A guest is currently registered to the room
- **Sleep-out:** A guest is registered to the room, but the bed has not been used
- **Skipper:** The guest has left the hotel without making arrangements to settle his or her account
- **Sleeper:** The guest has settled his or her account and left the hotel, but the front office staff has failed to update the room's status properly

1.4.3 Interdepartmental Coordination of Housekeeping with Other Department

No individual department in any hotel can work in isolation. For example, the housekeeping department is just one of the departments in a hotel working towards the guests' satisfaction; each department is dependent on others for information and services if its work is to be accomplished effectively.

Coordination with front office

- **To ensure efficient rooming of guests:** Both housekeeping and the front office must inform each other of changes in a room's status. Knowing whether a room is occupied, vacant, on change, out of order (OOO), under repair, or similar for proper room management
- **Front office public areas:** There should be coordination to clean front office public areas
- **Housekeeping and the front office department:** There must be coordination between the

housekeeping and the front office department to share information on occupancy levels, which helps forecast occupancy for the year and makes it easier to draw up a budget, establish par stock levels, and estimate required staff strength

- **Reports:** There should be coordination about the daily room report and housekeeping discrepancy report
- **Renovations and spring cleaning:** It also helps to gear renovations and spring cleaning to low occupancy periods, thereby preventing loss of revenue
- **Information:** The housekeeping and front office department also coordinate with each other for other important information which requires special attention
- **VIPs in the house:** This information is essential to take extra care and keener precautions in cleaning and supervising VIP rooms
- **Groups in the house:** The group rooming list must be provided before the group's arrival to the housekeeping as groups tend to move together in terms of arrival, departure, sightseeing tours, and meals. Their rooms need to be readied together given strict time parameters. Group rooming lists enable the housekeeping department to organise their work and have the group's room ready on time
- **Crews in the house:** Sometimes, the arrival of a crew and the departure of another crew from the same airline may overlap. In such circumstances, the allotted rooms need to be cleaned quickly. Thus, there should be effective coordination between the front office and housekeeping
- **Flowers:** Sometimes, the management compliments a guest with a special gesture of a flower arrangement in the room to recognise the importance of a person. For sure guests, this requirement of flower arrangements is conveyed daily to housekeeping by the front office



Fig 1.4.2 Interdepartmental Coordination

Apart from the above communications, the front office needs to depend on housekeeping to provide clean uniforms to its staff.

Coordination with food and beverage department

- The coordination of housekeeping with the restaurants and banquet halls is mainly concerned with providing linen and uniforms
- On his/her part, the restaurant manager should ensure that the time set for the exchange of linen must be maintained, and linen should not be lost or misused
- There should be coordination to maintain a mini bar in guest rooms

- In advance, the housekeeping should be well informed about the forthcoming banquet function to arrange everything to organise that function
- Housekeeping may also have to arrange for flower decorations for banquets
- The coordination between the two departments becomes particularly necessary in collecting trays from the guest corridors collected from the room and placement of fruit baskets in particular rooms
- In many hotels, housekeeping also looks after pest control in restaurants, kitchens, and stores. Special cleaning of these areas calls for coordination with the housekeeping department
- Both the restaurant and kitchen staff require clean uniforms daily, for which they also need to coordinate with housekeeping

Coordination with store

- Coordination with stores ensures the availability of day-to-day necessities of housekeeping.
- Larger hotels have a store attached to the housekeeping department that stocks linen, supplies, etc.
- Smaller hotels may stock them in the general store, except for linen, sent to the housekeeping department on purchase
- Communication with stores is a requisition form, which housekeeping sends to when it requires certain items. The requisition form is called a store requisition form

Coordination with purchase department

- The purchase department procures out-of-stock items for housekeeping, such as guest supplies and amenities, stationery, linen, cleaning materials, equipment, etc
- Housekeeping should convey their requirements to purchase by way of advance notice in the form of a purchase requisition

Coordination with personnel department

- Housekeeping coordinates with the personnel department for the following reason
 - **Acquisition:** human resource planning, recruitment, selection, and induction/socialisation
 - **Maintenance:** compensation management, e.g. pay/salary, wages, overtime, medical treatment, etc.
 - **Motivation:** performance appraisal system, reward management system, and training and development

Coordination with sales and marketing department

- There should be effective coordination between the sales and marketing department and housekeeping to supply promotional items in guest rooms and other areas of the hotel
- The sales and marketing department informs housekeeping of the occupancy forecast for the entire year, broken up month-wise. This enables housekeeping to budget for the necessary expenses

- An essential contribution of the housekeeping staff to hotel sales is ensuring that repeat business is obtained by providing the level of cleanliness and service that meets or exceeds guest expectations
- The sales and marketing team must also depend on housekeeping for their uniforms
- Two things are confident in the hotel business. First, no matter how many guests a salesperson brings in the door, if housekeeping does not execute its function with excellence, the guests will not be coming back
- Vice versa, no matter how well the rooms are, occupancy falls if the sales staff does not bring potential guests to the hotel

Coordination with maintenance department

- The housekeeping department depends on maintenance to keep things in order
- While carrying out their scheduled work, housekeeping employees may find some deficiencies in the hotel facilities, such as faulty electrical plugs, dripping faucets, leaking pipes, malfunctioning air-conditioning units, etc.
- A need for urgent repairs is reported to maintenance over the telephone. These requests are usually taken into action immediately
- There are various heads under which maintenance work is done they are:
 - **Electrical work:** Air conditioning and heating; fused bulbs, lights, and lamps that are not functioning; defective plugs and plug points; short circuits; and faulty geysers, refrigerators, and minibar fall under this category
 - **Boiler work:** this is necessary to maintain the hot water supply to the guestroom.
 - **Mechanical work:** This entails the repair or replacement of any faulty equipment, such as vacuum cleaners, ice-cube machines, and so on
 - **Plumbing work:** This deals with faulty faucets (taps), showers, drainage systems, water closets, and so on
 - **Carpentry work:** Broken or shaky furniture, mirrors and cupboards in less than peak condition, and new woodwork are all part of this

Coordination with security department

- The coordination here is mainly concerned with preventing fire and thefts and the safekeeping of keys and lost property
- Housekeeping personnel should also report anything suspicious or movement in the hotel immediately to the security staff
- Housekeeping has to coordinate if they see any anti-social activities in the guest room, such as gambling, smuggling, etc.
- The security department is responsible for conducting training sessions on handling emergencies for the staff. e.g. they conduct fire drills to train staff to gear up in a fire emergency

Coordination with accounts department

- It takes place regarding –
 - The issues related to payments of housekeeping staff
 - Collection of soiled uniforms from the Accounts department and providing ready uniforms to the accounts staff daily

Tips

- **Out-of-order:** The room cannot be assigned to a guest. A room may be out-of-order for various reasons, including the need for maintenance, refurbishing, and extensive cleaning. (Out Of Order Vs Out Of Service)
- **Lockout:** The room has been locked so that the guest cannot re-enter until a hotel official clears him or her.
- **Hand Caddy:** A portable container for storing and transporting cleaning supplies and equipment.
- **Check-out:** A room from which the guest has already departed/vacated/checked out.

Exercise

Select the best alternative from the given options (MCQs)

Question 1. The Government Policy 'Make in India' aims at:

- (A) Removal of bureaucratic sloth
- (B) Reduction in cost of manufacturing
- (C) Build best in class manufacturing infrastructure in the country
- (D) All of the above

Question 2. Servicing of the room while a guest is registered in the room is known as which of the following?

- (A) Turn down service
- (B) Makeup
- (C) Frequency schedule
- (D) On-change

Question 3. The guest is not expected to check out today and will remain for at least one more night defines which of the following?

- (A) Stay over
- (B) Due out
- (C) Sleep-out
- (D) On-change

Question 4. The National Skills Qualifications Framework is based on which of the following?

- (A) Competency
- (B) Technology
- (C) Economy development
- (D) Evaluation

Question 6. The goal of life skill education framed by WHO is the development of:

- (A) Eco-friendly behaviour
- (B) Modifiable behaviour
- (C) Critical and questioning behaviour
- (D) Adaptive and positive behaviour

Question 7. For the performance appraisal a Guest service Associate (Housekeeping) will coordinate with which of the following departments?

- (A) Personnel department
- (B) Accounts department
- (C) Housekeeping department
- (D) Operations department

Question 8. A Public area is supervised by

- (A) Executive housekeeper
- (B) GRA
- (C) Public area supervisor
- (D) None of the above

Fill in the blanks

Question 1. ___ is a person responsible for setting up a business.

- (A) Entrepreneur
- (B) Businessman
- (C) Manager
- (D) Planner

Question 2. An induced enterpreneur is one who is induced to take up an entrepreneurial activity due to policy measures of the government to start a new venture.

- (A) True
- (B) False

Question 3. Properties that achieve a deluxe guest experience are known as which of the following?

- (A) 5 star
- (B) 4 star
- (C) 3 star
- (D) 2 star

2. Perform Cleaning Operations for Carpet and Upholstery



Unit 2.1 – Various cleaning solutions, equipment, and carpet types

Unit 2.2 – Activities involved in cleaning and drying



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Explain the different types of cleaning solutions, supplies and equipment
2. Describe the importance of inspecting the carpet/upholstery that needs to be cleaned
3. Explain the importance and steps to clean furniture, upholstery, carpet, etc.
4. Identify various types of stains
5. Describe various cleaning methods along with the precautionary measures to be taken while cleaning
6. Discuss the importance of using brush/scrubber while cleaning
7. Describe the importance and methods of drying the carpet

UNIT 2.1: Various Cleaning Solutions, Equipment, and Carpet Types

Unit Objectives

At the end of this module, participant will be able to:

1. List different types of cleaning solutions, supplies and equipment
2. Explain the importance of inspecting the carpet/upholstery that needs to be cleaned
3. Elaborate on the importance and steps to clean furniture, upholstery, carpet, etc.
4. Distinguish between various types of stains

2.1.1 Cleaning Equipment

Importance of cleaning

1. Cleaning equipment is effective for general as well as tougher cleaning tasks
2. High cleaning capability
3. Reduce work fatigue and increase productivity
4. Save the time of hotel housekeeping staff
5. High manoeuvrability. They can reach any corner or height of the room, which is otherwise difficult to reach
6. Eco-friendly, widely available, and easy to operate
7. They give protection from injuries occurring while cleaning when they are handled by using proper instructions

Classification of Cleaning equipment

1. Manual equipment can include all types of equipment that clean or aid in the cleaning process by directly using manoeuvre, operation and energy of employees
2. The various mechanical equipment used in the housekeeping department is usually powered by electricity. Therefore, the staff should be well-trained to operate this equipment to avoid inefficient cleaning & Health hazards

Selection criteria for cleaning equipment:

Efficient cleaning and maintenance and maximum work productivity are dependent on high-quality cleaning equipment, and selecting the ideal equipment plays a major role in the cleaning process.

The selection criteria for equipment are:

1. Safety in operation
2. Suitability to the type of area, surface, work, amount of obstruction and cleaning frequency
3. Versatility in doing various types of cleaning

4. Work performance in terms of the capacity of the machine
5. Ease of handling in terms of size, weight, the height of the machine and ease of operation
6. Portability in terms of ease of transfer between floors and provision of wheels and detachable parts
7. The durability of the equipment, sturdiness, life of the equipment etc.
8. Noise level of the equipment
9. Availability of spare parts, easy servicing conditions
10. Protective design of the equipment without sharp edges
11. Easy to store in terms of dismantling parts and storage space required
12. Cost as initial costs, operating costs, maintenance

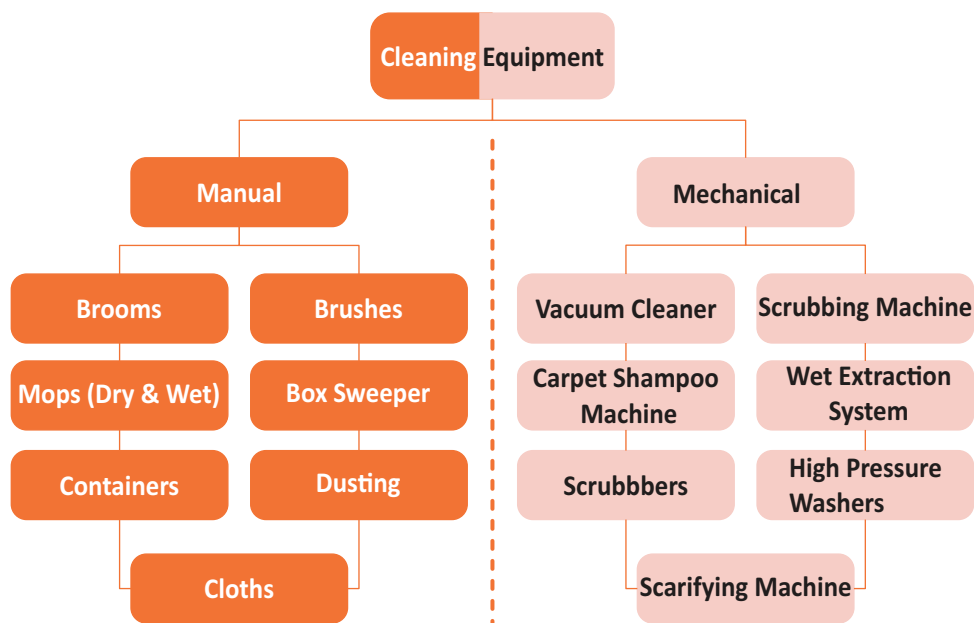


Fig 2.1.1 Cleaning Equipment Categorization

1. Manual equipment - Equipment which helps in the cleaning process by directly using manual energy of the employees. The common manual equipment is:

- I. Brooms
- II. Brushes
- III. Mops
- IV. Cloths
- V. Containers
- VI. Box Sweepers

I. Brooms - Brooms consist of long bristles gathered together and inserted into a handle. Bristles may be made of grass, corn, coconut fibres etc.

Types of brooms

- (A). **Soft Bristled brooms** - Brooms made of corn fibre, grass brooms, and used on smooth floors.

- (B). **Hard bristled brooms** - Coconut fibre brooms or yard brooms are used on rough surfaces, especially outdoors.
- (C). **Wall brooms/tall turks** - These are used to remove cobwebs from ceilings. They have a soft head and a long handle.

II. Brushes - These are designed to remove surface dust and dirt.

Parts of brush

- (A). Stock in which bristles are made of wood, metal or plastic.
- (B). Bristles made of horse hair, nylon, jute or coir have chisel-like action which dislodges the soil.
- (C). The handle may also be wood or plastic and can be detachable or non-detachable.

Types of Brushes

- (A). **Hard brush** - Stiff bristles and well-spaced out. Removes heavy soil from rough surfaces.
- (B). **Soft brush** - Softer bristles and set close together. Removes loose soil from smooth surfaces like carpets, furniture etc.
- (C). **Scrubbing brushes** - These have short, hard bristles for cleaning stains and heavy soil. Also known as T brushes.
- (D). Other brushes are toilet brushes/johnny mops, bottle brushes, cloth scrubbing brushes, carpet brushes, feather brushes etc.

III. Mops - Types of mops are dry mops and wet mops.

- (A). **Dry mops** - Also called dust control mops. These are used to remove dust from floors, walls, and ceilings. Mops have a handle to which a metal frame is attached. The dense cotton fringes mop head is inserted into the frame and stretched over it.
- (B). **Wet/damp mops** - These mops are used along with buckets to remove dirt from the floor surfaces. The mop consists of a handle and cotton fringes or sponge capable of absorbing water.

Types of a damp mop

- 1) **Do-all-mops** - Consists strands of twisted cotton fixed to a circular metal plate fixed to a stock.
- 2) **Kentucky mop** - Cotton strands fixed to a length of cotton fabrics inserted into a metal stock.



Fig 2.1.2 Mop bucket

- 3) **Foss mop** - Dense cotton fringes inserted into a metal stock.
- 4) **Squeeze** - Consists of a rubber blade attached to a metal handle to remove excess water from the floor.
- 5) **Sponge mops** - Consists of sponge fixed to a replaceable lever-controlled head, hinged for removing the water and attached to a long handle.

IV. Cloths - Various cloths are used in dry and wet cleaning. For efficient usage, cloth can be colour-coded and used by staff for different usages.

Types of clothes

- (A). **Dusters/ cloths** - Soft absorbent plain or checked cotton material or yellow flannelette used for dusting and buffing.
- (B). **Swabs and wipes** - These are made of loosely woven cotton cloths which are soft, absorbent materials used for wet cleaning the surface above floor level. Mainly used for cleaning bathtubs and washbasins.
- (C). **Floor cloths** - These are coarse knitted cotton cloths which are bigger, thicker and used to clean floors.
- (D). **Glass cloths/ scrim** - These are lint-free, loosely woven linen materials for cleaning glass and mirrors.
- (E). **Cotton rags or cloths** - Disposable cotton is used for applying polishes and cleaning agents.
- (F). **Chamois leather** - Obtained from chamois goat and used for cleaning windows and mirrors, polishing silver.
- (G). **Dust sheets** - Made of thin cotton material discarded from linen room like bedsheets or curtains used to cover the floor and furniture during renovation work.
- (H). **The drug gets** - Linen, canvas or plastic material placed on the floor in doorways to absorb excessive dirt caused during bad weather or renovation work
- (I). **Bucket cloths/splash mats** - Thick fabric placed under buckets to prevent watermarks on surfaces.

III. Containers -The staff require containers to carry, transport, and store items of use and collect waste products. Types of containers-

- (A). **Buckets** - Made of plastic or galvanized iron. Used to collect water and used with mops for cleaning.
- (B). **Dustpans** - Used with brushes to collect dust made of plastic or metal. The edge in contact with the floor must be thin and sharp.
- (C). **Dustbins** - Made of plastics, wood, metals, leather, and jute, placed in rooms, public areas, and all back areas and lined with plastic bags.
- (D). **Sani-bins** - Metal or plastic bins with lids.
- (E). **Spray bottles** - Lightweight containers which deliver a fine mist of water or cleaning solution on the surface to be cleaned.

(F). **Hand caddies** - Made of metal, wood, or plastic, they consist of a tray with slots for storing chemical bottles and a handle to carry them.

(G). **Carts and trolleys**

- **Chambermaids trolley/room attendants cart/maids trolley** - Used to carry linen, cleaning agents, supplies, and cleaning equipment required for guestroom cleaning and stored in the guest corridors and should be movable and strong.
- **Janitorial trolley** - Used for cleaning and storing supplies for public area cleaning.
- **Mop wringer trolley** - This equipment consists of a mop and buckets to carry cleaning solutions and clean water mainly used for public areas.
- **Linen trolley** - Used for transferring linen from guestrooms to laundry for washing and made of cloth or metal with castor wheels.



Fig 2.1.3 Sanibin

IV. **Boxsweeper** - These are manually operated carpet sweepers that remove crumbs from the surfaces. It consists of a brush that revolves when equipment is pushed over the carpet, and crumbs get collected in the dust-collector pan, emptying when filled.



Fig 2.1.4 Boxsweeper

2. Mechanical equipment

The equipment works by motors powered by electricity, few of them are listed below:

1. Vacuum cleaners/suction cleaners
2. Floor maintenance machine
3. Wet extraction machines
4. Shampooing machines
5. Power sweeper
6. Scarifying machines

Different mechanical equipment are:

- I. **Vacuum cleaners/suction cleaners** – Dust and crumbs are removed from the surface by suction.

Vacuum cleaners can be classified based on:

- (A). **The shape of the machine** - cylindrical, upright, backpack, dustette.
- (B). **Function** - Dry pick up, wet pick up, dry and wet pick up, pile lifter.
- (C). **Centralized** - Centralized vacuuming system.



Fig 2.1.5 Vacuum cleaner

Different vacuum cleaners

- (A). **Cylindrical vacuum cleaner(dry pick up)** - These machines work by suction. Electricity makes the motor work and dust is collected by high suction created by the motor and sucked in through the hose and collected in the dust bag inside the machine. Various attachments are used like floor cleaning head, crevice cleaning head, upholstery cleaning head etc for cleaning different areas. Most commonly used vacuum cleaners used for guest rooms.
- (B). **Upright vacuum cleaner(dry pick up)** - The main body of the machine lies horizontally on the surface and does not have attachments but has built in hose for cleaning corners and upholstery. Mainly used for large carpeted areas
- (C). **Back pack vacuum cleaner/piggyback vacuums/papoose(dry pick up):-** Small lightweight vacuum cleaners which can be strapped at the back and used to clean upholstery, curtains
- (D). **Dusttettes(dry pick up)** - Small lightweight battery operated vacuum cleaners used to vacuum clean upholstery, carpet edges, mattresses, curtain and stair cases etc. Can be carried in hand.
- (E). **Wet pick up vacuum cleaner** - Picks up wet waste, excess waste water and used to pick up water from floor after scrubbing. This can also be used to remove excess moisture after shampooing the carpet. The machine has a squeeze head which is used to remove excess water and collected in a tank which is emptied after use.
- (F). **Large tank type vacuum cleaner (dry and wet pick up)** - Also called canister type vacuum cleaners or industrial vacuum cleaners and are used for dry and wet pick up both. Used for cleaning large areas like lobbies, banquet halls etc.
- (G). **Pile lifter** - It's a vacuum cleaner with two motors to make it extremely strong on action. The pile of the carpet usually flattens in use. Pile lifter grooms the pile of the carpet and restore their vertical orientation. It is not used daily. Mainly used before shampooing the carpet.
- (H). **Centralized vacuuming** - Centralized vacuum cleaning system suction is generated at one point in a building. Soil is removed by suitable nozzles linked by flexible stretchable hoses to vacuum point. It is then conveyed by a network of pipes to a central container. This system is expensive to install and is generally done at the construction stage.

Care and storage of vacuum cleaners

- (i) Wheels should be oiled regularly
- (ii) After use dust bags or tanks should be emptied and cleaned
- (iii) Clean attachment heads after cleaning work is done
- (iv) If machine is dry pick up never try to pick wet waste
- (v) Attachments should be stored in proper boxes

II. Floor maintenance machine

This is a multi-functional machine which can scrub, polish and buff the floors. The machines have driving discs (single disc or three small discs rotates on opposite directions) colored nylon

pads, water tank, shampoo tank, sprayer which are used for different functions. Lighter the color of the pads lesser strong it is.

- (A). **For scrubbing and stripping** - Scrubbing is done with scrubbing brush or with scrubbing pad (black) attached to the disc which cut the soil.
- (B). **For polishing** - Red colored pads to apply polish on the floor
- (C). **For buffing** - beige or white pads are used to create high gloss finish.

III. Wet extraction machines

Wet extraction machine is used to restore the surface appearance of carpet, upholstery and curtains. They remove deeply embedded soil not removed by suction cleaning. Types of wet Extraction systems:-

- (A). **Hot water extraction machine** -They carry a hot water tank and detergent used for deep cleaning carpet with high pressure spray nozzles and a suction unit to remove soiled solution from the surface.
- (B). **Solvent extraction machines** - Used for cleaning upholstery and curtains.

IV. Shampooing machines

Brushes are made of nylon as it needs to be strong to get through the carpet pile. They are fixed to the discs of the floor maintenance machine. There are special pressure tank along with a foam generator which produces the foam in dry form which cleans the carpet and suspends the soil. This way carpet does not get too wet.

V. Power sweeper

These are self or manually operated machines designed to remove debris and loose soil from floor, pavement, car park, and large areas.

VI. Scarifying machines

Scarifying is a process of removing heavy grease, mud, thick deposits of dirt from floor by chisel like action with a wire brush cutting tool.



Fig 2.1.6 Floor Scrubbing machine



Fig 2.1.7 Shampoo machine

2.1.2 Selection of Cleaning Equipment for Housekeeping

The Supervisor's responsibility is to procure the ideal, most efficient equipment for her staff to ensure maximum productivity. The checklist below will help to compare available features and find the best one to suit the requirement.

Consider the following factors:

- **Productivity:** How many square feet of carpet area can be cleaned in one hour?
- **Work performance:** In terms of capacity and machine and consumer reports on performance.
- **Ease of handling:** In terms of size, weight and height of the machine and ease of manoeuvring and operating.
- **Appearance:** What impression might guests have if they see the equipment in use?
- **Accessories:** What kind of accessories is required or available?
- **Refill procedure:** How easy or challenging to refill required chemicals or cleaning agents?
- **Regular maintenance and care:** What kind of regular care and maintenance is required to upkeep the equipment?
- **Safety:** In operation and maintenance.
- **Suitability:** The type of area, surface, work, amount of obstruction and cleaning frequency.
- **Versatility:** To undertake various types of cleaning.
- **Portability:** Ease of transfer between floors and the provision of wheels and detachable parts and consumer reports on life expectancy.
- **Noise level:** Which is a more important consideration for hospitals than hotels?
- **Availability of spare parts:** Easy servicing conditions and lead time after booking equipment.
- **Protective design:** Which may feature a protective edging to prevent damage to wall furniture and fittings and no sharp edges?
- **Ease of storage:** Ease of dismantling detachable parts and storage space required.
- **Cost:** As a sum of initial costs, operating costs, maintenance and depreciation, and hiring considerations instead of purchasing.
- **Training:** What training programs are given to the hotel staff on using the product?
- **After sales service:** What product and service warranties are included? Moreover, is service provided onsite?

2.1.3 The Importance of Inspecting the Carpet/upholstery

When operating a business centred on hospitality, such as a hotel, it is accepted that the number of guests and visitors one receives is the source of income. The more guests one successfully entertains and serves, the more money the hotel generates and the greater the likelihood of future repeat business and positive word-of-mouth.

Serving a large number of guests increases the requirement for housekeeping services. The cleaning staff probably has a list of daily tasks, including dusting hard surfaces, cleaning glass and windows, vacuuming carpets, and sweeping and mopping floors.

These short cleaning sessions are ideal for removing smudges, collecting small pieces of paper or leaves, and ensuring surfaces and floors are clear of dust and filth. Dust, filth, mould, mildew, toxins, allergies, muck, bacteria, and other irritants embed themselves deeply in carpets, upholstery, drapery, furniture,

and other soft surfaces. Running a business such as a hotel that sees countless pairs of feet traverse its corridors, the hotels are likely in need of a thorough carpet cleaning.

Here is everything a hotel needs to know about the process, including what it comprises, where and how it makes a difference, what it will mean for the hotel and its guests, and, most crucially, whom it should entrust with the process. Cleaning absorbent surfaces is challenging. If they are left unattended for too long, dust, bits of paper, and loose string accumulate on them, but there are numerous other causes hiding beneath their surfaces. Carpets are largely responsible for sheltering dust, dirt, and mud, as well as allergens, chemicals, and even mould and mildew.

Many of these environmental contaminants enter the hotel or hospitality-focused establishment on the shoes, clothing, accessories, luggage, or hair of the guests, then are deposited as they walk through the hallways or settle into the common areas or guest rooms. Vacuuming can help reduce the number of surface-level allergens, but the majority are ground deeper into the fabric before the cleaning crew can run the machines. The second issue is that carpets are not the only material that can absorb debris.

Most likely, one has not considered the collection of draperies, sofa cushions, sofa pillows, bed spreads and decorative pillows, bedroom chairs, ottomans, and other plush surfaces. Each of these objects is capable of storing multiple layers of dust, dirt, and bacteria. Together, they can cause issues for guests with allergies, asthma, or other respiratory conditions, those with compromised immune systems who are battling common or severe illnesses, and others.

2.1.4 Different Type of Carpet and Floor Cleaning Equipment

The Supervisor's responsibility is to procure the ideal, most efficient equipment for her staff to ensure maximum productivity.

It is one of the essential tasks in the housekeeping department to decide when and how the carpets and floors should be cleaned. Unfortunately, the significant number of cleaning equipment and available solutions has become a complicated task.

Carpet and floor cleaning machines are costly; hence they need to be cared for, maintained, stored and used correctly. Some of the commonly used equipment is explained below.

- **Wet extractors:** These machines are used to restore the surface appearance of carpets, upholstery and curtains. They remove the more deeply embedded soil, which is usually not easily removed by suction cleaning. They are also helpful in the application of soil-retardant finishes on carpets.
- **Hot-water extraction machines:** These are machines with no rotary action. They carry a tank for hot water and detergent, used for deep cleaning carpets. The hot water and detergent are shot from high-pressure spray nozzles into the carpet. The dirt is thus flushed to the surface, and this, along with the dirty water, is removed by suction into a container in the machine.

Also, these machines are mistakenly called 'steam extraction' machines. There is no steam generation, and the cleaning agents are simply hot water and detergent. Hot water extractors

should never be filled with water higher than 66° C [150° F] in temperature because wool carpets can shrink at high temperatures.

- **Solvent extraction machines:** These machines are primarily used to clean upholstery and curtains, and carpets to a lesser extent.
- **Wet vacuums:** Such vacuums are used to pick up spills or pick up rise water used during carpet or floor cleaning. Many wet vacuums can also be used on floors to pick up dry soils.
- **Rotary floor machines:** These can be used for a wide variety of surface cleaning jobs. These machines can be fitted with pads or brushes to perform dry-foam cleaning for carpets. In addition, rotary floor machines can be used on hard surface floors for buffing, burnish, scrubbing, refinishing, etc.
- **Cylindrical-brush dry-foam machines:** This system has a cylindrical brush that scrubs and picks up the foam generated by the machine in one pass.
- **Rotary-brush wet-shampoo machines:** A rotary brush cleaner in conjunction with a wet shampoo is employed to clean carpets. The machine comes with various accessories, including vacuum and drying equipment.
- **Small Rotary-brushes wet-shampoo machines:** This is also a rotary brush cleaner but employs two brushes instead of 1 and is somewhat smaller than the rotary-brush wet-shampoo machine.
- **Scrubber-drier-sweepers:** These machines remove debris, soiling and water. They are suitable for large areas where mechanical sweeping, scrubbing and drying are required.
- **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.
- **High-pressure washers:** This equipment is designed to remove soiling by subjecting the surface to water, steam and sand under pressure. Water under pressure physically dislodges the dirt. The process can be assisted by using hot water, steam or sand.
- **Scarifying machines:** Scarifying is the process by which heavy grease, mud, wet sawdust and thick deposits are removed from the surface of floors. The process is employed when simple scrubbing has been ineffective. Here dirt deposits are broken up by the chisel-like action of a wire-brush cutting tool.

2.1.5 Carpet and Its Types and Uses

A carpet is a textile floor covering typically an upper layer of pile attached to a backing. The pile was traditionally made from wool, but since the 20th century, synthetic fibres such as polypropylene, nylon or polyester are often used, as these fibres are less expensive than wool. The pile usually consists of twisted tufts typically heat-treated to maintain their structure. The term carpet is often used interchangeably with the term rug. However, rugs are typically smaller than a room and not attached to the floor.

Carpets are used for a variety of purposes, including

- Insulating a person's feet from a cold tile or concrete floor
- Making a room more comfortable as a place to sit on the floor (e.g., when playing with children or as a prayer rug)
- Reducing sound from walking (particularly in apartment buildings)
- Adding decoration or colour to a room. Carpets can be made in any colour by using differently dyed fibres. Carpets can have many different patterns and motifs used to decorate the surface
- Carpets are used in hotels and commercial establishments such as resorts, hotels, and motels
- Today, a massive range of carpets and rugs are available at many prices and quality levels, ranging from inexpensive, synthetic carpets mass-produced in factories and used in commercial buildings to costly hand-knotted wool rugs used in private homes wealthy families
- Carpets can be produced on a loom quite similar to woven fabric, made using needle felts, knotted by hand (in oriental rugs), made with their pile injected into a backing material (called tufting), flat woven, made by hooking wool or cotton through the meshes of a sturdy fabric, or embroidered
- The most common standard sizes used in India are 5' x 3' , 6' x 4' , 8' x 5' , 9' x 6' , 11' x 8' , 12' x 9'. These carpets are made of synthetic polypropylene, polyester and viscose fibers and come in cut pile shear. where necessary for wall-to-wall carpet, different widths of carpet can be seamed together with a seaming iron and seam tape (formerly it was sewn together) and fixed to a floor over a cushioned underlay (pad) using nails, tack strips (known in the UK as gripper rods), adhesives, or occasionally decorative metal stair rods. Wall-to-wall carpet is distinguished from rugs or mats loose-laid floor coverings, as wall-to-wall carpet is fixed to the floor and covers a much larger area

Types of carpets:

1. **Woven:** The carpet is produced on a loom similar to woven fabric. The pile can be plush or Berber. Plush carpet is a cut pile, and Berber carpet is a loop pile. There are new styles of carpet combining the two styles called cut and loop carpeting. Typically, many coloured yarns are used. This process can produce intricate patterns from predetermined designs (although some limitations apply to certain weaving methods concerning pattern accuracy within the carpet). These carpets are usually the most expensive due to the relatively slow speed of the manufacturing process. These are very famous in Iran, India, Pakistan, and Arabia.
2. **Needle felt:** These carpets are more technologically advanced. Needle felts produced by intermingling and felting individual synthetic fibres using barbed and forked needles, forming an extremely durable carpet. These carpets are typically found in commercial settings like hotels and restaurants with frequent traffic.
3. **Knotted:** On a knotted pile carpet (formally, a “supplementary weft cut-loop pile” carpet), the structural weft threads alternate with a supplementary weft that rises at right angles to the surface of the weave. This supplementary weft is attached to the warp by one of the three-knot types (see below), such as shag carpet, which was popular in the 1970s, to form the pile or nap of the carpet. Knotting by hand is most prevalent in oriental rugs and carpets. Kashmir carpets

are also hand-knotted. Pile carpets, like flat carpets, can be woven on a loom. Both vertical and horizontal looms have been used to produce European and oriental carpets. The warp threads are set up on the loom frame before weaving begins. Some weavers may work together on the same carpet. A row of knots is completed and cut. The knots are secured with (usually one to four) rows of weft. The warp in woven carpet is usually cotton, and the weft is jute.

There are several styles of knotting, but the two main types of knot are

- a. **Symmetrical** (also called turkish or ghiordes)
 - b. **Asymmetrical** (also called Persian or Senna). Contemporary centres of knotted carpet production are Lahore and Peshawar (Pakistan), Kashmir (India), Mirzapur and Bhadohi (India), Tabriz (Iran), Afghanistan, Armenia, Azerbaijan, Turkey, Northern Africa, Nepal, Spain, Turkmenistan, and Tibet. The importance of carpets in the culture of Turkmenistan is such that the national flag features a vertical red stripe near the hoist side, containing five carpet guls (designs used in producing rugs). Kashmir is known for hand-knotted carpets of silk or wool.
4. **Tufted:** These carpets have their pile injected into a backing material, which is then bonded to a secondary backing made of a woven hessian weave or an artificial alternative to provide stability. The pile is often sheared in order to achieve different textures. This is the most common method of manufacturing domestic carpets for floor covering purposes globally.
5. **Others:**
- a. A flatweave carpet is created by interlocking warp (vertical) and weft (horizontal). Types of oriental flat woven carpets include kilim, soumak, plain weave, and tapestry weave. Types of European flat woven carpets include Venetian, Dutch, damask, list, haircloth, and ingrain (aka double cloth, two-ply, triple cloth, or three-ply)
 - b. A hooked rug is a simple rug handmade by pulling strips of cloth such as wool or cotton through the meshes of a sturdy fabric such as a burlap. This type of rug is now generally made as a handicraft. The process of creating a hooked rug is called Rug hooking.
 - c. Unlike woven carpets, “**embroidery carpets**” are not formed on a loom. Instead, their pattern is established by applying stitches to a cloth (often linen) base. The tent stitch and the cross stitch are two of the most common. Embroidered carpets were traditionally made by royal and aristocratic women in the home. However, some commercial manufacture has been since steel needles were introduced (earlier needles were made of bone). Linen weaving improved in the 16th century.

2.1.6 Appropriate Cleaning Agents

Cleaning agents or chemicals

Apart from water and regular detergents, the housekeeping staff uses cleaning chemicals, often available in liquids, blocks, and powders.



Abrasive Handle



Carpet Cleaner



Air Spray



Laundry Detergent



Surface Cleaner



Toilet Rime Blocks



Degreaser



Vinegar



Floor Cleaner

Fig 2.1.8 Cleaning agents

- **Water** - It is the most commonly used medium for cleaning and rinsing. However, the housekeeping staff needs to use only soft water because hard water cannot dilute detergents properly. In addition, Non-oily and non-greasy stains, such as ink stains, can be removed using water.
- **Vinegar** - It is used in removing light stains in the bath.
- **Bathroom cleaners** - They come in liquid form for easy cleaning. They clean, descale, and disinfect the bathroom walls, bathtubs, bathroom flooring, sinks, and showers. They often contain phosphoric acid.
- **Clean air sprays** - These are best for freshening the hotel corridors, washrooms, bathrooms, and reception areas. These sprays remove the pungent smell of tobacco, smoke, and organic wastes.
- **Degreaser** - This is mainly used in bars to remove the marks of grease and lipstick that cannot be removed by traditional washing of glasses and cups. Degreaser restores the surface shine and transparency of the glasses and bowls.
- **Floor cleaners and sealers** - One of the important tasks of hotel housekeeping is cleaning the floor periodically and keeping it sealed with the help of a sealer of the right consistency for optimum maintenance. Some areas in the hotel are busy and bear heavy traffic, such as the lobby, corridors, parking areas, restaurants, and dining halls. As a result, their floorings lose smoothness and shine. In such a case, the floor cleaners and sealers are used for restoring their look and shine.
- **Laundry cleaners** - These are liquid concentrates with a variable amount of peroxide that removes tough stains, bleaches the linen, and enhances its whiteness.

Several chemicals are used in dry-cleaning. They are camphor oil, turpentine spirits, benzene, kerosene and white gasoline, petroleum solvents such as naphtha blends, chloroform, carbon tetrachloride, and liquid carbon dioxide. They remove the stains from silk tapestry without damaging the fibres.

- **Surface sanitizers** - They often come in the form of liquid concentrate. They are water-based and sanitize the surfaces without damaging their appearance. The sanitisers reduce the presence of bacteria to a great extent. They come with different concentrations and fragrances.
- **Toilet blocks** - They deodorize the toilets and leave them with a fresh smell. They come with two variants: continuous action and instant action. They contain oxidizing agents such as ozone, hydrogen peroxide, or chlorine that removes unpleasant organic odour from the surface of a material.
- **Toilet cleaners** - They are available in liquid form containing strong hydrochloric acid. They remove stains and plumbing scales easily and restore the shine of their surface.
- **Carpet cleaning agents** - Cleaning and maintaining the carpets are important tasks of hotel housekeeping. As suggested by the Carpet and Rug Institute (CRI), carpet cleaning is complete when the following issues are tackled –
 - Soil containment
 - Vacuuming
 - Spotting
 - Interim cleaning
 - Restorative cleaning

Carpet cleaning chemicals are often low-moisture, fast-drying cleaners that take care of the above-said issues effectively

- **Swimming pool cleaners** - They are used for cleaning the swimming pool water. Some are TCCA-90 granules or tablets, SDIC, hydrochloric acid (HCL), liquid chlorine, and alum. The pool cleaning c the bacterial and algae growth in the water.

The chemicals like Sodium Dichloroisocyanurate (SDIC) has 60% of chlorine content and is used worldwide for disinfecting water. The pool cleaning chemicals dissolve fast in the water and provide quick cleaning results. The housekeeping staff needs to take extra care while cleaning baby pools using these cleaners.

Different types brushes used in housekeeping

S No.	Brush Type	Description
1	Toilet Brushes	WC brushes, radiator brushes, Johnny mops
2	Bottle Brushes	Used for cleaning overflow vents in washbasins and tubs
3	Cloth Scrubbers	Used for scrubbing cloths
4	Deck Scrubbers	Used for cleaning large areas
5	Carpet Brushes	For cleaning carpets
6	Upholstery Brushes	For removing/loosening out dust from upholstery
7	Feather Brushes	For light dusting
8	Hearth Brush	Used for cleaning heavy soiling and fireplaces.

Table 2.1.1 Brush types

UNIT 2.2: Activities Involved in Cleaning and Drying

Unit Objectives

At the end of this module, participant will be able to:

1. Elaborate various cleaning methods along with the precautionary measures to be taken while cleaning
2. Explain the importance of using brush/scrubber while cleaning
3. Describe the importance and methods of drying the carpet

2.2.1 Cleaning and Maintenance of Carpet

The hospitality carpet installation is a significant investment in monetary terms and overall facility image. A consistent and effective carpet maintenance program can maintain the initial facility image and dramatically extend the life of the monetary investment. The appearance of the carpet depends upon several factors – colour, pattern, density, fibre and a viable maintenance program. Therefore, great care should be taken when choosing carpet colours, patterns and textures. These features combined with fibre quality and construction standards engineered to meet performance requirements are important factors.

Carpet performance

Starting with the right carpet choices will lead to the best end-use carpet performance.

- **Specifications** - Was the carpet correctly specified with the intended use at its location?
- **Colour Selection** - Was the proper colour selected to meet traffic conditions, the intensity of sunlight, etc.?
- **Installation** - Was carpet installed according to the Installation Specification of Commercial Carpet?
- **Maintenance** - Has a scheduled maintenance plan been designed to serve the location's needs?

Carpet performance is most effectively enhanced and maintained when the following exist:

- Cleaning is the process of locating, identifying, containing, removing and properly disposing of unwanted material. This means removing unwanted substances from an environment or environmental compartment. When exposure is reduced, the probability of an adverse effect is also reduced
- Constant attention to and application of principles of maximum restorative cleaning and minimum residue, mainly as they apply to safety, the proper and effective use of chemicals, carpet extraction machines, and vacuum cleaners
- A recognition that carpet care must take all of the following into account, the management of sources of unwanted substance that can get into the carpet; the activity levels; carpet design; the environment in which carpet is installed; and ventilation

The five elements for maintenance planning and scheduling

A comprehensive carpet care program should consist of these five elements:

1. **Soil containment** - Isolation of soil entering the building using mats at entrances.
2. **Vacuuming** - Scheduled frequency for removal of dry soil.
3. **Spot and spill removal systems** - Scheduled frequency spot removal techniques.
4. **Interim cleaning** - Scheduled frequency appearance cleaning for all traffic areas.
5. **Restorative cleaning** - Scheduled frequency deep cleaning to remove residues and trapped soils.

Due to the higher traffic levels, entrance lobbies, elevators, and hallways will need more care than office areas. In addition, due to the more difficult soiling conditions, food areas and entrances will require more effort. Check the chart below for suggested maintenance by traffic levels.

One of the most critical aspects of maintenance is walk-off mats at building entrances. The easiest way to maintain the appearance of the carpet is to prevent dirt and stains from reaching the carpet.

Traffic Level	Vacuum	Pile Lift	Spot Clean	High-Performance Hot Water Extraction
Light	2-3 times a week	-----	As needed	Annually
Medium	Daily	Quarterly	As needed	Twice a year
Heavy	1+ times a day	Monthly	As needed	Quarterly
Severe	1+ times a day	Minimum Monthly	As needed	Minimum Monthly/ Weekly

Table 2.2.2 Cleaning Schedule Frequency

2.2.2 Carpet Cleaning Types

Hot water extraction cleaning: Commonly known as steam carpet cleaning, hot water extraction cleaning use high pressured hot water to agitate the carpet fibre and dissolve dirt in the carpet.

Hot water extraction typically involves applying a cleaning agent on the soiled surface, agitation of carpet with a brush, and rinsing. After the cleaning agent settle in the carpet for a short duration, the carpet will be “washed” by carpet cleaning equipment to rinse the cleaning agent thoroughly and finally left to dry at room or air-conditioned temperature

An average-sized carpeted office of 3000 sq ft would typically take about 2 hours to clean and take at least 4 hours to dry. Therefore, most cleaning companies would advise carpet to be cleaned late

afternoon. After cleaning is done, the carpet can be left to dry overnight, and office operation can resume typical the following day.

Carpet shampooing: Shampoo carpet cleaning was popular till encapsulation technology was introduced in the 1970s. While shampooing of carpet may seem to clean heavily soiled carpet, the technology's disadvantage – leaving behind a high amount of wet foam residues in the carpet that takes a long time to dry, becomes sticky when it dries because no rinsing is done after shampooing and rapid re-soiling of carpet – makes this cleaning method less popular than others.

Encapsulation: Foam encapsulation uses synthetic detergents as a base that will crystallize into powder form when dries. Loosened dirt particles in carpet fibre will be encapsulated into powder when the applied cleaning foam dries and, finally, vacuumed or brushed when the foam dries after cleaning.

The foam encapsulation cleaning technique has overtaken carpet shampooing technology. The former uses less water during cleaning, resulting in a shorter drying time than carpet shampooing. In addition, foam encapsulation cleaning has received thumbs up by those who advocate using environmentally friendly products because there is less chemical residue left behind after cleaning compared to carpet shampooing.

Although encapsulation carpet cleaning has shown good cleaning results, this cleaning method has not been able to thoroughly clean heavy soiling carpet because of the technology's limitation.

Bonnet cleaning: This carpet cleaning produces good surface cleaning result as the process mainly involve cleaning the top part of the carpet fibre using a heavy-duty motorised machine with a spinning pad that has been immersed with a cleaning solution to absorb dirt from the carpet surface.

Bonneting is popular in hotels because it can give a quick fix solution to clean carpet in heavy traffic public areas that require carpet to be cleaned without much moisture and can dry quickly to prevent causing inconvenience to hotel guests.

Because bonneting does not clean the carpet deeply, dirt beneath the carpet would emerge back to the surface within a short period, causing the carpet to get soiled again quickly. Bonneting also tends to cause the accumulation of chemical residue in the carpet as pressure from the heavy machine on the spinning pad pushes the applied chemical and remaining dirt into the carpet.

Dry carpet cleaning: Dry carpet cleaning or compound cleaning is one of the latest cleaning technology found in the market and has gained increasing popularity and approvals by leading carpet manufacturers because of its effective cleaning performance and convenience as it does not require drying time.

Since dry carpet cleaning technology was invented in the 1980s, many cleaning compounds or powders have been developed in the market. However, as this cleaning technology is considered relatively new compared to other conventional wet carpet cleaning methods that have been trusted and used for decades, many still doubt its effectiveness.

The highlight of dry carpet cleaning is applying cleaning compound or powder into the bottom part of carpet using a motorized counter rotating brush machine to open up the carpet fibre and allow the compound to settle inside, resulting in a complete profound carpet cleaning result

Cleaning compound is typically made of biodegradable material that works like micro-sponges, which can effectively absorb dissolved dirt in the carpet and be removed thoroughly at the end of the cleaning process.

Different dry carpet cleaning equipment manufacturers differentiate themselves by developing their cleaning compound or powders formula and customizing their equipment design and function.

Dry carpet cleaning is safe for all types of carpets. It is recommended that commercial offices operate 24 hours, seven days a week, as operation in the office need not be disrupted during the carpet cleaning process.

2.2.3 Vacuum Cleaners for Carpet Cleaning

Dry Vacuum cleaners:

Dry Vacuum cleaners are used for removing dust and small pieces of debris from the floors, upholstery, furnishings, walls and ceilings.

These types have a flexible hose and come with cleaning attachments such as a floor-cleaning head, power head, crevice-cleaning head, upholstery-cleaning head, dusting head, extension tubes etc.



Fig 2.2.1 Dry vacuum cleaner

Dustette or handheld vacuum cleaners:

These are small, lightweight vacuum cleaners carried in hand and used for cleaning curtains, upholstery edges, mattresses, computers and music systems. They clean by brushing and suction and are very easy to handle.



Fig 2.2.2 Handheld vacuum cleaner

Back-pack Vacuum:

Backpack Vacuum is a lightweight and ergonomic backpack system, which can be adjusted according to the operator's preferences, making working with such types of vacuum convenient and therefore increasing productivity.

These cleaners are mainly used for cleaning curtains, upholstery edges, mattresses, computers and music systems. They clean by brushing and suction and are very easy to handle. They can be either carried in hand or strapped to the back of the housekeeping attendants.

Additionally used for cleaning hard-to-reach areas like ceiling, curtain ends, etc. They are also called 'Piggy Back' vacuums.



Fig 2.2.3 Backpack vacuum cleaner

Main features:

- Fatigue-free cleaning
- Quiet operation

- Power & efficiency
- Versatility

Cylindrical vacuums:

These have no rotating brushes and work by suction only. 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 and different attachments are used to clean various surfaces. These are the type of vacuum cleaners that Housekeeping Attendants commonly use in guestroom cleaning.



Fig 2.2.4 Cylindrical vacuum cleaner

Electric brooms:

These are very lightweight vacuums without a motor-driven beater brush. They are used only for light vacuuming and touch-ups on carpets and hard floors.

The latest electric brooms are battery operated and can be used without any cords.

Main features:-

- Simple, lightweight professional upright vacuum
- Single vacuum and brush motor
- Ideal for smaller carpeted areas



Fig 2.2.5 Electric broom

Upright vacuum:

Upright vacuums are the ones more frequently seen in hotels. The main body of the vacuum lies horizontally 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 dust removal from thick-pile carpets. In addition, there is a dual-motor system in an improved variation – 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 in large carpeted areas.

Main features:

- Easy to use
- Easy to manoeuvre
- Easy to store
- High quality



Fig 2.2.6 Upright vacuum cleaner

Carpet pile lifter:

These vacuum cleaners are used to groom the long carpet piles. They lift the carpet pile that has sacked down and makes it fluffy.

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

This provides a safe all-in-one spotting solution for all ordinary water and oil-based spots and stains on all carpets and soft furnishings.



Fig 2.2.7 Carpet pile lifter

Wet-and-dry vacuum cleaners:

Wet and Dry Vacuum is extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on the wet mode. When on the dry mode, they help remove dust and debris. These machines are usually used in their wet mode to pick up hotel spills.

Such vacuum cleaners are also required when large floors are stripped of polish and cleaned. They have a flexible hose with attachments such as a squeegee head. The wastewater collects in a tank that needs to be emptied after use.



Fig 2.2.8 Wet & dry Vacuum cleaner

A variation of this is the sizeable 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 wastewater 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 and are ideal for cleaning lobbies, banquet halls and restaurants.

Centralized vacuum:

In this type of unit, suction is generated at one point in the building. Meanwhile, soiling can be removed at vacuum points in the building by suitable nozzles connected to detachable flexible hoses. A network of pipes then conveys the collected dirt to a central container. This unit is expensive to install and is generally done at the building construction. The main advantage of a centralised vacuum is that it is incredibly hygienic since all the dust is carried away from the point of cleaning. As a result, maintenance costs are usually lower.



Fig 2.2.9 Centralized vacuum cleaner

Additionally, the operative fatigue is lower. There are no frayed flexes to repair and no individual machines to go wrong. Such vacuums can also pick up spills and excess water when used in a wet mode. When on a dry mode, they help remove the dust and debris.

Proper care and storage:

Vacuum cleaners will maximise cleaning efficiency when maintained and stored correctly. However, housekeeping staff need to be trained in the proper care, usage and maintenance of these machines.

- The wheels of the machine need to be oiled periodically
- After each shift, the dust bags should be checked and emptied if required
- If the machine is operated with the dust bags packed, the cleaning will not be as suitable as expected. Also, 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 tiny amount of water, else the dust bags will get damaged
- In case of 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
- A dry vacuum cleaner's tubes and attachment heads 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

2.2.4 How to Dry Carpet After Cleaning

The greatest technique to speed up carpet drying is to improve the ventilation in the space. If there are windows in the room where the carpet is located, open them and allow the fresh air do the cleaning. This is a great technique to prevent the musty, wet odours that some carpets produce when enclosed in a room.

Even if this strategy is effective, a lot depends on the weather. Days that are overcast and rainy won't help much with carpet drying. Instead, a more humid environment can result from this weather. Therefore, in such weather, keep the windows closed and attempt the other techniques detailed below.

When the weather is not suitable for drying carpet outside, using a fan is a fantastic alternative. The carpet will dry rapidly thanks to the concentrated airflow the fan will produce. Since it effectively circulates the air, it's also a great way to prevent musty odours.

A standing or desk fan in its place if there is no ceiling fan. These, however, won't be as adequate as the one right above. Two smaller fans placed on either side of the carpet might be enough to create appropriate circulation. The carpet should only be dried with an air conditioner as a last option. It won't circulate the air as much as a fan, making it less effective. As a result, it might not offer a clean atmosphere. However, if a fan isn't an option on rainy days when the outside air is a little damp, the AC unit might come in handy.

The damp carpet material will react with the air conditioning's chilly air. Because of this, determining whether the carpet is dry or just cool can be challenging.

When carpets are exposed to warm, dry air, such on a sunny summer day, they dry the fastest. It will take longer to dry completely when using cold air, like that from the air conditioner.

If the professionals are hired to clean the carpet, one might be given the option of a blow-dry. In order to dry out particular carpeted areas, they frequently employ a blower or fan.

This procedure might not be as thorough as the others above, but it is typically very rapid. In any case, it's a great technique to accelerate the drying process.

2.2.5 Various Types of Stains

The word "stain" refers to a colouring agent that is employed to alter the colour of wood. However, not all stains are created equal. There are at least seven different types of industrial stains that each apply and colour differently, in addition to the obvious colour variations. If one wishes to effectively control stains, one must be aware of the variations and know how to recognise and select each kind.

Oil stain - The type of stain that most people envision when they think about stains is oil because it is the most widely available. These are the simplest to apply since the linseed oil (or occasionally a combination of linseed oil and varnish) binder gives him/her a plenty of time to remove excess stain before it dries, even on huge projects.

Varnish stain - In all but one respect, varnish stains mimic oil stains. Oil stains don't dry hard, however varnish stains do since only varnish (and occasionally polyurethane varnish) is used as the binder. Therefore, excess oil stain must be removed or the topcoat may chip or peel while a varnish stain can be brushed on wood and allowed to cure without wiping. Consider a varnish stain to be alkyd paint that has less colour added to it.

Water-based stain - Water-based stains mostly replace the organic thinner with water and employ water-based finish as their binder. In comparison to oil or varnish stains, these stains pollute less, are less unpleasant to be around, and are simpler to remove.

Gel stain - Since most gel stains are oil-based, mineral spirits can be used to thin and remove them. They are distinguishable by their mayonnaise-like thickness. Gel stains are messy to apply because of this, but they eliminate the single biggest issue with wood finishing: blotting on pine.

Blotching - Blotching is the sole issue that cannot be resolved by stripping and starting over. It is an uneven coloration caused by different densities and resin deposits in the wood. Blotching can only be removed by painting the wood, which is rarely what is desired, or by spending a lot of time sanding it out.

Lacquer stain - The binders and solvents used in lacquer stains dry quite quickly. Because the finish may be applied in about 15 minutes and the stain can be mixed with lacquer to create a "toner" for modifying colour between applications of finish, professional finishers adore these stains. Since they don't employ lacquer as the binder, it is most likely this use that gave these stains their name. They apply a short-oil varnish, which dries very quickly.

Water-soluble dye stain - The powder form in which water-soluble colours are sold makes it simple to recognise them. These dyes, often known as "aniline" dyes, were created in the late nineteenth century for use on fabrics before being modified for use on wood. They remained popular with amateur and small-shop woodworkers because of their richness, variety of colours, and ease of use until the 1950s,

when metal-complex dyes were developed. They were widely used in the furniture industry up until that point.

Metal-complex (metalized) dye stain - A more fade-resistant dye known as "metal-complex," or "metalized," dye was created in the 1950s to address the weakness of dye, which is that it fades very quickly under UV light. Even so, it doesn't fade as quickly with this dye.

Tips

- Scarifying is the process by which heavy grease, mud, wet sawdust and thick deposits are removed from the surface of floors. The process is employed when simple scrubbing has been ineffective. Here dirt deposits are broken up by the chisel-like action of a wire-brush cutting tool.
- Sanibins: These are small metal or plastic containers with a lid found in toilets to collect soiled sanitary towels. The bins should be lined with plastic or paper bag for easy cleaning. The bins must be emptied frequently and kept clean for hygienic reasons. Some hotels use incinerators instead of sanitary bins. These burn the towels, leaving a small amount of ash removed during cleaning.

Exercise

Select the best alternative form the given options (MCQs)

- Question 1.** The person who cleans the guest rooms.
- Laundry supervisor
 - laundry department staff
 - Assistant housekeeper
 - Guest service associate
- Question 2.** If in a hotel the traffic level is heavy high-performance hot water extraction should be done in which frequency?
- Annually
 - Twice a year
 - Quarterly
 - Minimum Monthly /Weekly
- Question 3.** Which of the following manages the inspectors and the room attendants?
- Assistant housekeeper
 - Laundry supervisors
 - Sorters should
 - Room attendant
- Question 4.** Which of the following department is responsible for protecting guests from infections and illness; largest staff in the hotel; Major function (keep clean - sanitary - and attractive).
- Housekeeping department
 - Room attendant
 - Consumables
 - Laundry supervisors
- Question 5.** Which among the options is not a carpet type?
- Wool
 - Nylon
 - Polyester
 - Wood

- Question 6.** Which among the options is not a carpet style?
- (A). Cut Pile
 - (B). Loop Pile
 - (C). Cut-Loop Pile
 - (D). Pile
- Question 7.** Mops are of two types:
- (A). Wet and dry
 - (B). Red and white
 - (C). Yellow and green
 - (D). Black and White
- Question 8.** Pick the correct statement(s)
- i) Scrubbing can be done either with a scrubbing brush or with a scrubbing pad (black) that is attached to the disc that cuts the soil.
 - ii) Stripping can be done with a wire brush.
- (A). Both statements are correct
 - (B). Both are Wrong
 - (C). Statement I is correct and ii is wrong
 - (D). Statement I is Wrong and ii is correct
- Question 9.** Equipment which helps in the cleaning process by directly using manual energy of the employees are -----.
- (A). manual Equipment
 - (B). soft bristle brooms
 - (C). automatic Equipment
 - (D). robot
- Question 10.** Which type of vacuum cleaners are used to groom the long carpet piles?
- (A). Carpet Pile lifters
 - (B). Wet-and-dry vacuum cleaners
 - (C). Centralized vacuum cleaners
 - (D). Upright vacuum cleaners

3. Perform Post-Cleaning Activities



Unit 3.1 – Various chemicals and solutions, like moth repellent, colour protective, stain preventive solution

Unit 3.2 – Perform Tasks to Clean Tools and Equipment
Necessary Repair Post-cleaning



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Identify the standard arrangement of the furniture in the room
2. Discuss the importance of cleanliness and maintenance of the upholstery/carpet
3. Explain the importance of using various chemicals, like moth repellent/stain preventive solution, deodorizers, colour protective solutions, etc.
4. Describe the basic repairing technique of carpet and upholstery
5. Discuss the importance of maintaining the tools and equipment

UNIT 3.1: Various Chemicals and Solutions, Like Moth Repellent, Colour Protective, Stain Preventive Solution

Unit Objectives

At the end of this module, participant will be able to:

1. Identify the standard arrangement of the furniture in the room
2. Discuss the importance of cleanliness and maintenance of the upholstery/carpet
3. Explain the importance of using various chemicals, like moth repellent/stain preventive solution, deodorizers, colour protective solutions, etc.

3.1.1 Chemicals and Solutions, Like Moth Repellent, Colour Protective, Stain Preventive Solution

General Instructions:

- **Apply:** Solutions, solvents, water, and other liquids should be applied to a clean white paper towel (not printed), and this wet towel is used to dampen the carpet. Never wet the carpet through to the backing
- **Blot:** Blot by pressing straight down with a clean white towel – never rub. Rubbing alters the carpet texture. In the final blotting step, a 1/2" thick pad of clean white paper towels, placed on the cleaned spot with an eight and left overnight, is the best way to wick up the last traces of liquid and foreign materials
- **Scrape:** Gently scoop or scrape with the blunt edge of the spoon from the outside of the spill or spot toward the centre

Cleaning Solutions:

- **Detergent:** Mix 1 teaspoon clear dishwashing detergent with 1 cup warm – not hot – water
- **Presoak solution:** Mix 1 teaspoon enzyme presoak (Axion, Biz, etc.) with 1 cup warm water
- **Hydrogen peroxide:** Mix 4 fluid ounces of Hydrogen Peroxide (3% strength available in drug stores) with one fluid ounce of household ammonia (sudsy type). Use within 2 hours after mixing
- **Ammonia:** Undiluted household ammonia, sudsy type containing detergent. VINEGAR: Undiluted white vinegar
- **Dry powder cleaner:** Powdered carpet cleaners such as Host Capture and Blue Luster
- **Dry cleaning solvent:** Non-oily, non-caustic type sold for spot removal from garments

Caution: it may be flammable

Removal procedures and identification of a stain

- **Sight:** By looking carefully at the stain, to identify if it is an absorbed or built-up stain
- **Odour:** To smell the stain, especially after giving it a light steam treatment, he/she will come to know what type of stain it is

- **Colour:** It also gives an important clue on the nature of the stain and the agents causing it
- **Feel:** Run the hand/fingers over the stain to feel its stiffness, especially of a built-up stain
- **Location:** it helps to pinpoint the cause of the stain. Perfume stains are usually on the lapels of garments or under the arms

The importance of taking prompt action

It is important to treat stains as soon as they are discovered to stop the spread of the stain and prevent the stain from being absorbed by the fabric. The action consists of sponging the stain with water or a mild detergent solution and washing it off with the solution.

General rules of stain removal

- Always begin treating the stain as soon as possible
- If a stain is not eliminated after immediate action has been taken, then additional removal methods may be necessary. Before attempting a particular method of removal, it is essential to determine the type of fabric, the nature of the stain, how old the stain is, the colour of the fabric, and any other relevant details
- When removing stains, choose the reagents and techniques that are most appropriate. Before attempting to remove the stain, it is essential to check the reaction between the fabric and the reagent
- Always begin with the easiest method and reagent, and work the way up to the more complicated methods and reagents as he/she proceeds
- Applying the reagent to the stain while the stain is stretched out over a pad of clean, white absorbent cloth with a piece of clean cotton wool is recommended
- When applying the reagent to the stain, begin at the stain's periphery and work the way toward the stain's centre. Because of this, the stain will not be able to spread, and it will not be able to form a ring either
- The reagent should be applied with a sponge rather than soaking or rubbing the surface
- It is preferable to rub and wash the item right away rather than soaking it and then washing it
- Before moving on to the next step in the process of attempting to use a different method or reagent, it is imperative that the effect of every chemical that was used be removed by carefully rinsing the reagent
- During the process of stain removal, it is essential to determine whether or not the removal of the stain requires the assistance of a professional

Guidelines for the elimination of unknown stains generally

- Soak the stain for at least half an hour in water that has been salted and is at room temperature.
- Wash in a lukewarm synthetic detergent solution if the stain does not come out
- If the stain is still present, wash the item in an enzyme detergent solution that is lukewarm
- If the stain is not removed, a bleaching agent that uses oxidation, sodium perborate, can be activated using a hot synthetic detergent solution
- When dealing with stains that are still present, use a solvent
- If the stain is not removed, work on it with a weak acidic solution and work the way up to a robust acidic solution
- If the stain does not come out, try an alkaline solution, working the way up to a more concentrated alkaline solution
- The appropriate bleaching treatment should be carried out if the stain is not removed

Consider the following essential options:

- After each stage, please give it a thorough rinsing in water to remove any residue left by the previous cleaning agent
- Adjusting the temperature appropriately is necessary, taking into account the composition of the fabric as well as the stain
- Both the kind of chemicals used and the amount of time between applications ought to be determined by the type of fabric.

Methods of stain removal are divided into two categories

1. Physical method

- Chalk powder, fuller's earth, and starch pads are some agents that can be used to remove stains from fabric by acting as absorbents
- Utilise materials that can absorb grease
- The application of heat is a method that is typically used on fresh stains

2. Chemical method

- The reagents that were used have chemical properties that remove stains
- A fundamental chemical wash is provided. Example: salts, solvents, acids and alkalies
- Some of the chemicals can have low toxicity. However, combustible or toxic must be handled cautiously and never used on plastic, vinyl, or nylon; examples include benzene, acetone, CC14, amyl acetate, and others
- These include the bleaching method of stain removal, which removes old or persistent stains

Classifications of Stain Removers	
Hydrocarbons	Benzene, Toluene
Chlorinated hydrocarbons	Carbon tetrachloride Trichloroethylene Perchloroethylene Solvents
Petroleum based	Petroleum ether Solvent naphtha Kerosene, turpentine
Alcohols/Ethers/Ketones	Ethyl alcohol, amyl alcohol Amyl acetate, acetone, glycerin.
Oxidizing agents Bleaches	Hydrogen peroxide, sodium perborate, sodium hypochlorite, KMnO4 oxalic acid.
Reducing agents	Sodium hydrosulphite, sodium thiosulphate, sodium bisulphite
Oils Fats	Coconut oil, olein

Fatty acids	oleic acid,
Emulsifiers	Anionic -Soaps, alkylaryl sulphonates, Fatty acid alcohol sulphonates. Nonionic - Teepol, detergents based on: fatty alcohol and alkylphenol condensates, fatty acid condensates, fatty amine oxides.
Acids	Organic -1% oxalic, 30% formic, 1% acetic white vinegar, tomato, lime, sour milk, curds Inorganic- Dilute hydrochloric acid
Alkalis	Ammonium hydroxide 1% , Sodium bicarbonate 1 % Liquid ammonia 10%
Absorbents	Talcum powder, cornstarch. French chalk ($3\text{MgO}, 4\text{SiO}_2, \text{H}_2\text{O}$) Fullers earth ($\text{Al}_2\text{O}_3, \text{SiO}_2, x \text{H}_2\text{O}$)

Fig 3.1.1 Stain and cleaning agent

Miscellaneous cleaning equipment:

- Step leaders are used for cleaning upper surfaces
- Rubber gloves for all-purpose cleaning
- Different sized racks for keeping toothpaste, brushes, small materials etc.
- Useless linens are used to cover furniture and materials
- Waterproof tarp for dissolving cleaning solutions
- Pick-up pans for collecting water
- Manual or electrical sprayers to spray water or cleaning solutions in the carpet
- Check whether there are stains on the hotel carpet. If there are stains, remove the stains first
- Check whether the detergent is qualified, especially for cleaning the commercial hotel carpet. Avoid using the detergent content. These are residues to avoid oil accumulation. The test method evaporates the cleaning agent to see if the vacuum cleaner absorbs the residue. The cleaning agent will not accumulate dirt, and the quality of the cleaning agent can also be tested on a small piece of carpet
- After cleaning with high-foaming carpet water, use a suction washing machine to absorb the sewage to make hotel carpets easy to dry
- Turn on the air volume of the air conditioner in the cleaning area to the maximum, or use an electric hair dryer to make it ventilated and easy to dry; after washing the corridor rug in the guest room, it is necessary to spread scrap sheets to avoid re-pollution
- After the hotel carpet is dry, vacuum thoroughly with an upright vacuum cleaner to remove the residue and straighten out the carpet fibre
- Restore the thoroughly cleaned area to its original state

How to prevent moths?

The most effective way to prevent an infestation and inhibit growth is to clean textile furnishings. Spills should be removed immediately. In addition, carpet, rugs, draperies, upholstery, etc., should be brushed or vacuumed regularly, as insects do not generally attack clean materials.

Regular dry cleaning mantles appropriate for dry cleaning will also decrease the chances of infestation because cleaning solvent is toxic to most textile pests. In addition, regular carpet and rug cleaning will remove the nutritional contaminants that attract and support insects.

3.1.2 Furniture Arrangement Rules

- Find the focal point
- Avoid pushing furniture up against walls
- Establish conversation hubs
- When arranging furniture, strive for balance
- Think about traffic flow
- Use rugs of the correct size
- Place a coffee table
- Place tables at a safe distance



Fig 3.1.2 Isometric view of a well arranged guest room's furniture

3.1.3 Repairing damaged carpet

- Check the carpet for damage
- Look for the donor carpet
- Mark the harmed area
- Eliminate the damaged area
- Acquire the donor carpet
- Set the direction of the nap and test the donor piece
- Place the carpet tape down

3.1.4 Repairing Upholstery

- Place the patch below the torn upholstery after removing the damaged fabric
- Use a poultry skewer or upholstery pin to secure the upholstery flap in place while holding it back
- Apply a thin, even coat of latex fabric glue to the patch

UNIT 3.2: Perform Tasks to Clean Tools and Equipment Necessary Repair Post-cleaning

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss performing tasks to clean tools and equipment and do the necessary repair post-cleaning

3.2.1 Perform Tasks to Clean Tools and Equipment and Do the Necessary Repair Post-cleaning

Tools for cleaning are crucial for housekeeping specialists. They support increased effectiveness and productivity. High-quality cleaning tools that are utilised properly are necessary for efficient cleaning and maintenance. Even while cleaning agents and equipment contribute for only 5 to 10 percent of total cleaning costs, choosing the right equipment is crucial. All equipment in the department's care must be kept in working order. The department head or dean and the lead investigator both share accountability for any equipment purchased through grants and contracts. Any particular equipment care and upkeep criteria specified by their grants or contracts should be known by the housekeeper. The equipment custodian is in charge of looking after and protecting any equipment that has been given to their care.

1. Performing the maintenance required to ensure good production quality and the equipment's maximum usable life
2. Maintaining thorough records of every equipment's maintenance
3. Compiling the time and information about the completed service
4. Recording the inspection's findings, including any flaws or repairs found
5. Recording all actions taken and keeping a database of certification documents
6. Keeping the property up to date with technical requirements
7. For the necessary service specifications and information on the things to be serviced, the GSA (Housekeeping) must consult service methods, processes, or manuals
8. Planning and carrying out routine maintenance in accordance with industry standards, including lubrication, cleaning, and calibration
9. Arranging and coordinating the provision of services by internal or external service groups, such as facility services, maintenance, and modifications
10. Swiftly carrying out any unanticipated maintenance
11. When unplanned calibration, upkeep, or repair work is
12. When a service is completed, record it
13. Setting up and carrying out routine assessments of the preventive maintenance and calibration system

Tips

1. Performing the maintenance required to ensure good production quality and the equipment's maximum usable life.
2. Maintaining thorough records of every equipment's maintenance
3. Compiling the time and information about the completed service

Exercise

Select the best alternative form the given options (MCQs)

- Question 1.** To prepare pre-soak solution, mix 1 teaspoon enzyme pre-soak (Axion, Biz, etc.) with how much warm water?
- (A). 1 cup of
 - (B). 2 cups of
 - (C). A bucket of
 - (D). 2 buckets of
- Question 2.** Which among the options are the advantages of cleaning the equipments?
- (A). Reduce work fatigue and increase productivity.
 - (B). Save the time of hotel housekeeping staff.
 - (C). Eco-friendly, widely available, and easy to operate
 - (D). All of the above
- Question 3.** Which among the given options indicates proper cleaning and storage of equipments?
- (A). To be stored under lock & key
 - (B). Electrical equipment should be kept in a dry place.
 - (C). Broom's mops to be clean well.
 - (D). All of the above
- Question 4.** Step ladders are used for cleaning which of the following surfaces.
- (A). Upper
 - (B). Lower
 - (C). Wet
 - (D). Dry
- Question 5.** Kerosene and turpentine come under which category of stain removers?
- (A). Petroleum based
 - (B). Hydrocarbon
 - (C). Acids
 - (D). Alkalis
- Question 6.** Which of the following does not come under the upkeep of equipment?
- (A). Calibration
 - (B). Servicing
 - (C). lubrication
 - (D). Replacement of the equipment

True false type questions

- Question 7.** Cleaning equipment will render maximum efficiency when they are maintained well.
(A). True
(B). False
- Question 8.** For the necessary service specifications and information on the things to be serviced, the GSA (Housekeeping) must consult service methods, processes, or manuals.
(A). True
(B). False
- Question 9.** The most effective way to prevent an infestation and inhibit growth is to clean textile furnishings. Spills should be removed immediately.
(A). True
(B). False
- Question 10.** Before cleaning the carpet, the furniture and objects in the area to be washed should be removed.
(A). True
(B). False

4. Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces



Unit 4.1 – Cleaning agents, equipment and stains removal



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Elaborate various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface
2. Explain the importance of inspecting the surface after cleaning and polishing
3. Describe specific methods to clean the surface according to the types of stains
4. Elaborate the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains
5. Describe the manual and mechanical procedure of polishing various surfaces
6. Explain the importance of using sealant and mopping the area after polishing

UNIT 4.1: Cleaning Agents, Equipment and Stains Removal

Unit Objectives

At the end of this module, the participant will be able to:

1. Explain various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface
2. Describe the importance of inspecting the surface after cleaning and polishing
3. Discuss the specific methods to clean the surface according to the types of stains
4. Explain the importance of using sealant and mopping the area after polishing
5. Explain the cleaning procedures for different surfaces for both soft and stubborn stains
6. Explain the manual and mechanical procedure of polishing various surfaces

4.1.1 Care and Cleaning of Different Surfaces

It has already been discussed in the previous chapter about the cleaning materials and the various procedures to be followed while cleaning. One must understand and follow the same procedures to make the area or things clean. It is also important that the Guest Service Associate (Housekeeping) understands the different types of surfaces to decide how best to care for them. It is understood that hard surfaces are found in different forms and hotel areas. In order to keep the hard surfaces in good condition, their composition, type or variant, optimal cleaning and maintenance procedures should be known to the House Keeping staff. Their cleaning and maintenance play an important part in the cleaning and maintenance program of the establishment. After going through this unit, he/she will understand that the surfaces commonly used in hotels are metal, glass, plastic, wood, stone, granite, terrazzo, rubber, linoleum etc. These surfaces cover a large area and are subject to a great deal of wear and tear. These surfaces outlast other furnishings and decorations and usually form the base basis for the rest of the décor. So this unit will be of great help in the proper maintenance. Care and cleaning of various surfaces will be studied as under:

1. Metals
 2. Glass
 3. Plastics
 4. Ceramics
 5. Wood
 6. Stone
 7. Vinyl finishes
 8. Rubber
- 1. Metals** - Metals from the whole or part of many fixtures, fittings and part/furniture made of metal. The most commonly used metals are silver, steel, copper, brass, bronze, aluminium and iron. Metals are used indoors & windows fittings, wall panelling, light fittings, restaurant cutlery, cooking utensils, guest room accessories and furniture.

Most metal surfaces get tarnished, scratched or rusted unless treated or protected. This is because most metals are plated with precious metals, usually silver.

Methods to clean metals and alloys

- i. **Silver:** This is a soft, malleable and ductile metal found naturally in the earth. It is a white metal unaffected by water, pure air, and most foodstuff. It gives a brilliant sheen when polished.

4.1.1.1 Silver Cleaning Methods

Method -1 - Cleaning silver using aluminium foil, baking soda, and salt

- A cup of boiling water should have one teaspoon of salt and baking soda. When combined with the aluminium foil, these components will catalyse a reaction that will assist in cleaning and polishing the silver
- One could also try mixing in a half cup of vinegar for every cup of water used in the recipe. This will cut down on the amount of time needed to clean
- The vinegar should be added last. One should exercise caution when pouring it in because the other ingredients will react
- Add boiling water to a pan. To get started, boil some water. Then pour it into a pan that has been lined with aluminium foil. The aluminium foil is crucial to this process, so do not forget to line the container. Then, add the borax solution
- Once the solution is at the desired consistency, put the cutlery in the pan. Make sure that each piece of silverware makes contact with the aluminium foil and that there is no overlap between the pieces
- The time the silverware needs to soak in the solution ranges from thirty seconds to several minutes, determined by how tarnished it is. Once it appears clean, separate each component and buff it with a clean rag



Fig 4.1.1 Silver Cleaning M1-Step -1



Fig 4.1.2 Silver Cleaning M1-Step -2



Fig 4.1.3 Silver Cleaning M1-Step -3

Method -2 - Cleaning silver using baking soda or borax

- Place the cutlery on a level surface, then cover it with a dry layer of baking soda or borax. Be sure to use a substantial amount, so the silver is coated evenly across its entire surface



Fig 4.1.4 Silver Cleaning M2-Step -1

- This method will require patience, but it will be worth the wait



Fig 4.1.5 Silver Cleaning M2-Step -2

- Once the silverware sits for 30 minutes, use a damp cloth or sponge to scrub the baking soda or borax into the silver. Then rinse off each piece and buff with a dry cloth



Fig 4.1.6 Silver Cleaning M2-Step -3

Method -3 - Cleaning silver using toothpaste or baking soda paste

- One can use either toothpaste or a mixture of baking soda and water for this method



Fig 4.1.7 Silver Cleaning M3-Step -1

- On a piece of lint-free cloth, spread a small amount of the paste cleaner that is selected to be used. After that, scrub each piece of silver with it. One should thoroughly scrub all the different areas to get a nice, even finish on the silverware



Fig 4.1.8 Silver Cleaning M3-Step -2

- Once the silver has been cleaned, rinse it thoroughly with warm water to remove any baking soda or toothpaste traces. After that, use a dry, clean cloth to polish each piece of silver



Fig 4.1.9 Silver Cleaning M3-Step -3

Method -4 - Cleaning silver using rubbing alcohol

- Rubbing alcohol is excellent for removing mineral spots and residue from the silverware. However, it may not be very effective for cleaning heavily tarnished silverware



Fig 4.1.10 Silver Cleaning M4-Step -1

- Combine one part rubbing alcohol and four parts water in a bowl. Please do not place the silverware in the bowl, so it does not matter how large it is



Fig 4.1.11 Silver Cleaning M4-Step -2

- Dip a clean, soft cloth into the mixture of water and rubbing alcohol. Then use the dampened cloth to buff the silverware until it is clean and sparkling lightly



Fig 4.1.12 Silver Cleaning M4-Step -3

- ii. **Cleaning of stainless steel:** Stainless steel is a tough, durable metal with a metal polish. However, it is not scratch resistant. Stainless steel is washed similar to silver stainless steel can be harmed or strained by several substances like silver dip solutions, chrome and salt-vinegar mixtures.
- iii. **Cleaning of chrome steel** is made by coating steel with chromium. This steel gets spotted by water or Chromium and galvanised steel are washed with a synthetic detergent and rinsed in running water. It is then buffed and allowed to dry.
- iv. **Cleaning of copper** is cleaned by washing the object in warm water with a detergent. It is then rubbed with a mixture of salt, vinegar/lime juice/tamarind. The object is then rinsed in warm water and immediately dried to prevent watermarks. In the case of cookware and serving utensils, it is rinsed with warm water and a mild detergent and then dried immediately. Except for cookware and serving dishes, all other copper items can be polished with a proprietary polish.
- v. **Cleaning of brass:** Brass is cleaned by washing the brass item with a detergent and plenty of running water. Tamarind/lime is rubbed along with salt, which is abrasive and allowed to dry. It is then washed in a solution of detergent and water, dried and then proprietary polish Brasso applied, buffed with a buffing cloth. If is utensil is used for eating, the utensil should be washed in detergent and water to remove all traces of polish.
- iv. **Cleaning of bronze:** Bronze is cleaned best by washing in water and detergent. The bronze piece is then dried, and proprietary polish applied.
- vii. **Cleaning of aluminum:** Aluminium is cleaned easily with the help of a detergent and running water. Mild abrasives may be used to remove difficult stains.
- viii. **Cleaning of iron:** Iron should be washed only when necessary and then thoroughly. Galvanised iron requires regular washing. Any rust on the surface can be removed with steel wool dampened with oxalic acid. Iron should be coated with oil or black lead to promote long life.

4.1.1.2 Steps to Clean Glass

Glass surface requires regular dusting. Light marks can be cleaned with vinegar, and stubborn watermarks may be removed by diluted methylated spirit. The glass maybe then wiped with a newspaper. Finally, dry the glass with a lint-free cloth.

Materials and tools required to clean glass surface and glass furniture



Fig 4.1.13 Tools & material for glass surface cleaning



STEP 1: Dust off any loose dust, debris and other dirt using feather dusting brush.



STEP 2: Spray the glass cleaner on the glass surface.



STEP 3: Wipe the surface with a soft, lint-free cloth or sponge wipes.

4.1.1.3 Steps to Clean Plastics

They have great strength, poor absorbency, and are easy to clean and dry. All kinds of plastic are easy to clean and maintain. Daily dusting and wiping with mild detergent and duster, followed by rinsing and drying with a duster, is sufficient; food marks may be removed by adding sodium bicarbonate to water followed by thorough rinsing.

Materials and tools required to clean plastic surface and furniture



Fig 4.1.14 Tools & material for plastic surface cleaning



STEP 1: Dust off any loose dust, debris and other dirt using a dusting brush.



STEP 2: Mix the cleaning agent to a bucket of clean water.



STEP 3: Dip the soft nylon brush or sponge into the solution and scrub the surface.



STEP 4: For heavy stains, let the solution sit for a while and scrub again.



STEP 5: Rinse the furniture with lots of water.



STEP 6: Wipe dry with a soft lint-free cloth and let it to air dry.

Items	Routine care	Special instructions
Appliances Accessories Trim	Use a non-abrasive, all-purpose cleaner after rinsing, and dry with a clean, soft cloth after using clean water.	Avoid using abrasive cleaners because they have the potential to scratch plastic.

<p>Bathtubs Shower Stalls Sinks Wall Tile</p>	<p>Prepare a paste of baking soda and water, or use a tub/tile/sink cleaner, a non-abrasive all-purpose cleaner, or an all-purpose cleaner. Use a damp sponge or directly apply the cleaner to the surface, then rub it in gently. Cleanse by rinsing or wiping.</p> <p>There is a selection of specialised products available. Follow the instructions on the label.</p>	<p>Always follow the care instructions provided by the fixture manufacturer or tile. Because of their composition, certain plastic surfaces cannot be cleaned with certain solvents. If the soil is dense, one should give the solution a minute to sit on the surface before attempting to break up the dirt.</p>
<p>Furniture</p>	<p>Make use of a cleaner polish, a glass and multi-surface cleaner, a non-abrasive all-purpose cleaner, or a cleaner polish. Perform a thorough cleaning by rinsing and drying with a fresh, gentle cloth.</p>	
<p>Plastic Laminates Cabinets Countertops</p>	<p>Use a sponge or cloth and an all-purpose cleaner that does not contain abrasives to clean. Rinse using a sponge or cloth that has been wrung out in clean water; dry using a clean cloth that is not too rough. Alternately, one could apply a creamy liquid kitchen wax that cleans and protects the surface as it is being applied. Spread some wax on a cloth that has been dampened, and then clean a small section (about one square foot) at a time. Polish the wax while it is still wet using a cloth that is both clean and dry.</p>	<p>When the surfaces of the countertops start to look old and worn, one can give them a new lease on life by by means of a cleaner that has been specially formulated for the purpose. However, a surface should not be cleaned with abrasive cleaners, as this can cause it to become dull or bleach products, as these can cause the colour of the surface to change.</p>
<p>Portable Appliances</p>	<p>Use a non-abrasive, all-purpose cleaner. After rinsing with clean water, pat the surface dry with a clean, soft cloth.</p>	<p>Unplug any appliance before cleaning.</p>
<p>Refrigerator/ Freezer Interior</p>	<p>Utilise a general-purpose cleaner that does not contain abrasives to clean the interior walls of a refrigerator or freezer. Use a solution comprised of two tablespoons of baking soda and one quart of warm water as an alternative. Perform a thorough cleaning by rinsing and drying with a fresh, gentle cloth.</p>	
<p>Toilet Seats/Lids</p>	<p>Clean with a multi-purpose cleaner that does not contain abrasives, using a sponge or a cloth. Rinse and dry the areas around the bumpers and hinges thoroughly.</p>	

Window Blinds	Dust should be removed regularly using either a brush that is clean and soft or the brush attachment of a vacuum. Use water to clean, and scrub gently with a sponge or a soft cloth using circular motions. Use a fresh and gentle cloth to dry the area. After cleaning, apply some furniture polish to the slats, making it much simpler to dust and clean the slats.	Always follow the care directions provided by the blind manufacturer. Only use a small amount of furniture polish to prevent a buildup of wax.
Windows/ Storm Doors	Make use of a cleaning product that was designed specifically for plastics.	When cleaning plastic storm doors and windows, one should never use ammonia, household cleaners, or cleansers. There is a possibility of streaking in plastic.

Table 4.1.1 Tools & material for plastic surface cleaning

4.1.1.4 Steps to Clean Ceramics

Ceramics are made from sand and clay. Different proportions and types of clay are mixed with other ingredients to produce different kinds of ceramics of required quality for floor and wall tiles, drain pipes, washbasins, sinks, lavatory pans, vases, cooking utensils and teacup and saucers.

Materials and tools required to clean ceramic surface

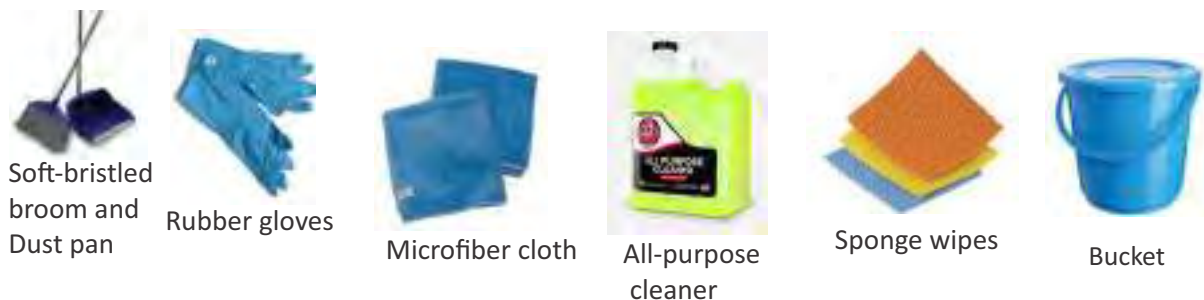


Fig 4.1.15 Tools & material for ceramic surface cleaning



STEP-1: Sweep or vacuum the tile, making sure to reach into the corners, where dirt tends to accumulate the most. A microfiber duster is efficient at removing dust and hair from surfaces.



STEP-2: Mix the Cleaner with warm water, and then soak a rag or chamois mop in the solution. Do not use a sponge mop. Instead, remove as much excess water as possible using the hands or a towel so that it is only damp and not soaking.



STEP-3: Move the mop across the floor in even and gentle strokes. Use a pattern to guide the movements as one moves through the room to ensure that not a single square inch of the floor is missed.



STEP-4: The water will naturally become cloudier as it is rinsed out with the mop or rag, so it is essential to change it consistently. To prevent a cloudy film of grime from being left behind on the tile, regularly empty the dirty water and refill it. If it is finished and haze is observed, make a solution of white vinegar and hot water, and use a damp rag to run it over the film to remove it.



STEP-5: Cleaning the grout, one can use a cleaner designed specifically for cleaning grout. One can also make a bleach solution and use that (using gloves, so he/she does not get bleach on his/her bare hands). After allowing it to sit for a few minutes, it should be rinsed thoroughly.



STEP-6: After mopping the floor, immediately dry it with a clean cloth if the tile tends to get water spots on it. This should be done immediately after mopping the floor.

4.1.1.5 Steps to Clean Wooden Surface & Furniture

Wood is obtained from trees obtained from nature. It is hard, compact fibrous and porous. Wood has a varying degree of hardness with multiple uses, varied colours, and grain patterns. Wood is porous tends to absorb water and dust. It is also prone to fungal attacks and pest infestations.

Materials and tools required to clean wooden surface and furniture



Fig 4.1.16 Tools & material for wooden surface cleaning



STEP 1: Dust off any loose dust, debris and other dirt using a dusting brush.



STEP 2: Mix the cleaning agent to a bucket of clean water.



STEP 3: Dip the soft nylon brush or sponge into the solution and scrub the surface.



STEP 4: For heavy stains, let the solution sit for a while and scrub again.



STEP 5: Rinse the furniture with lots of water.

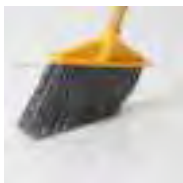


STEP 6: Wipe dry with a soft lint-free cloth and let it to air dry.

4.1.1.6 Steps to Clean Stone Surface



Used commonly as flooring in commercial as well as the non-commercial establishment. The frequently used stones are marble, granite, slate, sandstone quartzite. Stone may also be used as an external wall surface, tabletops, counter-tops, furniture and decorative items.



Mop



Rubber gloves



Microfiber cloth/Towel



Bucket



Cleaning in progress' warning signboard



Sponge wipes



Dish Soap



Salt

Fig 4.1.17 Tools & material for stone surface cleaning



STEP 1: Sweep the tile. Begin the process of cleaning by sweeping the tile. Sweeping stone tile is essential because it removes small particles, such as sand that can cause damage to the floor.



STEP 2: Use a mop with dish soap. The simplest method is using a mop and dish soap to clean the tile. Instead of a harsh and acidic cleaner, use a few tablespoons (30-45 ml) of pH-neutral dish soap.



STEP 3: Rinse the floor. Make sure to rinse the surface thoroughly. There should be no detergent remaining. Fill the pail with hot water. Rinse the floor with the mop.



STEP 4: Dry with a towel. Hand-drying the floor is preferable to air-drying because air-drying can cause water spots. Instead, grab a clean towel and manually dry the floor. It takes time but yields the best results for the floor.



STEP 5: Give the floor a shine. Complete the cleaning by adding shine to the floors. There are many ways to accomplish this. This is easily accomplished with a few tablespoons (30-45 ml) of salt. Utilize the salt with a damp cloth and rub until the fabric is soft and dry.

Note: Do not drag furniture when repositioning it for floor cleaning. Instead, request assistance lifting and moving the object. Rinsing the floor helps to remove sand and debris as well. If too much wax is used, the floor may become yellow-coloured. Scrub with water and neutral soap to remove excess wax, or use a wax remover.

4.1.1.7 Steps to Clean Vinyl Surfaces



These are made from PVC and other synthetic resins, inert fillers and pigments.

Materials and tools required to clean vinyl surface

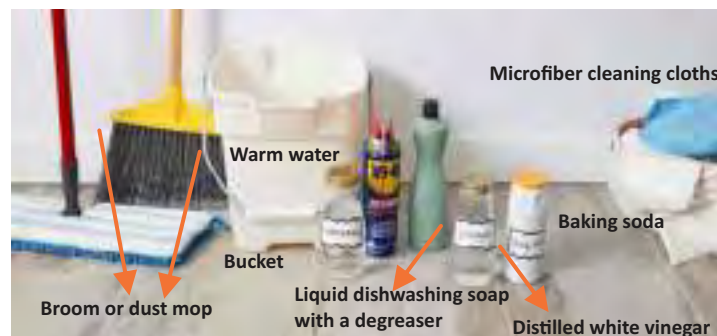


Fig 4.1.18 Tools & material for vinyl surface cleaning



STEP 1: Remove Loose Surface Soil - Grit and dirt can scrape and dull vinyl's surface - daily grit removal with vacuum, dust mop, or broom. Avoid using the beater bar when vacuuming, which can harm vinyl floors.



STEP 2: Mix a Cleaning Solution - Warm water and dishwashing soap in a bucket or deep utility sink. Choose a degreaser-containing detergent like Dawn for kitchens. Too much suds adds work. .



STEP 3: Mop Away the Dirt - Wring out the cleaning solution-soaked mop. Start in one corner, leaving an escape. Rinse and wring the mop as dirt accumulates.



STEP 4: Tackle Tough Stains - To erase food stains, add baking soda and water to make a paste (two tablespoons of baking soda and one teaspoon of water). Apply the paste on stains, then scrub with a microfiber cloth.



STEP 5: Decide Whether or Not to Rinse - If too much soap is not used and the floor is not too unclean, mopping is plenty. However, if the floor feels sticky, add a rinse of water and vinegar. Then, the floor will be spotless.



STEP 6: Allow the Floor to Air-Dry - Avoid the floor until it is dry. If time is limited, use a fan to accelerate drying.

4.1.1.8 Steps to Clean Rubber Surface

This is a natural/synthetic substance having properties of elasticity, water repellent and electrical resistance.



Vacuum Cleaner



Rubber gloves



Microfiber cloth/Towel



Bucket



Cleaning in progress warning signboard



Sponge wipes



Dish Soap



Dust mop

Fig 4.1.19 Tools & material for rubber surface cleaning



STEP 1: Vacuum the floor thoroughly. To begin cleaning, vacuum the rubber floor thoroughly to remove all grit and dirt. Work from one side of the area to the other so that any spots are not missed. Dirt can cause rubber floors to wear unevenly and lose their shine.



STEP 2: Combine soap and water to make a cleaner. After 1/4 cups (60 ml) of mild dish soap, warm water should be poured into a bucket. Avoid the temptation to use more soap because doing so could leave a filmy residue on the floor. Instead, the suggested amount of soap is diluted enough to remove dirt without leaving a film.



STEP 3: Use mild dish soap and warm water to mop. Start at the area furthest from the door and work toward the exit as it can be mopped the floor with soapy water. Periodically wring the mop. It is possible to leave the floor without stepping on the freshly mopped floor.



STEP 4: Let the area dry naturally. The freshly cleaned rubber floor does not need to be towelled. Instead, allow it to air dry. For example, open a window if the rubber floor is located in a space with poor ventilation to help the freshly mopped floor dry more quickly.



STEP 5: For general cleaning, stay away from harsh cleaners. Some acids and solvents can erode or soften rubber flooring if used frequently. Although rubber can withstand normal wear and tear, using harsh chemicals for regular cleaning can cause the rubber to crack and deteriorate. Whenever possible, use plain soap and water instead.



STEP 6: Within 72 hours of installation, rubber flooring should not be cleaned. The softest rubber flooring is found right after installation. Over time, it cures, hardening and strengthening. Most manufacturers advise against cleaning it for the first 72 hours following installation. An earlier attempt might result in the floor being permanently damaged.

4.1.2 Terminology Used in Housekeeping

- 1) **Abrasives:** Abrasives are gritty substances used to remove heavy soils and polishes.
- 2) **Acids:** Substances made up of hydrogen ions combined with anions. Acids have a pH of less than 7 to 0.

- 3) **Aerobic:** This refers to the presence of oxygen in the reaction.
- 4) **Aerosols:** An aerosol is a suspension of fine solid particles or liquid droplets in air or another gas.
- 5) **Alcohols:** These are any organic compound whose molecule contains one or more hydroxyl groups attached to a carbon atom.
- 6) **Algae:** These are mainly aquatic, eukaryotic, single-celled or multicellular plants without true roots, leaves and flowers.
- 7) **Alkali:** An inorganic compound of hydroxyl ions (OH⁻) combined with cations.
- 8) **Anaerobic:** Refers to the absence of oxygen in the reaction or living, active, occurring, or existing in the absence of free oxygen.
- 9) **Anion:** A negatively charged ion. i.e. one that would be attracted to the anode in electrolysis.
- 10) **Antiseptic:** An agent that makes the environment non-conducive to the growth and reproduction of disease-causing (pathogenic) microbes.
- 11) **Asepsis:** Rendering a surface free of microbes and infection or, in other words, bacteria, viruses, and other microorganisms.
- 12) **Atom:** The smallest particle of the element that displays the properties of that element.
- 13) **Autoclave:** A strongly heated equipment used to sterilize articles, using steam under pressure.
- 14) **Bacteria:** Single-celled microorganisms that can exist either independently or as parasites.
- 15) **Bactericide:** An agent that kills most bacteria but not their spores.
- 16) **Bacteriostat:** An agent that makes the environment non-conducive to the growth and reproduction of bacteria.
- 17) **Biodegradable substances:** Biodegradable substances can be decomposed by the action of living organisms or items.
- 18) **Chlorine:** An element of the halogen group used as a sanitiser and bleach.
- 19) **Corrosion:** Corrosion in the case of iron takes the form of rust.
- 20) **Detergents:** The cleaning agent used in conjunction with water can lose and remove dirt.
- 21) **Dilution:** The process of reducing the strength of a cleaning agent by adding water.
- 22) **Disinfectants:** Disinfectants kill bacteria, moulds and mildew.
- 23) **Delimers:** Delimers remove mineral deposits that dull, scale and discolour surfaces.
- 24) **Deodorizers:** Deodorizers or room fresheners are designed to conceal the smell of cleaners in the room.
- 25) **Fibreglass cleaners:** Many newer bathtub/shower units are made of fibreglass. Special cleaners should be used to clean the surface of fibreglass to avoid scratching the surface.
- 26) **Germs:** A common term used for germs, especially bacteria.
- 27) **Health:** A state of complete physical, mental, social and spiritual well-being, the state of being free from illness or injury.
- 28) **Hydrocarbons:** Hydrocarbon is an organic compound consisting entirely of hydrogen and carbon.
- 29) **Hydrogen:** Hydrogen is the lightest element, existing in gaseous form at standard temperature and pressure. It is a component of water, acids and many other compounds.
- 30) **Hygiene:** The science that deals with preserving health by maintaining a high standard of cleanliness.
- 31) **Inorganic compounds:** These are compounds that consist of a chemical combination of two or more elements that are not carbon.

- 32) **Iodine:** A deep brown halogen used as a disinfectant because of its highly reactive nature.
- 33) **Micro-organisms:** A microorganism, or microbe, is a microscopic organism, which may exist in its single-celled form or a colony of cells.
- 34) **Molecules:** The smallest particle is an element or a compound that has an independent existence.
- 35) **Metal Cleaners:** Some oil-based metal cleaners remove soils but leave a thin, protective coating on the surface of the metal.
- 36) **Nitrogen:** Nitrogen is the most abundant gas in the earth's atmosphere (78 per cent). It is used in the production of ammonia and nitric acid.
- 37) **Neutralization:** Acids and bases form a neutral solution when mixed in appropriate proportions. Such a reaction is a neutralization reaction.
- 38) **Organic Compounds:** Compounds containing carbon, hydrogen and oxygen.
- 39) **Oxygen:** An element that occurs as molecules of O₂, a colourless and odourless gas that forms 21 per cent of the air. It is also a component of ozone (O₃) and water (H₂O).
- 40) **Pathogenic:** Disease-causing (used for particular kinds of bacteria or other micro-organisms).
- 41) **Pests:** Insects or other small animals that are harmful or cause damage.
- 42) **Pesticides:** Agents, usually artificial, that are used to destroy pests. Pesticides destroy insects or other organisms harmful to cultivated plants or animals.
- 43) **Phenols:** An organic, alcoholic compound derived from benzene and manufactured disinfectants.
- 44) **Pollution:** The presence of harmful and undesirable constituents in the environment resulting from human activities. Pollution may be of air, water, soil and sound.
- 45) **Reagents:** Chemicals solutions such as acid alkalis or alcohols are used in various reactions.
- 46) **Salts:** Neutral substances which are formed when an acid reacts with alkalis.
- 47) **Sanitiser:** An agent used for reducing the microbial count to an acceptable level.
- 48) **Spores:** Micro-organisms in their restive, protective state when environmental conditions are unfavourable.
- 49) **Sterilization:** The process of killing all kinds of micro-organisms and their spores.
- 50) **Surfactants:** Surfactants are compounds that impart good wetting power, emulsifying power, and suspensor to detergents.
- 51) **Waste:** Waste is the collective term for unwanted, unused, useless or discarded.
- 52) **Wetting agents:** Wetting Agents break down the surface tension of the water and allow water to get behind the dirt to lift it off the surface.

4.1.3 Soft and Stubborn Stain Removal from Surfaces

General rules on removing stains

Physical and chemical methods are the two types of removing stains.

- Physical method is a process of absorbing water-based stains or removal in friction
- The chemical method is the use and application of chemical solutions

Physical method (absorption water-based stains)

- Wash hands and put on the glove
- Use a cloth or paper towel to absorb the liquid
- Always start from the outer edge of the stain and work towards the middle; this prevents the spreading of the stain
- Dispose of the cloth or paper towel when the task is completed
- After use, all tools and materials should be checked, cleaned, dried and returned to the storage area
- Remove gloves and wash hands

Physical method (friction removal water staining)

- Wash hands and put on gloves
- This involves scraping, brushing, rubbing, or scrubbing to remove dried-on stains
- It is essential to rub gently to avoid damaging the surface
- Always start from the outer edge of the stain and work towards the middle
- After use and materials should be checked, cleaned, dried and returned to the storage area
- Remove gloves and wash hands
- Note: never rub the stain into the carpet/fabric
- Should the friction method does not work, use the chemical method

Chemical method

- Wash hands and put on gloves
- Prepare the cleaning solution in a well-ventilated area
- Pour a small amount of the chosen cleaning solution onto the stain
- Allow the cleaning solution to have a contact time with the stain
- Using a scraper and cloth, start from the outer edge of the stain and work towards the middle until the stain is removed
- Dispose of the cloth when the task is completed
- After use, all tools and materials should be checked, cleaned, dried and returned to the storage area
- Remove gloves and wash hands

4.1.4 Floor Cleaning and Maintenance Methods

The flooring used in different floors requires regular cleaning and finishing to retain its appearance and durability. Different floor cleaning machines are designed for scrubbing, buffing, burnishing, scarifying, and spray maintenance.

Mopping: Floors should be mopped daily with a damp mop or a chemically treated dust mop.

Scrubbing: Requires a stiff scrubbing brush or pad fitted to a rotary floor cleaning machine, the bristle tips of a brush or the surface of a pad scrape and cut the dirt to remove it with a circular motion.

Burnishing (Polishing): This new floor cleaning method is similar to buffing.

Buffing: Usually followed after scrubbing or burnishing, Buffing involves spraying the floor with a polishing solution and buffing the floor with a rotary floor machine.

4.1.6 Floor Polishing Procedures

The sheen of flooring can be dulled by heavy foot traffic from people, pets, and other visitors, giving the impression that it is worn and outdated.

- **Wood floors** - Depending on the amount of foot traffic and wear. The Guest Service Associate (Housekeeping) should apply it to the floor by squirting it directly from the bottle. After applying the polish all over the floor with a mop and waiting for it to dry, the floor will have a stunning shine.
- **Marble, granite and stone floors** - Sanding with silicon-carbide pads that are loaded onto either a handheld drill or a stone grinder is an effective method for polishing stone floors.
- **Concrete floors** - To achieve a high-gloss finish on concrete floors, polish them using a grinder, which sands the floor.
- **Ceramic tiles** - The Guest Service Associate (Housekeeping) will require approximately 1 pound of ceramic tile polishing compound per 125 to 150 square feet of floor space to polish ceramic tile. After applying floor polish with a rag or mop, buff the surface with a buffer that rotates at approximately 175 revolutions per minute (rpm).
- **Resilient floors** - Utilize a polish and cleaner comprised of water-based acrylic designed specifically for resilient floor surfaces such as vinyl and linoleum to bring out the lustre of these flooring types.
- **Laminate** - Standard floor polishing products are not designed to work with laminate floors because laminate floors are not designed to be polished. If the Guest Service Associate (Housekeeping) wants the floor to have a higher shine, he should use a cleaning and polishing product that is recommended by the manufacturer/installer of the floor.

4.1.7 Specific Methods to Remove Stains From Different Surfaces

Below listed are the few types of floors for which the step-by-step methods of cleaning have been explained

1. Wood
2. Plastic
3. Ceramic
4. Stainless steel Brick/Masonry
5. Stone/Marble
6. Glass Concrete

Equipment and material needed

1. Soft cloth, Soft-bristled broom and Duster pan 'Wet Floor' warning signboard Cleaner (meant for wooden floor)

2. Two buckets with wringer (one for cleaning solution, one for plain water)
3. Microfiber mop, rubber gloves and protective footwear

4.1.7.1. Stain Removal Steps Wooden Flooring

- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.
- Step 2.** Dilute the cleaning agent in a bucket of clean water.
- Step 3.** Dip the mop in the cleaning solution and wring it completely
- Step 4.** Mop the floor in the direction of wood grains
- Step 5.** Dip a clean soft cloth in cleaning solution and rub it over stains to clean them.
- Step 6.** Wring the mop dry and rub it over the wet floor to soak excess liquid off.
- Step 7.** Clean the mop in the bucket with plain water, wring it completely and wipe the floor with it.
- Step 8.** Buff the floor dry with microfiber mop or cloth
- Step 9.** Water, wring it completely and wipe the floor with it. Buff the floor dry with microfiber mop or cloth

4.1.7.2 Stain removal from Marble/Concrete/Vinyl/Tiled Flooring

- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.
- Step 2.** Use 20ml cleaning agent in one litre of water
- Step 3.** Dip the mop in the cleaning solution, wring it and mop the floor
- Step 4.** Pour cleaning solution over stains and scrub with a nylon soft hand brush
- Step 5.** Wring the mop dry rub it over the wet floor to soak excess liquid off
- Step 6.** Clean the mop in the bucket with plain water and rinse the floor with it
- Step 7.** Repeat moping with clean water until residue of cleaning solution goes away
- Step 8.** Buff the floor dry with lint-free cloth or microfiber mop

4.1.7.3 Stain Removal from Glass Flooring

- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc
- Step 2.** Use 10ml cleaning agent in one litre of water
- Step 3.** Moisten the sponge pad or sponge mop with the cleaning solution and scrub over glass floor gently
- Step 4.** Use the floor squeegee or sponge wipes/mop to the cleaning solution away
- Step 5.** If needed, spray the glass cleaner on sponge and rub gently on stains.
- Step 6.** Clean the sponge in plain water, rinse the floor with it
- Step 7.** Wipe it dry with sponge wipes or floor sponge mop

Step 8. Use microfiber mop or cloth to remove any remaining water or residue

4.1.7.4 Stain Removal from Carpeted Floor

Step 1. Pick up loose litter, i.e. hair, etc.

Step 2. Sweep the carpet with a stiff brush to remove the dirt.

Step 3. Pick all dirt using a soft-bristled broom and dust pan and dispose it properly.

Step 4. For stains, the chemical is first sprayed directly on the spot, then on the cloth to blot the surface

Step 5. After 5 to 10 minutes of rest, scrub the surface with the help of the carpet brush

Step 6. Once the stain is removed sponge with plain water and allow it to air dry completely

4.1.8 Procedures to Prepare Various Cleaning Solutions

A fragrance-infused all-purpose cleanser - A piece of white vinegar, some water, citrus rind, and rosemary branches are required. Before used, the components above should be mixed, added to a spray container, shaken, and let for a week to steep. When it is done, the Guest Service Associate (Housekeeping) can use the homemade all-purpose cleaner to do a wide variety of things, including cleaning garbage cans and removing smudges from walls. The lemon rind's fresh scent may increase cleaning effectiveness. Cleaning stainless steel should be done with care, and acidic cleaners should never be used on granite since they will damage the stone. In addition, some manufacturers warn against using vinegar on product surfaces.

Deodoriser and cleanser for the kitchen – The Guest Service Associate (Housekeeping) will need 1 gallon of warm water and four tablespoons of baking soda. Baking soda is all required for this kitchen cleaner, which can be used to clean the refrigerator's interior and kitchen counters, appliances, and other surfaces. In addition, baking soda may be used to polish stainless steel sinks and appliances. Additionally effective as a deodoriser is a baking soda. Either deodorise with the DIY baking soda mixture mentioned above to eliminate odours or pour baking soda straight from the box into the drain or garbage disposal. Baking soda and water mix would make a shining and stain-removing paste for stainless steel. Utilise a damp cloth to apply it, then rub it gently in the grain of the metal.

Make-the-own glass cleaner - Two cups of water, one cup each of white or cider vinegar and rubbing alcohol, and half a cup of each are required. Two to three drops of orange essential oil are used 70% of the time (optional). After using this do-it-the-self cleaning, the windows and mirrors will gleam. Combine these components and pour them into a spray bottle to create a DIY cleaner using the supplies. The rubbing alcohol helps it evaporate quickly to lessen spots and streaks. The orange essential oil gives it a pleasant, all-natural citrus scent. It is also quite effective at cleaning. Avoid cleaning windows in the sun or scorching days since the solution will dry too quickly and leave many streaks.

Natural hard scrub – The Guest Service Associate (Housekeeping) need a half-cup, a cup, and a half lemon. This powerful DIY cleaner may remove rust from porcelain or enamel sinks and bathtubs. Rinse after using a lemon dipped in borax to scrub the surface.

Grease elimination – The Guest Service Associate (Housekeeping) needs less than 1 gallon of water and

1/2 cup of ammonia with suds. Grease may be removed from the kitchen and oven with this DIY method. Sudsy ammonia contains detergent, which helps to remove tough dirt from metal surfaces. 1/2 cup and a gallon of water should be combined. Next, clean the grill, stove hood, and oven racks with a sponge soaking in the solution. Put everything through one last rinse in clean water. If additional ammonia is required, add it to the mixture and soak the oven and grill racks. When using ammonia to clean aluminium, proceed with caution. It might turn darker and get pits.

Last-ditch clothing stain remover – The Guest Service Associate (Housekeeping) must have Warm water, 1 gallon, 1 cup of liquid or super-concentrated regular chlorine bleach, and 1 cup of dishwasher detergent in powder. Combine the ingredients in stainless steel, plastic, or enamel bowl (not aluminium) to cure badly stained but washable white clothing that hasn't responded to standard procedures. For 15 to 20 minutes while submerged in water.

Natural marble cleaner – The Guest Service Associate (Housekeeping) will need two cups of hot water and two drops of mild dish soap. Next time The Guest Service Associate (Housekeeping) needs to clean natural stone counter-tops; mix water and two drops of dish soap. Use a sponge to remove any remaining soap, then give the marble a good rinse. Do not let the marble dry by air; polish it with a soft cloth.

Exercise

Select the best option from the given alternatives (MCQs)

- Question 1.** Identify the method: In this method, a silver dip solution which is a specially compounded liquid chemical mixture, is used.
- (A). Polvit
 - (B). Silver Dip
 - (C). Proprietary Preparation
 - (D). Burnishing
- Question 2.** Copper is cleaned by washing the object in warm water with which of the following?
- (A). Detergent
 - (B). Salt
 - (C). Grease
 - (D). Milk
- Question 3.** Which among the given options are disadvantages of plastics?
- (A). Plastic is light in weight
 - (B). They are non-biodegradable
 - (C). Plastics tend to discolour and crack
 - (D). They are combustible, producing toxic flames
- Question 4.** Which is not a type of ceramics?
- (A). Earthenware
 - (B). Glazed Earthenware
 - (C). Stoneware
 - (D). Wood
- Question 5.** Where are these terminologies used: Abrasives, Acids, Dilution.
- (A). Housekeeping
 - (B). Front Office
 - (C). Pantry
 - (D). Home
- Question 6.** Which is not an electric cleaning equipment?
- (A). Vaccum Cleaner
 - (B). Broom
 - (C). Box Sweeper
 - (D). Polishing machine

True false type questions

- Question 1.** Which of the following is used to remove mineral deposits that dull, scale and discolour surfaces?
- (A). Delimers
 - (B). Deodorizers
 - (C). Disinfectants
 - (D). Detergents



5. Prepare for Cleaning Activities



Unit 5.1 – Guest supplies



THC/N0208

Key Learning Outcomes

At the end of this module, participant will be able to:

1. Explain about guest supplies.
2. Discuss cleaning agents and equipment that are acceptable for cleaning operations.
3. Describe the various types of keys and how to obtain them.
4. Emphasize the need of collecting information on the guest room's status/event prior to cleaning.

UNIT 5.1: Guest Supplies

Unit Objectives

At the end of this module, participant will be able to:

1. Explain about guest supplies
2. Discuss appropriate cleaning agents and equipment for cleaning activities
3. Explain different types of keys and the procedure to collect them
4. Discuss the importance of paying attention to collect the details about the guest room status/event before cleaning

5.1.1. Guest Supplies

The cleaning staff's primary responsibility is to prepare the guest room and other areas of the hotel so that the guests are as comfortable as possible. As a result, the housekeeping team places certain essential materials in the guest rooms and bathrooms. The concept is that guests will not need to pack and carry all their essential items when travelling.

The lists of these goods may alter depending on the hotel rules and the room's standard. While preparing the room for guest check-in, the housekeeping crew must ensure that those materials are stored in sufficient quantities and good condition.

1. Guest amenities

The amenities which are provided and arranged in the guest's bedroom are as follows:

- Free in-room beverages
- Coffee maker
- Chocolate
- Corkscrews
- In-room movies
- Guest amenities
- Luxury stationery
- Free snacks
- Bathrobes
- Flowers
- Quality pens

2. Guest essentials

Guest essentials are those elements that are necessary for addressing guests' needs and improving service. These guest necessities are suggested and set up for continued use even after the guest has

left. Guest basics, like guest amenities, are not used up by the guest and are left in the hotel to serve the next arriving guest.

In order to avoid any unexpected situations such as missing or stolen items, hotel basics are usually marked with the hotel logo. If hotel logos are utilised for advertising purposes, providing these necessities is usually split with the marketing department.

The following is a list of several guest necessities that may be found in any regular hotel:

- Clothes hangers
- Ice buckets
- Ashtrays Glass (or plastic) drinking cups
- Plastic trays Waste baskets
- Do-not-disturb signs
- Water pitchers
- Shower mats (rubber)

3. Guest expendables

Guest expendables, those items expected to be used up or taken by the guest, are sometimes supplied by organizations other than the housekeeping department. For example, laundry bags and slips are usually supplied by the cleaning establishment that provides valet service. Many guest expendables (such as soaps) are not necessarily used up or taken away upon the guest's departure. However, they are replenished when the room is ready for a new guest. All expendable items are normally inventoried and stored by the housekeeping department.

In order to avoid any unexpected situations such as missing or stolen items, hotel basics are usually marked with the hotel logo. If hotel logos are utilised for advertising purposes, providing these necessities is usually split with the marketing department.

The following is a list of several guest expendables that may be found in any regular hotel:

- Drybags
- Plastic utility bags
- Sani bags
- Stationary matches
- Disposal slipper
- Magazines
- Notepads
- Postcards
- Pens
- Toilet tissue
- Emery boards

- Bath soaps (bar)
- Table tents (in-house advertising)
- Individual packs of coffee
- Facial soaps (bar)
- Candy mints

4. Guest loan items

In most cases, hotels do not give items for the guest loan in the guest room. Instead, these items are only provided when a guest requests a receipted loan of an item. The loan receipts provide the guest loan items' status (delivery time, item cost).

Because all guests do not require these goods, they are not commonly displayed in the guest room. The following items are kept in the linen room by the housekeeper and can be requested by guests:

- Alarm clocks
- Hot water bottles Irons
- Ice packs
- Heating pads
- Hair dryers
- Electric shavers
- Ironing boards

5.1.2 Keys and Key Control

Keys are an instrument used for operating various types of locks. Keys are essential for safety and security purposes for guests and the hotel. Every good lock should have a unique key and should not be opened by unauthorized persons. There are many different locking systems used in hotels. These include:

- Individual locks and keys put on a bolt – small establishments
- Built-in door lock with a double locking system opened using a traditional key
- Built-in door lock with a double locking system opened using card key

A double lock is a kind of latch that cannot be opened from inside the room except with an emergency key when put in from inside the room. Another safety feature – a magic eye or security chain is put in place from inside the guest room to protect guests' privacy.

Types of keys used in Hotels:

The housekeeping department is primarily concerned with the following categories of keys

1. Guestroom keys
2. Sub Master key/section master keys

3. Floor supervisor keys/floor master key
4. Master key/pass key
5. Grandmaster key/emergency key
6. Supply room keys

Guestroom keys: These are keys issued to guests upon their registration. The hotel guest room key is typically issued to open only one room. It was intended viz. individualised key for each lock. The guestroom key opens a single guestroom so long as it is not double locked. Once the guest checks out, it must be returned to the front desk.

Sub master key/section master key: A GRA is given this key to open the room he or she is assigned to clean on a floor. The floor key opens all rooms that are not double locked on a particular floor. Floor keys typically open the storeroom or floor pantry for that floor too.

Floor master key: Key operates all sections on the floor /floor supervised by the particular supervisor. A Supervisor may be issued more than one key of this type as he or she may be required to inspect the work of more than one GRA.

Passkey/master key: A master key is used to open all hotel doors, including the floor door itself if they are not double locked. This key is used to supervise and examine the work done by maids and room boys and in emergency purposes. The Master keys are used only by the head of housekeeping. They are not given to anyone else with lesser authority. The deputy or assistant housekeeper keeps this key. It opens any internal door that has not been double locked. In addition, these keys open all guestroom doors that are not double locked.

Grandmaster key/emergency key: This key opens all hotel guestrooms and often all housekeeping storage rooms, even if they are double locked. This key is usually held by the Chief Manager or Duty Manager in the afternoon and is used to open the locked door or twice in the double lock. This key can be used in an emergency. It is kept under lock and key either at Housekeeping or at the hotel's front desk.

Custody of keys

These are the measures to be taken while the key is with a guest or employee after being issued as per the correct procedure.

- Usually, master keys are to be attached to the belt/uniform of an employee at the beginning of the shift to prevent loss/misplacing
- Employees are not be allowed to loan the keys assigned to them to one another
- Employees have to hand over keys whenever they leave the property
- Spot checks should ensure that keys are in the right hands

Loss of Keys

This is a time when particular vigilance must be exercised

- Suppose a section master key is lost under circumstances that may result in a guest being at risk. In that case, the entire section should be re-keyed

- Suppose a master key or grand master key is lost under any circumstance. In that case, it must be reported to the owner or the corporate office immediately by the general manager

Changing locks and keys

Whenever a new key is made, or a new lock is fitted, certain precautions are necessary

- A record must be kept on how many keys are made for each room, and they are made
- A log must be kept of all locks change and re-key

Key Serial No.	Location of Lock	Time/Date Issued	Name	Signature	Time Returned	Supervisor's Signaure

Fig 5.1.1 Key Control Log

KEY CONTROL REGISTER AND INVENTORY					
UNIT/ACTIVITY			PERIOD COVERED		
			FROM	TO	
KEY CONTROL NUMBER(S)					
(Insert serial number or other identifying number from the key)					
1	11	21	31	41	
2	12	22	32	42	
3	13	23	33	43	
4	14	24	34	44	
5	15	25	35	45	
6	16	26	36	46	
7	17	27	37	47	
8	18	28	38	48	
9	19	29	39	49	
10	20	30	40		
KEY ISSUE AND TURN IN					
KEY NUMBER	ISSUED (Date/Time)	ISSUED BY (Printed Name/Signature)	ISSUED TO (Printed Name/Signature)	TURNE IN (Date/Time)	RECEIVED BY (Printed Name/Signature)
		Signature	Signature		Signature
		Signature	Signature		Signature
		Signature	Signature		Signature
		Signature	Signature		Signature
		Signature	Signature		Signature

Fig 5.1.2 Key Control Register and Inventory

5.1.3 Guestroom Inspection before Cleaning

This is a structured, methodical process where supervisors inspect guestrooms for cleanliness and maintenance before approving them for occupancy. The supervisor inspects guestrooms to understand that the guest will see the room first. The most crucial tool for supervisors inspecting guestrooms is "an eye for details." Before the guest notices anything wrong, the supervisor inspects anything not up to the establishment's standards. The following items are checked in each guestroom:

- Ensure that all electrical appliances, furniture, and fixtures are in good functioning order
- To ensure that guestroom items are placed correctly
- To guarantee that rooms are cleaned according to hotel standards

A systematic approach should ensure that the process is complete and leaves no room for error when checking guestrooms. The executive housekeeper should create a comprehensive checklist to assist supervisors in this area. The inspection of bedrooms and bathrooms can be done clockwise or anticlockwise, moving from high to low levels, checking every piece on the wall first or working in the same direction.

Inspection of VIP rooms

- Although a supervisory task, this is not a supervisor's obligation
- The assistant housekeeper or executive housekeeper inspects VIP rooms daily
- To ensure thorough cleaning, all of the items on the checklist are checked
- White ragging is done on a random surface, and there should be no foul odours or wetness in the room.

In order to meet the growing guest demands housekeeping department needs to be efficiency-oriented. The task of housekeeping seems to be simpler but burdensome, being bulky. Housekeepers ought to maintain their areas constantly. The functions of Housekeeping depend upon the type of organization & its nature. Below listed are, however, considered being the main functions of the Housekeeping Department.

1. Cleaning and maintenance
2. Safety and security
3. Maintaining inventories
4. Interiors design and decorations
5. Pests and their control
6. Waste disposal management
7. Baby sitting
8. Flower arrangements
9. Laundry and linen

Cleaning and maintenance: The primary function of the Housekeeping department is the cleaning and daily maintenance of the areas under its supervision routines. Any establishment has to present an

inviting, clean and well cared for an appearance at all times. The cleaning should be arrived out when it will cause as minor inconvenience as possible. The cleaning activity is divided into various areas i.e.

1. The guest rooms
2. The corridors of each floor
3. All restaurants and banquet halls
4. The lobby
5. Lifts and staircase and the main entrance
6. The car parking area
7. Offices
8. Swimming pool
9. Health club
10. Hotel linen
11. Polishing and painting back area
12. Contract cleaning

HOTEL XYZ					
Date:	Room No.:	Room type:	Standard Inspected By:		
Specifications	OK	Remark	Specifications	OK	Remark
Entrance			Closet/ Wardboard		
Room No. Plate			Doors		
Entrance door			Hangers		
Lock Operation			Bath robes		
Peep Hole			Shelves		
Fire exit plan			Laundry bag & rate list		
Door Knob cards			Safe		
Vestibule Are			Bathroom slippers		
Ceiling			Shelves		
Mirror			Lighting		
Floor			Wall pictures		
Lighting			Clean/ Dusted		
Bathroom			Television (Dusting/working)		
Door			Writing Table		
Door knob			Folder with all stationery		
Vanity counter			Sewing kit		

Washbasin			Dustbin		
Mirror			Window		
Amenity tray			Ledge / Glass		
Soap & Soap dish			Curtains / Hooks		
Moisturiser			Coffee table		
Shower cap			Dusting / Magazine		
Toilet Rolls			Sofa		
W.C.			Bedside table		
Sani Bin			Night Lamp		
Bath tub (Amenities & towels)			Telephone		
Shower area (Amenities & towels)			TV Remote		
Bath Mug			Scribbling pad & pen		
Taps & Shower			Holy book		
Shower curtain			Bed		

Table 5.1.1 Inspection Checklist

5.1.4 Taski Cleaning Agents

TASKI-R1	Bathroom cleaner cum sanitiser
TASKI-R2	Hygienic Hard Surface Cleaner (All-purpose cleaning agent)
TASKI-R3	Glass and mirror cleaner
TASKI-R4	Furniture polish
TASKI-R5	Air freshner
TASKI-R6	Toilet bowl cleaner
TASKI-R7	Floor Cleaner (For removal of oil and grease)
TASKI-R9	Bathroom and fittings cleaner

Table 5.1.2 TASKI product List

Taski R1: Bathroom cleaner and sanitizer

- Area to be cleaned: all bathroom surfaces, sink, tub, tiles, floors and fittings

Dilution:

- For cleaning: 20 ml in 1 ltr water
- For sanitizing: 50 ml in 1 ltr water

Using:

- Spray directly on the surface to be cleaned
- Leave for 2 seconds

3. Scrub if necessary and wipe the surface with a clean and dry cloth
4. Replace cloth regularly

Taski R2: All-purpose cleaning agent

- Area to be cleaned: all types of floor and walls

Dilution:

- Ordinary soiling: 20 - 40 ml in 1 ltr water
- Heavy soiling: 50 ml in 1 ltr water

Using:

1. Floor cleaner for glass and floor like italian, marble can be used for wet mopping and scrubbing with a machine.
2. Wet moping solution to be taken in bucket/mop trolley
3. Rinse the mop frequently
4. Alternatively, use a scrubbing machine and pickup direct solution using a wet vacuum cleaner

Taski R3: Glass cleaner

- Area to be cleaned: window mirrors, glass display cases

Dilution:

- 20–50 ml in 1 ltr water for cleaning all types of glasses and mirrors

Using:

- Spray directly on a dry clean cloth
- Apply to the surface and wipe with a clean, dry lint-free cloth
- Replace cloth regularly
- Buffing dry

Taski R4: Furniture polish

- Area to be cleaned: all wooden floors and furnishings

Dilution:

- Ready to use

Using:

1. Do not use on glasses, floors, stairs and laminated sheet
2. Shake the bottle well before use
3. Spray on the soft dry cloth
4. Apply to surface evenly and start buffing
5. Buffed the floor/surface to a high shine
6. Replace cloth regularly

Taski R5: Air freshener

- Area to be cleaned: offices. Corridors, washrooms

Dilution:

- Ready to use

Using:

- Do not spray directly on the floor
- Spray upward into the centre of the room as required

Taski R6: Toilet bowl cleaner

- Area to be cleaned
- toilet bowls and urinals

Dilution:

- Ready to use

Using:

1. Heavy-duty toilet bowl and urinal cleaner
2. Do not use stainless steel, enamel, marble and tiles
3. Flush around the bowl, especially around rim and bowl waterline
4. Direct nozzle under toilet rim and evenly over the surfaces
5. Leave for 5 – 10 min.
6. Flush toilet
7. Push water level down with toilet brush

Taski R7: For removal of oil and grease

- Area To Be Cleaned: Oil Stained Floor

Dilution:

- Ordinary soiling: 20 - 40 ml in 1 ltr water
- Heavy soiling: 50 ml in 1 ltr water

Using:

1. For wet mopping, take solution, bucket and mop
2. Rinse the mop frequently
3. Alternatively, use a scrubbing machine and pickup solution with the wet vacuum

Taski R9: Removal of hard stains from bathroom walls and fittings**Dilution:**

- 50 - 100ml in 1 ltr water, as per the staining requirement

Using:

1. Prevent scale dirt on wall fittings
2. Spray directly on the surface to be cleaned
3. Leave for 20 sec
4. Scrub and drain plain water
5. Wipe surface and polish all metal surfaces with a clean cloth
6. Replace cloth regularly

5.1.5 Standard Bed Sizes in a Hotel

In hotels size of beds represents the class of the rooms. Typically, normally beds consists of below three parts:

1. Springs which provides support
2. A mattress which is laid on top springs for extra padding and comfort
3. Frames provide support for spring and mattress

Standard Bed Sizes in hotels

Bed Type	Size in	Size in Centimeter (Width x Length)
Crib	28x52	71.2x132.08
Rollaway/Extra	39x75	99.06x190.5
Modern Cot	30x74	76x188
Twin Bed	39x76	99.06x193.04
Standard Double	54x76	173.16x193.04
Queen Bed	60x80	152.4x203.02
Olympic Queen	66x80	168x203
King Bed	78x80	198.12x203.2
Super King	76x80	193x203
Grand King	80x98	203x249

Table 5.1.3 Different bed sizes in a hotel

Executive housekeepers should make the correct choice because these three items work together to provide a comfortable, durable and easy to maintain bed. Poorly chosen beds can easily acid alkalis or alcohols frequently replaced etc.

Most importantly, a wrong choice of bed can create frequent guest complaints because, finally, at the end of the day, a comfortable bed is considered the most critical part of the hotel experience. In most hotels, headboards are generally not part of the bed, and the same is installed onto the wall as a separate unit. The design and material used in the hardboard should always match the bed and room's inertial decoration.

1) Springs: Springs provide the required resiliency and durability to the bed. Different types of springs are box springs: which are mounted on a wood frame and covered with padding; metal coil springs: are arranged in two layers. The springs on the bottom are tightly coiled for excellent support, and flat bedsprings are metal attached length concerning helical springs.

Box or metal coil springs are recommended for use in hospitality/accommodations.

2) Mattresses: The common types of mattresses widely used in hotels are inner spring, which has an inner layer of springs between two layers of foam or padding, latex mattress, made out of synthetic rubber foam. Other materials: made out of coir fibre, kapok, cotton etc.

3) Frames: The frame supports the spring and the mattress. The frame consists of four metal bars joined at the corners to make a rectangular frame that the box spring and mattress support.

Hotels prefer box or platform frames. Box frame consists of a box of solid wood or supporting steel bars. Another advantage is that box frames sit tightly on the floor. Therefore, the area under them does not have to be vacuumed or cleaned regularly.

Bed Size Chart

Small Single	2FT 6	75W x 190L cm
Single	3FT	90W x 190L cm
Small Double	4FT	120W x 190L cm
Double	4FT 6 IN	135W x 190L cm
King Size	5FT	150W x 200L cm
Super King Size	6FT	180W x 200L cm

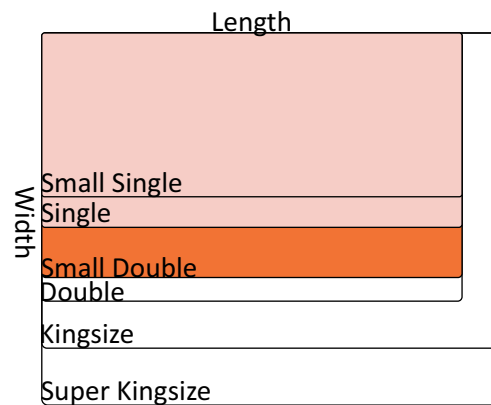


Table 5.1.4 Bed size chart

Bed Making

Preparing for Bed Making:

- i. Remove soiled bed linen from the bed.
- ii. Remove the covers from the beds. Always begin the cleaning process by stripping the bedding once inside. This lets one to utilise the soiled fitted sheet as a container for the remaining goods, keeping everything together and confined.
- iii. Check for any harm or stains on the bed and smooth down the mattress. Make the bed according to the hotel's requirements, and double-check that all sheets, covers, and pillows are free of stains, tears, and hairs.
- iv. Clear some space in the room by eliminating any soiled linens and trash. Always watch for trash on all visible surfaces, including inside drawers.
- v. Then there is dust. From the top of the highest piece of furniture to the bottom of every chair, the room should always be dusted. Window sills, lampshades, and any hanging artwork should all be considered.
- vi. All hard surfaces should be cleaned. To avoid cross-contamination, it is strongly advised to utilising a colour-coded cleaning system. In addition, each room should have a fresh set of cleaning rags.
- vii. It is crucial to remember to sanitise high-contact areas/items like the remote, light switches, door handles, and telephones, taking special attention to any electronics in the bathroom.
- viii. The cleaning of the bathroom, especially the toilet seats and handles, should be given special attention. All traces of the previous guest must be eliminated from the showerhead to the floor, especially any hair! Chrome should be polished to remove any watermarks, and the shower curtain should be replaced if it is unclean.
- ix. Ensure that all other hotel-supplied products are replaced. All included are personal care supplies, tea/coffee facilities, laundry bags, do not disturb signs, notebooks, and visitor manuals. Always use new glassware and mugs, and make sure all clocks are set to the correct time with the alarm turned off.
- x. Check that all pillows, throws, and curtains are in excellent looking condition and correct.
- xi. Always vacuum last, and vacuum out the door once he/she has finished in the room. Check the carpet for any damage or stains as he/she vacuums. Spot remover can be used to remove any stains from food, drink, or cosmetics. Vacuuming is essential for maintaining hotel carpets,

preventing dust build-up, and lifting carpet piles if done correctly.

- xii. After one has finished, make sure the space has a neutral odour and comfortable temperature.
- xiii. Look at the mattress pad/mattress protector to see if it is stained, torn or damaged. If it is not, straighten it and make sure the mattress and box spring are even.
- xiv. Constantly adjust the mattress with the leg and not the back to avoid injuries.
- xv. If the mattress pad is stained, then remove it.
- xvi. Get a clean mattress pad and place it on the mattress:
- xvii. Lay the fresh pad on the bed.
- xviii. Unfold the pad right-side-up and spread it evenly over the centre of the bed.
- xix. Smooth out any wrinkles.
- xx. Mattress pads/mattress protector comes in different size, be sure to use the correct size.
- xxi. Make sure to have the correct size sheets.
- xxii. Do not use a stained or torn sheet. Instead, place them immediately in the solid linen bag.
- xviii. Take three fresh sheets and 04 pillow covers/slips as per the bed size.

Size of linens and clothes used in the hotel industry

Sheets, Blankets, tablecloths, etc., have to be sized according to the sizes of the mattresses and tables. Other items can be chosen on the basis of appearance and price. Tablecloths come in a wide variety of sizes. To make an attractive presentation, the edges of a tablecloth should have a sufficient corner drop off the end of the table. If many different sheets are purchased, the labour cost to sort them will be high. The careful selection of standard size makes purchasing, counting, storing and maintaining inventories much easier. In addition, sizes can be colour-coded for easier sorting. Sheets are usually available with colour-coded them threads.

Bed Items	Size in Inchies
Sheets	
Twin	66 X 104
Double	81 X 104
Queen	90 X 110
King	108 X 110
Pillowcases	
Standard	20 X 30
King	20 X 40
Pillows	
Standard	20 X 26
King	20 X 36
Bath Items	
Bath Sheets	36 X 70

Bath	20X40
	22X44
	24X50
	27X50
Hand Towel	16X26
	16X30
Washcloth	12X12
	13X13
Bath Mat	18X24
	20X30
Napery Items	
Napkins	17X17
	22X22
Table cloths	45X45
	54X54
	64X64
	54X110
Placemats	12X18
	14X20
Runners	17X Variable lengths

Table 5.1.5 Bed Items



Fig 5.1.2 Different Towel Sizes

Making the bed:

- Pull the bed a little away from the headboard
- Spread the first bed sheet and tuck the bottom side of the bed except for the four corners
- Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, forming a flap
- Next, pull up the flap so it is flat
- Tuck in the free part of the corner
- Pull the flap out toward the self and down over the side of the bed
- Tuck the flap in
- Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure
- Spread the second sheet from the wrong side up, from the edge of the mattress
- Put Quilt 6" lower than the second sheet
- Spread the third sheet over the quilt
- Fold the second sheet above the quilt and the third sheet and make a fold approximately 6" to 8"
- Tightly tuck the sheets under the mattress
- Go towards the foot of the bed and tightly tuck the second sheet, quilt and third sheet together.
- Maitre the corners
- Insert the pillows into the new pillowcase and tuck in the loose ends
- Repeat this process for the other pillows
- Place the pillow on the bed with the tucked edges facing the centre and the tucked flaps on the other side of the pillows
- Smooth the bedspread over the pillows to the head of the bed
- Tuck the remaining bedspread under the front edge of the pillows
- Smooth the surface of the bed
- Check the bedspread for evenness on both sides
- Push back bed towards the side of headboard in the exact position
- All four corners of the bed are mitred properly. As a result, bed linen is stain free and adequately pressed. However, of course, the bed has to be firm
- The distance of the pillow from the Headboard to the fold of the bed is approximately 20"

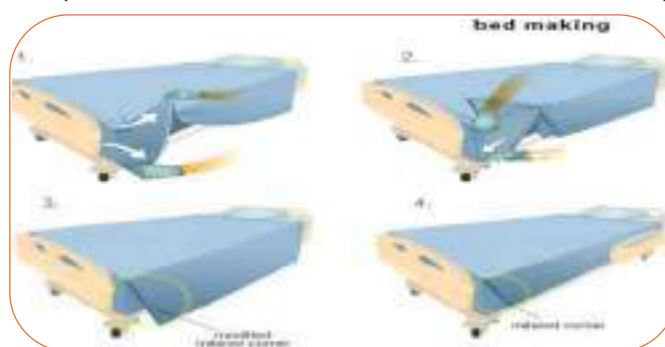


Fig 5.1.3 Bed Making Steps

5.1.6 Types of Linen Used in Housekeeping Activities

Each piece of linen requires special consideration in terms of quality, type and size besides cost.

Bedsheets - The bed sheets are constructed from a fabric that does not crease and is of high quality, giving them a hint of lustre. Also, the bed sheets do not wrinkle, allowing them to maintain their appearance. For the sake of the comfort of the user, the texture ought to be soft, silky, absorbent, and devoid of any state. Polyester and terry cot are the two types of material that are utilised most frequently. The fitted sheet for the bed must be of a size that is generous enough to allow it to be wrapped securely around the mattress. In order to cut the fabric for the bed sheet into a width of approximately 8 metres, one will need a length of approximately 8 metres. Generally, a single sheet for a bed that measures 85 by 190 centimetres should be 177 by 274, but this rule has some exceptions. In comparison, the recommended dimensions for a double sheet are 238 by 274 centimetres.

Pillow & pillowcases - When choosing pillows, it is essential to evaluate each one before making a decision. The ideal pillow should be neither overly soft nor overly firm. How pleasant they are to wear and how long they will keep their shape. Assume that the Guest Service Associate who is in charge of housekeeping takes the appropriate safety measures. In such a scenario, the high-quality pillow might still be usable after two years. When a cover is used on a pillow, the Guest Service Associate (Housekeeping) has the potential to get twice as much use out of the pillow. The standard measurements are 48 centimetres by 73 centimetres. The material employed in the production of bed linen and the material employed in the production of pillowcases is almost always the same. The type of bag that can be extended even further has a fold that takes place at the end that is open to the public. It is necessary to first measure the circumference of the pillow in order to ascertain the quantity of fabric that will be required to sew a pillowcase. After this measurement, one will need to add two to four inches to account for shrinkage and ensure that the item will fit perfectly after it has been altered.

Bolsters - Bolsters are elongated pillows which stretch the width of the bed. They form under the pillow and, as the head does not rest on them directly. Unfortunately, they have gone out of fashion, and a guest usually is given two pillows on the bed.

Blankets - In order to provide warmth, these should be able to adhere to the body. They need to be smooth, soft, and resilient while also not being overly heavy in order for them to be comfortable. Synthetic fibre is a less durable alternative made from nylon fibres; it is suitable for those allergic to wool. Wool is frequently blended with synthetic fibre. Electric blankets are not widely used in India, and those that are can be difficult to secure and maintain to deter theft.

Duvets/quilts - It is becoming more common in contemporary hotels. It is gradually taking the place of the blanket, particularly on double beds. They have a changeable cover and are made up of a filling that is either stitched or sandwiched in a fabric case. For example, the birds' feathers or synthetic fibres could be used as fillers. Because a duvet and its cover are used as a bedspread in many hotels, it is necessary to have a bottom sheet, a pillow, and the duvet and cover to make a bed. When compared to the total weight of all of the linen that is used to cover a guest in traditional bedmaking, duvets are three times lighter in weight. Eiderdowns are exclusive quilts stuffed with down feathers from an eider duck. Because of this, eiderdowns are incredibly pricey in today's market; however, imitations made with synthetic fibres are now available for a lower cost. Quilts are typically tucked into the folds of the top sheet in order to keep them clean and prevent stains; in addition, they offer a covering that is not only

warm but also lightweight. The level of warmth provided by a duvet is measured in "togs," with an average duvet having a rating of 10.5 togs and warmer duvets having a higher tog between 11 and 14; however, a duvet filled with polyester fibre has a tog that ranges between 8 and 11.

Soft furnishing - These items serve various purposes; some may be merely decorative, adding colour, pattern, and texture to the space; others may be protective, while others may provide warmth and comfort. Some of these items are decorative; others may protect; others may provide warmth and comfort.

Curtains - These typically contribute more to the atmosphere of a room than any other pieces of furniture combined. A formal atmosphere can be achieved by using plain, heavy curtains that drape to the ground. On the other hand, an informal and laid-back atmosphere is produced using short curtains made of light and brightly patterned fabrics. In addition to producing the desired ambience, curtains allow for variable control of the amount of privacy, heat, light, and, to some extent, noise. Silk, cotton, linen, rayon, glass, and acrylics are the most commonly used materials to make luxurious curtains. Most of the time, high-quality curtains have a lining, and extra-heavy curtains have an interlining; the lining ensures that the curtains drape nicely and shield the room from dust and sunlight. Fifteen metres are needed for the necessary curtain material for the windows. In most hotels, the guest rooms have a lighter type of fabric, while the common areas have a more substantial one.

Cushion covers /upholstery - They have to be coordinated with the décor. They are the best furniture to use when bringing in some colour or pattern. In addition, the addition of texture to a room that has already been furnished makes the space feel more welcoming. They must withstand grime, and the fabric should not slip or lint. They can be used in scatter cushions; some can be used as backrests in chairs; others can be shaped to fit the seats of sofas and chairs, and cushions can be made from various fabrics.

Bath linen - Towels, bathmats, and shower curtains are all components of a complete set of bath linen. Towelling material must fulfil the requirements of being absorbent in order to be used for towels and bathmats. In addition, the fabric must be durable and comfortable to the touch. The shower curtains in hotels are made of waterproof materials such as nylon, vinyl, fibreglass, or PVC that have been coated with it. When left to dry in the rain, the folds of plastic curtains, regardless of colour, tend to stick together. Curtains made of nylon have a superior finish and can be purchased in various pastel or white colours. Fibreglass curtains are extremely brittle, but they are resistant to the soil. They can withstand fire, acid, and moisture without being damaged.

Table linen - These have both practical and aesthetic uses, so napery must be clean, fresh and crisp.

Table cloth - Damask is the material that is used for table linens. It should be able to withstand stains and maintain its colour and shape, even after being washed multiple times. The fabric of the table cloth ought to be hemmed on all four sides, and it ought to be of a size and length that permits it to hang 9 inches below the edge of the table.

Napkins - Due to the requirement that they are absorbent, these are typically made of linen or cotton that is made up of one hundred per cent. Additionally, it should be possible to starch them, which would make it possible to fold them into intricate shapes.

Slip cloth - These are placed over the table cloth to achieve a contrasting effect and are typically coloured.

Underlays - Bize, as well as any other type of felted material, is appropriate for these; Molton is a more affordable option.

Skirts/frills/runners - The ability to drape is necessary for these types of fabrics. Satins made of synthetic fibres are popular because they are long-lasting and retain their colour well. When draping the table, the banquet frills, also known as Jupone, may have pleats. When draping, one can use various styles, each of which will require a different amount of fabric. It is imperative that the fabric's width accurately reflects the table's length.

Waiters' cloth - A 100 % cotton casement is the preferred fabric for waiters' cloth.

Exercise

Select the best alternative form the given options (MCQs)

- Question 1.** Which of the following will Taski agent is used to clan all types of floor and walls?
 (A). Taski R2
 (B). Taski R3
 (C). Taski R4
 (D). Taski R5
- Question 2.** Which of the following statement says otherwise with respect to the "VIP room inspection"?
 (A). Although a supervisory task, this is a supervisor's obligation
 (B). The assistant housekeeper or executive housekeeper inspects VIP rooms daily
 (C). To ensure thorough cleaning, all of the items on the checklist are checked
 (D). White ragging is done on a random surface, and there should be no foul odours or wetness in the room
- Question 3.** Which of the following represents the dimensions of king-sized bed in terms "length X width"?
 (A). 90W x 190L cm
 (B). 20W x 190L cm
 (C). 135W x 190L cm
 (D). 150W x 200L cm
- Question 4.** _____ brush is used to clean fabric lamp shade.
 (A). Feather brush
 (B). Nylon brush
 (C). Hard brush
 (D). All of the above
- Question 5.** Items expected to be used up or taken by the guest, are sometimes supplied by organizations other than the housekeeping department are known as which of the following?
 (A). Guest expendables
 (B). Guest amenities
 (C). Guest essentials
 (D). Guest loan items
- Question 6.** Which kind of brush should be used to clean a wooden table?
 (A). Steel wire brush
 (B). Feather brush
 (C). Both a and b
 (D). None of the above
- Question 7.** is used to clean brass statue.
 (A). Brasso
 (B). Furniture oil
 (C). Both a and b
 (D). None of the above

- Question 8.** Which among the given options is not included in guest amenities?
- (A). Free in-room beverages
 - (B). Clothes sachets
 - (C). Coffeemaker
 - (D). Clothes

True false type questions

- Question 1.** Whenever a new key is made, or a new lock is fitted, certain precautions are necessary
- (i) A record must be kept on how many keys are made for each room, and they are made
 - (ii) A log must be kept of all locks change and re-key
- (A). Both the statements are True
 - (B). Both the statements are False

- Question 2.** The primary function of the Housekeeping department is the cleaning and daily maintenance of the areas under its supervision routines.
- (A). True
 - (B). False

Notes



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6. Perform Cleaning Operations in the Guests Room



Unit 6.1 – Clean and polish different surfaces in the guest room



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Explain the types of rooms
2. Differentiate between guest supplies and amenities
3. Identify different room layouts, standard arrangement of furniture and other articles in the guest room
4. Identify the different housekeeping signages
5. List the equipment and appliances available in a guest room
6. Explain the importance of proper ventilation in the room
7. Discuss the correct sequence of room cleaning activities
8. Explain specific methods of cleaning spillage
9. Elaborate various cleaning and maintaining methods for different types of room surfaces
10. Explain the importance of inspecting the assigned area to be cleaned
11. Explain the significance of replenishing the guests' supplies and other items (like fresh linen, etc.) in the guestroom

UNIT 6.1: Clean and Polish Different Surfaces in the Guest Room

Unit Objectives

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6.1.1 Types of Rooms

1. **Adjoining room:** An adjoining room is joined to another hotel room by a door and they share a wall.
2. **Adjacent room:** Although a room and an adjacent room are relatively close, they do not share a wall
3. **Cabana:** A cabana is a furnished room that is located near a beach or swimming pool, apart from the main hotel building. It is typically utilised as a changing room rather than a bedroom because it lacks beds
4. **Duplex:** A duplex consists of two rooms that are joined by an internal stairway but are located on different floors. Business travellers typically book the suite when they want to utilise the lower level as an office and conference space and the top level as a sleeping area
5. **Double room:** A double room features a double bed that can accommodate two people. A double bed can range in height from 4.5 to 6 feet
6. **Double-double room:** This room type contains two double beds and is typically favoured by families or groups since it can fit four people in total
7. **Efficiency room:** For those who choose to remain for a longer period of time, an efficiency room has a kitchenette connected. This kind of accommodation is typically found in vacation and health resorts where visitors stay for an extended period of time
8. **Hollywood twin room:** This room has a common headboard and two single beds. The typical occupancy for this kind of accommodation is two people.
9. **Hospitality rooms:** Hotel guests who want to entertain their own guests outside of their assigned rooms can use a hospitality room. These rooms are typically billed hourly

10. **Rooms that are joined by a door:** Rooms that are connected by a door share a wall. This enables visitors to enter one of the two rooms without going through a shared space. Families and crew members can save money by booking one of these rooms
11. **King room:** A king size bed is in a king room. The bed measures 6 feet by 6 feet in size.

6.1.2 Layout of Guest Rooms

The layout of the guest may vary from hotel to hotel and from room to room. The layout is largely dependent on the amount of available space.

The simplest kind of hotel room could have the following amenities:

- Wardrobe
- Luggage rack
- Minibar
- Writing table cum dressing table.
- A chair for the writing table.
- A mirror attached to the wall for dressing.
- Two single seated sofa or a double seated sofa.
- A coffee table
- Bed/Beds with bedside table (bedside table may be termed as bedside console)
- Bedboard
- Proper upholstery
- Appropriate lighting
- A television
- A telephone



Fig 6.1.1 Guest room layout - isometric

Bath will consist of the following:

- Vanity unit (consist of wash basin)
- Mirror
- WC (water closet)
- Bidet(in some hotels)
- Bath tub
- Necessary faucets (taps & shower)
- Towel racks and holders
- Bottle opener and cloth hooks attached to the bath door

More luxurious rooms (suite) may consist little extra:

- A parlor (living room)
- Lounge (seating area with sofa/couch and centre table)
- Dining room /dinning table
- A bar
- Reading space/ library
- Small kitchenette
- Small wash room
- Balcony (optional)

The bed room:

- Luxurious bed
- Luxurious mattress
- Luxurious sofa/couch
- Coffee table
- Writing table and chair
- Minibar
- Luxurious soft furnishing dressing room
- Wardrobes
- Mirror
- A stool

Bathroom:

- Vanitory unit (washbasin inbuilt)
- Mirror
- Hair drier
- Concave mirror
- Telephone
- Bathtub (may be of different shape and size)
- Towel racks
- Jacuzzi (whirlpool bath)
- Shower cubical

Toilet:

- WC (water closet)
- Bidet (a unit to be used after using WC)
- News paper rack
- Towel holder

6.1.3 Importance of Proper Ventilation in the Room

Healthy indoor air is maintained with enough ventilation. To ensure that clean air enters and stale air exits, dwellings need to be able to breathe. Indoor air can accumulate significant amounts of moisture, smells, gases, dust, and other air contaminants.

The property can better rid itself of pollution, dampness, smoke, and culinary odours with ventilation. Attic temperature is regulated, basement and crawlspace humidity is reasonably maintained, and moisture is kept out of uninsulated walls thanks to structural ventilation.

6.1.4 Cleaning Bathroom Tiles, Mirrors, Shower Curtain, Bathtub, Sink and Vanity Area

Cleaning tiles:

- Apply the diluted cleaning solution to the scrubber and scrub top to bottom, ensuring dirt/hair is removed from the tiles
- Clean a small area of the tile and grout and then dry with a sponge
- Wet sponge with hot water and remove detergent
- Tiles have to be cleaned daily with a diluted cleaning solution
- They have to wipe dry, leaving no oily fats or streaks on the tiles
- Recheck all tiles to ensure no dirty streaks are left on the tiles
- Care must be taken around the toilet and bathtub to ensure all tiles are dry
- Wipe all surfaces with a dry cloth

Cleaning mirrors:

- Use a damp sponge with water only to wipe the mirror
- Glass cleaner is not recommended for cleaning mirrors because it may leave streaks
- Dry and polish the mirror with a dry cloth
- Wipe the entire area of the glass
- Check for smudges and re-wipe
- Check the mirror for stains and marks from a distance and leave the mirror spotlessly clean
- All glass surfaces have to be clean and shiny.

Cleaning of drain:

- Spray a small amount of cleaning solution on the drain cores
- Scrub with Scrubber on top and below of drain cores
- Wash with clean water.

- Mop the drain cover and remove any water ace from the drain cores or holes
- Drain holes not to have signs of dirt building or moping. They are to be left smelling fresh

Shower curtain cleaning:

- Dip the shower curtain in lukewarm water and a few drops of diluted cleaning solution
- Soak the shower curtain for 1/2 an hour
- Scrub the curtain nicely from the lower part of the curtain
- Scrub off soap buildup with a brush
- Push the shower curtain liner against the wall
- Wipe the edges and across the bottom of the liner
- Wash gently with lots of water
- Spread on a discarded sheet in the pantry
- Spread shower curtain on top of the sheet
- Wipe it thoroughly
- The shower curtain has to wipe with the discarded towel daily
- Make sure the shower curtain is dry and free of stains
- Washing of shower curtain has to be done once in every fortnight
- Hang back the shower curtain in the bathroom
- Arrange the shower curtain and liner

Cleaning bathtub:

- Scrub the tub and skid strips/bath mats
- Fill about one inch of water into the bathtub
- Add the cleaning solution and scrub the strips as necessary with the scrubber
- If necessary, step inside the tub for thorough cleaning
- Make sure that the strips are white after cleaning
- Drain the water
- Spray the all-purpose cleaner on the bathtub and wipe it with a clean cloth
- Look for any hairs and soap remain
- Polish all chrome fixtures with a dry cloth

Sink and vanity area:

- **Materials required for cleaning:**
 - A Clean washcloth or hand towel, a sponge, cleaning cloths, a stiff brush and cleaning supplies
 - Make space for cleaning

- Move guest toiletries when necessary
- Place a clean washcloth or hand towel on that spot and keep the guest toiletries on it
- Move the guest toiletries with the washcloth or towel
- Wipe light fixtures, towel racks, and other bathroom fixtures
- Neatly arrange them once the cleaning is completed
- **Wash the ashtrays, wastebasket and washbasin:**
 - Spray a little diluted Taski R1 in the washbasin
 - Scrub inside the washbasin and the tap fixtures with a nylon scrubber
 - Scrub the vanity counter and the side shelves with a diluted solution of Taski R1
 - Wash with a generous amount of water
 - Wash the ashtrays and wastebasket with the sponge, rinse them out in the sink and dry them with a clean cloth
 - Set the clean ashtrays aside in the wastebasket
 - Rinse the sponge and clean clothes as needed
 - Remove the sink stopper
- **Clean surface area:**
 - Spray cleaning solutions on the sink, stopper, overflow, main sink drains, fixtures and vanity
 - Use a stiff brush to clean overflow holes in the sink as dirt often collects in sink overflow drains
 - Using a sponge, wipe all the surfaces
 - Polish with a dry cloth to prevent water spots
 - Wipe dry with towel discard the entire vanity counter, side shelves and inside the washbasin
 - No watermarks on the chrome features or the counter
 - Dust below the vanity counter, wooden shelves and inside the vanity counter-top spray the polishing solution and the plumbing fixtures
 - Sweep and mop below the vanity counter
 - The vanity counter has to be spotlessly clean with no spots or marks
- **Cleaning chrome (Taps and fixtures):**
 - All chrome in the bathroom is wiped with a damp cloth and polished with a dry rag
 - All chrome items are free of watermarks smears to make them shiny. These include the polished taps, showerhead, soap holder, toilet paper holder, towel rack and towel rod
 - All chrome fixtures are cleaned and polished dry, showing no smears, dirty marks or fingerprints

Dirty Dozens

Various inspection modules are used for the thorough inspection of guestrooms. Certain areas and aspects tend to be neglected while supervisors mainly check cleaning and inspection. Some hotels develop these as separate lists, and some incorporate these neglected areas in their routine inspection checklists. These modules have easy-to-remember names such as the Quick Six Inspection or the Dirty Dozens.

- 1) The credenza (sideboard)
- 2) Nightstand
- 3) Bed linen
- 4) Vanity wall
- 5) Shower wall
- 6) Toilet

In general, the most commonly neglected areas in the guestrooms includes:

1. The bed and the nightstand area where food particles, dirt, and debris may accumulate since the bedspread usually hides this area
2. The interiors of drawers and wardrobes, where dust may accumulate in the crevices
3. The surface below the lamps and other accessories kept on the table, where dust
4. accumulates because they tend to be overlooked
5. The tops of picture frames hung on walls, which gather dust as they are not easily visible
6. The top edges and backs of doors, which, if not cleaned regularly, may collect much dust
7. The diffuser grilles of radiators or air-conditioners can collect stubborn dirt
8. Ceilings, which may show cobwebs if not attended to daily
9. The carpet area behind free-standing furniture is near but not against the wall, such as a credenza standing to one side
10. Pillows and pillowcases should be free of wrinkles or stray hairs and have a fresh smell
11. The general odour of the room is often overlooked. The room should have a fresh smell
12. The tiled area next to the shower collects grime and shows watermarks if not attended to daily
13. The area behind the toilet bowl, including pipes, cisterns and the toilet-rolls receptacles, all provide surfaces and nooks where dirt settles
14. The area under the vanity unit and towel racks is hard to reach and may accumulate dust and debris
15. The tiles behind the vanity unit also quickly get watermarks and soap marks
16. The faucet filters may be stained brown due to dirt collecting in them
17. The air vents in the toilet, which are hard to reach and neglected during routine cleaning, may collect stubborn grime and dust
18. The baseboards in the guest bedroom and the bathroom accumulate dust

Cleaning agents - Cleaning is primarily the removal of dust and dirt. Dust is composed of loose particles is removed comparatively easily by using various types of equipment. However, due to its adherence to surface utilising grease or moisture, dirt requires cleaning agents in conjunction with the right equipment to remove it efficiently.

Defining cleaning agents - Cleaning agents, in general, can be defined as natural or synthetic substances that are used to assist the cleaning process- the removal of dirt and stains and the maintenance of a clean appearance on the surface. Various cleaning agents are as follows:-

Water: Water is a universal solvent because it can easily dissolve anything into it. This is the prime agent in the cleaning process. However, it is an excellent solvent; water alone is not a sufficiently effective cleanser to meet most hotels' standards. Generally, there are two types of water:-

- a) Hard water
- b) Soft water

Hard Water:- water that contains more than 60 parts per million(ppm) of calcium and magnesium is called hard water

Soft Water: When dissolved calcium or magnesium level is below 60 ppm, it is called soft water. Soft water is generally ideal for cleaning purposes and also to make up the proper dilutions of other cleaning agents

Sources of Water: Water is available in abundance in some parts of the country but is scarce in others. Sources of water may be surface, sub-soil, or deep soil.

Characteristics of ideal cleaning agents

Different cleaning agents are used according to their suitability in cleaning various surfaces. However, the selection of a cleaning agent should be based on specific criteria to ensure that the optimal cleaning agent is bought and the housekeeper gets value for money. An ideal cleaning agent should have:-

- A good wetting, emulsifying and wetting powers
- Readily dissolve in water
- Cleanse quickly with minimum agitation
- Be effective in all ranges of hard water, without producing scum
- Be harmless to the skin and the surface to be cleaned
- Be easy to rinse away
- Be biodegradable

Types of cleaning agents

Cleaning agents may be defined as natural or synthetic substances used to aid the removal of dirt and girt and help maintain the cleanness of the surface. The variable's type of cleaning agents available are as follows :

Water: It is the most common and widely used agent available easily. Although it may dissolve dirt unless used in combination with some other agent is detergent, it is not an effective cleaner to meet the standards of cleanliness required by Hotels. It does not even wet the surface satisfactorily as its surface tension prevents it from spreading quickly. Therefore, precautions must be taken to change the water when it gets dirty or leave a film of dirt instead of removing it.

Warm water dissolves soap more quickly than cold water and should remove dirty soap lather. Soft water should be used for washing purposes as detergents are ineffective with hard water. Hard water does not wet the surface, necessary for good cleaning action.

When used in conjunction with water, detergents are cleaning agents that loosen and remove dirt and then hold it in suspension so that dirt is not re-deposited on the cleaned surface. Detergents can be of two types

1. Soapy detergents
2. Synthetic detergents or non-soapy detergents

Properties of effective detergent:

1. It should have good wetting power to reduce the surface tension of water and enable the surface of the article to be thoroughly wet
2. It should also possess good emulsifying power to break up the grease and enable the dirt to loosen
3. A good detergent should also have good suspension power to suspend the dirt in solution preventing its re-deposition
4. It should be readily soluble in water
5. Be effective in all types of water
6. The detergent should be effective over a wide range of temperatures
7. It should be harmless to clothes and skin
8. The detergent should clean quickly with minimum agitation

Composition and action of detergents: A suitable detergent is composed of the following parts:

- Active ingredients
- Builders
- Additives

Active ingredients: The active ingredient is obtained from natural oils and fats. These are composed of long fatty acid chains. The fatty acids commonly available are palmitic, stearic, oleic and linoleic acids found in mature triglycerides. The active ingredients in synthetic detergents are surface-active agents obtained from petrochemicals. These are of four types.

Builders: These give bulk to the detergents. It is a compound with no surface-active properties but increases the efficiency of the detergent. They are added to facilitate better handling and dilution. The diluent may be water or sodium sulphate. Builder can be inorganic or organic.

Additives: Bleaching agents, bluing agents, fluorescent brighteners and enzymes. Fluorescent whiteners/optical brighteners help to counteract the yellowing of fabrics. These compounds absorb ultraviolet light and reflect it as blue light, creating whiteness. Photoactivated bleaches clean fabrics by chemical action. They convert oxygen to nascent form when activated by sunlight.

Chelating agents are compounds capable of binding the mineral salts that make water hard. Ethylenediaminetetracetic acid and nitrilotriacetic acid are chelating agents used in small amounts in detergents. They chelate calcium and magnesium salts. Diethylenetriamine Penta acetic acid is used to chelate iron salts. Some detergents also use Zoolites. Hydrothropes help in increasing the solubility of liquid detergents.

Enzymes such as proteases, lipases and amylases are incorporated into detergents to attack stains of different kinds. There are now available enzymes that are stable even at the temperature of 60°C and pH of 10.5 to 11. However, their action is slow and requires a soaking time of a minimum of 30 minutes.

Cleaning Process: Detergents contain surfactants or surface-active agents responsible for the properties of the detergents. Each surfactant molecule has a hydrophilic head that is water-loving, a hydrophobic tail that is water-hating and an oleophilic or grease loving tail. The hydrophilic head is attracted to water, while the hydrophobic tail is attracted by grease and repelled by water. In addition to water to the detergent, the following action takes place.

1. **Wetting action:** The detergent lowers the surface tension of water. The surfactant molecules tend to arrange themselves at the water-air interface. The hydrophilic tails of the surfactant molecules are repelled by water, creating a pull in the opposite direction to that of the inward pull of water molecules.
2. **Emulsifying action:** The hydrophobic tails of the surfactant molecules are also oleophilic in nature, i.e. attracted to grease. The tail penetrates the grease and lifts it off the fabric's surface. The dirt entrapped with the grease is also lifted off.
3. **Suspending action:** Since the surfactant molecules entrap the grease molecules, their contact with other surfaces is prevented. As a result, the grease is held in a stable emulsion in the water. This is also because the hydrophilic heads from the grease molecules are attracted to water at the other end. In addition, most surfactants now possess a mild charge and ionise and repel each other. This also promotes the suspending power of the detergent.

Types of detergents

Soapy detergents/soaps: When fat or oil is treated with an alkali. The process is called saponification. Soaps, or soapy detergents are anionic surfactants. When used for cleaning, soap is cheap compared to other cleaning agents but is effective only in soft water. It does not lather readily in hard water and forms a scum that is difficult to rinse away. In order to overcome this, alkaline builders like soda or phosphates are added as they help in the removal of the hardness of water and in breaking up the grease and oil. Although synthetic or soapless detergents have superseded soap, toilet soap has its utility.

Toilet soap: These are used in guest rooms and cloakrooms and are available in various sizes. Left pieces from the guest room and cloakroom are sent to the laundry. Toilet soaps contain perfume, dyestuff and antioxidants such as Vitamin E. They do not contain any builders as the work of the toilet soap is not heavy, and cleaning is done by lather. Scrubbing soap contains builders and about 30 per cent water.

Due to their immense surface area, soap flakes dissolve more easily and yield quicker suds. However, they are expensive compared to other soaps, unbuilt, and used for delicate laundering fabrics at low temperatures. They are available in the market in packets or bulk.

Soap powders dissolve and lather faster than bar soaps because of the greater surface area for a given weight of the soap. In addition, they often contain many builders, a maximum of 40 per cent, so they can be formulated to cleanse more efficiently when compared to bar soap. These are also available in packets or bulk.

Synthetic (soapless) detergents: Soap-free and have replaced soaps in many cleaning processes. They are not affected by hard water and possess good suspending powers. Based on their chemical nature, they may be neutral detergents (anionic, non-ionic, cationic or amphoteric) or alkaline detergents with a pH range of 9-12.5. These are ideal for the removal of grease. They do not foam much and require thorough rinsing because of their slippery nature in solution. They also tend to patch the cleaned surface if not rinsed well. These detergents are ideal for removing water-based floor polishes and for use on heavily soiled surfaces. However, they have a high pH and are harmful to the skin, so care should be taken when using these detergents.

Synthetic detergents used in house keeping department

Liquid synthetic detergents (soapless detergents): These are light-duty detergents that are solutions of the surfactants with necessary additional substances added to them and processed in such a way that the various ingredients do not separate with temperature changes. They contain 20 per cent anionic surfactants, and 6-12 per cent non-ionic surfactants are nearer neutral in reaction and have a pH of about 7.0.

Soapless detergents are suitable for cleaning hard surfaces and washing up but are not suitable for heavily soiled fabrics as they do not have good suspending power. However, they are economical and practical with a minimum of lather.

Powdered synthetic detergents: Heavy-duty detergents suitable for heavy soiled surfaces and fabrics. They contain 20 per cent anionic surfactants, 2 per cent non-ionic surfactants, approx 33 per cent alkaline builders, 9 per cent bleach, 20 per cent fillers, sodium Carboxymethyl cellulose, brighteners and 15 per cent water.

By altering the proportions of powdered synthetic detergents, they can be used for different cleaning work, i.e. washing up floors, walls, bathrooms, basins and fabrics. They may be bought in bulk or small packets.

Solvent-based detergents: These contain water-miscible solvents, builders and anionic solvents. They have approximately 12 and strip spirit based on floor polishes. They are also used for cleaning areas with a heavy accumulation of grease and are suitable for kitchen and machinery.

Biological detergents: These are powdered detergents to which enzymes have been added. They are used for removing organic stains at a temperature of 40-45°C.

Disinfecting detergents/sanitiser: These are based on cationic surfactants, mainly quats '(quaternary ammonium compounds). Sanitisers have good germicidal and anti-static properties. They are available

in cleaning gels, air fresheners and fabric conditions. They may be used on floors, walls, equipment and areas that contact food.

Points to be considered when using detergents :

1. Dilute the detergent as per the manufacturer's recommendation; use detergent as per the manufacturer's direction
2. Use the suitable detergent for the surface to be cleaned
3. Use protective gloves when using strong detergents
4. Dissolve the detergents thoroughly before use
5. Rinse away all traces of detergents from the surface and any cleaning equipment used for cleaning
6. Store all detergents in labelled, airtight containers in a dry, ventilated area
7. Wipe any spilt detergent to prevent accidents/damage to the surface area

Abrasives: These are substances/chemicals which depend on their rubbing or scratching action to clean dirt and grime from hard surfaces. They are used to remove very stubborn stains from various surfaces. The extent to which they will rub or scratch a surface depends on the nature of the abrasive material and the size and shape of particles. Depending on the scale of hardness, abrasives may be classified as:

Fine abrasives: These include precipitated whiting and jeweller's rouge. They are also constituents of commercial silver polish. Whenever possible, a fine abrasive should be used to coarser ones.

Medium abrasives: These include rotten stone, Salt, scouring powder and scouring paste. Scouring powder comprises fine particles of pumice mixed with a soap/detergent, an alkali and a little bleach. Their exact composition varies with the brand. In contrast, they were initially made with a view of cleaning baths now have much wider use. They tend to scratch the surface if used too generously. The best way to use them is by applying them on a damp cloth and then rinsing them away. Scouring paste are milder in action than scouring powder. The fine abrasive powder is mixed with soap, to which a small amount of alkali and glycerine are added. The pastes are used by applying a damp cloth. They are cheaper than scouring powder but may dry up if stored long. Scouring liquid is still milder than scouring powder or paste. They contain ammonia, which helps remove grease and should be well shaken before use. The abrasive powder is not left at the bottom of the container.

Hard/course abrasives: Bricks, sandpaper, pumice, steel wool and every paper. Abrasives are generally not used alone in cleaning agents, e.g. a cream/paste for cleaning utensils will consist of approximately 80 per cent finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders and perfumes.

Reagents: These bring about cleaning by a chemical reaction requiring a low or high pH. They include acids and alkalis, which aid in the cleaning process.

Acids: Acids used as cleaning agents may vary from mild acids, i.e. acetic acid, to strong acids, e.g. Hydrochloric acid. Mildly acidic substances commonly used in cleaning are

lime, vinegar, tamarind and buttermilk. Acids may be used alone or as part of a formulation. Care should

be taken when using acids as they are very corrosive. After use, the acid should be rinsed away thoroughly as it may harm the surface. Acids should be used in minimal quantities, and the staff should wear rubber gloves when handling acids.

Acid	Use
HCl (Concentrated)	Helps in remaining stubborn hard water deposits
HCl (Diluted)	Helps in removing stubborn scales and deposits from sanitary ware, removal of excess cement from newly cemented tiled area
Oxalic Acid	Helps in removing stubborn hard water deposits
Acetic Acid	Helps in removing tarnish and stains from metals such as copper and brass.
Sodium Acid Sulphate	Helps in removing hard water deposits and scales from toilets

Table 6.1.1 Acids and uses

Alkalis: Alkalis are used as cleaning agents in liquids and powders. They are widely used in the laundry. Very strong alkalis should be used carefully as they are corrosive and toxic. Many alkalis work as bleaches. Caustic soda-based cleaning agents are used to clear blocked drains, clean ovens, and other industrial equipment.

Ammonia is a strong grease emulsifier and should be used carefully to emit strong fumes. Toilet cleaners to which bleach has been added are very effective.

Alkali	Use
Sodium Hydroxide	Helps in removing stubborn grease from oven and other industrial equipment. Helps in cleaning blocked drains
Ammonia	Helps in removing stubborn grease
Sodium Carbonate	Helps in clearing blocked drains, also used as an alkaline builder in synthetic and soapy detergents
Sodium Perborate	Helps in removing stains/whitening agent
Sodium Hypochlorite	Helps in removing stains/whitening agent/acts as disinfectant
Sodium Bicarbonate	Helps in removing stubborn grease from smooth, delicate surfaces. Helps in removing stains caused by tea, coffee and fruit juice.
Sodium Pyroborate	Helps remove stains from delicate areas/tea/coffee/fruit juice stains
Sodium Thiosulphate	Helps in removing iodine stains.

Table 6.1.2 Alkali and uses

Organic solvents: Organic solvents such as carbon tetrachloride, acetone, turpentine methylated spirit are helpful cleaning agents as grease is soluble in these solvents. They are widely used in dry-cleaning, stain removal, removal of grease. Also used to clean surfaces that may be harmed by water. They evaporate rapidly from a surface and are ideal for cleaning glass surfaces like mirrors and windows. However, organic solvents should be handled with care as they are harmful to the skin, flammable and poisonous.

Disinfectants: They aid in the cleaning process by bringing about varying ranges of microbial control. A disinfectant is used for all cleaning agents that bring about germ control. They have a strong smell and should be used in a limited amount as per the manufacturer's recommendation.

Kinds Of disinfectants

Phenols: These are derivatives of aromatic hydrocarbon benzene. They may be used in dilute or concentrated form to disinfect surfaces in hospitals used in diluted form in Hotels with their smell masked by other additives.

Halogens: The elements chlorine and iodine may be used as a disinfectant. Chlorine is used as a disinfectant on many surfaces. Iodine is rarely used as a disinfectant as it tends to leave brown stains.

Quaternary ammonium compounds: These are cationic surfactants useful as bactericides

Natural pine oils: This is obtained from the pine tree. They are germicidal but more often added to cleaning formulations due to their pleasant smell.

Care to be taken in using disinfectants:

1. The area should first be cleaned with detergent and rinsed with soft water
2. The detergent should be thoroughly rinsed before the disinfectant is used on the surface
3. Proper disinfectant should be used for the purpose as directed by the manufacturer
4. The detergent should be appropriately diluted to ensure its effectiveness. Different surfaces may require different dilutions of the same disinfectant
5. Standard recommended time should be allowed for the disinfectant to act appropriately

Bleaches: Bleaches used for cleaning purposes are generally alkaline stabilised solutions of sodium hypochlorite and are helpful for stained sinks, w.c. and pans. They have a high pH and should not be used with other toilet cleaners. Bleaches whiten and have germicidal properties. Care should be taken to prevent the spotting of other surfaces. They also weaken fibre, so they should be used with caution. Bleaches whiten by either oxidising or reducing the coloured substance

Glass cleaners: Glass cleaners are made of an organic, water-miscible solvent such as isopropyl alcohol and an alkaline detergent. They may also contain a delicate, mild abrasive. Most glass cleaners are available as sprays or liquids. They may be sprayed directly onto the glass surface or applied with a soft cloth and rubbed off using a soft, lint-free duster. An inexpensive glass cleaner can be used for soft water to some methylated spirit/ginger.

Deodorisers: This aid the cleaning process by counteracting stale odours and introducing a fragrance to mask those deodorisers leave no trace of a perfume cover-up. They are available as aerosol sprays, liquids, powder or crystalline blocks. Crystalline blocks are effervescent and manufactured using the principle of time-released aromatic chemicals. Naphthalene balls serve as suitable deodorisers. Through cleaning and good ventilation use of deodorants can be reduced.

Toilet cleaners: These are potent, concentrated cleaning agents used for cleaning and disinfecting W.C. and urinals. They are available in liquid, powder or crystalline form. They are acidic as their primary function is to remove stuff or stains and limescale. Toilet cleaners also contain some form of disinfectant.

Liquid toilet cleaners:

- These contain dilute hydrochloric acid, a beach and pine oil
- These should be used carefully, taking adequate precautions by the use

Crystalline toilet cleaners:

- These contain sodium acid sulphate, anionic surfactant and pine oil

Powdered toilet cleaners:

- These cleaners contain a soluble acidic powder, chlorinated bleach, fine abrasive and an effervescing agent to help the active ingredient spread in water.

Polishes

Polishes produce a shine, are clean simultaneously, and provide a protective coating to the surface from which light is reflected evenly. They are applied to a surface to form a hard, protective layer against finger marks, stains and scratches. They also form an attractive sheen on the hard surface.

Requirements of good polish:

- It should be non-greasy
- It should give a good shine
- It should not leave any mark on the surface
- It should not give any unpleasant smell
- It should give a hard, dry finish to ensure maximum protection and ease in cleaning

The glossy appearance of a polished surface is due to the reflection of light from the smooth surface. This smooth surface can be produced by the following:

- a) A layer of material from the polish, e.g. a wax film left on floors or furniture after the spirit solvent and or water present evaporates. The glass may or may not be intensified by buffing.
- b) A layer of the polished material is smoothed by functional heat generated during polishing, e.g. metals when the cleaning action of the abrasives and other substances gives the spiny surface.

Types of polishes

Polishes are used on metals, furniture and floors and are classified according to the type of surface they are used on. On metals, they may also smoothen out any uneven surface. In the case of flooring and furniture, they provide a smooth protective layer.

Floor polishes: These consist of blends of natural waxes and synthetic resins and mainly are of two types:

1. Spirit based floor waxes or polishes
2. Water-based floor waxes or polishes

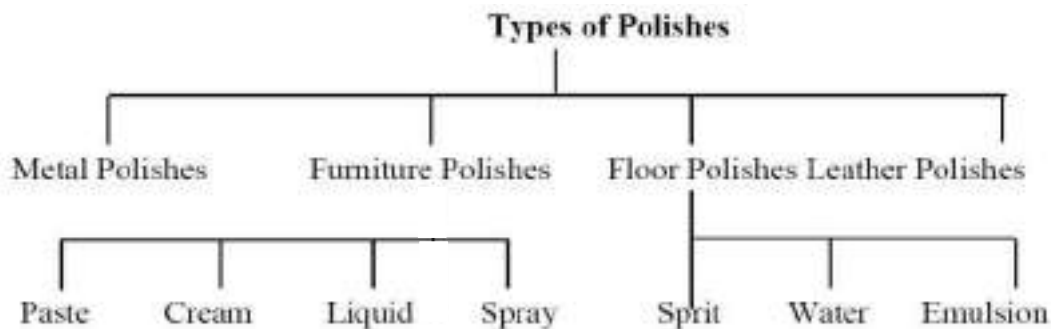


Fig 6.1.2 Polish types

Sprit based floor polishes: These are blends of natural waxes dispersed in a sprit solvent, either turpentine or white spirit. The amount of spirit determines the consistency of the polish. The additional solvent in the liquid polish increases the cleaning action of the polish. Some paste polishes contain silicones. They are complex substances containing silicon, and because of their low surface tension, they make the wax easier to apply. They have water repellent properties and help form a hard, glossy film but are slippery and should be used with care. The liquid sprit based polishes may contain as much as 90% sprit solvent, and they should be applied thinly over the floor and buffed to a shine.

Both paste and liquid sprit polish may be used on wood, cork and linoleum flooring, and wooden furniture and walls. However, they harm thermoplastic, rubber and asphalt composition floorings.

Water-based floor polishes: These consist of a blend of waxes. They contain no sprit solvents but consist of a colloidal suspension of waxes or synthetic resins in water and are always liquid. Nowadays, newer formulations are based on acrylic, polyethene, or vinyl polymers, increasing water resistance, gloss, and toughness. In the polymer formulation, a complex of metallic elements may be incorporated to shield the breakpoints in the polymer chain from penetration of detergent solutions and liquid stains. As a result, it gives a tough finish, is wash and stain-resistant, and is called metallised finish or polish. Water-based polishes may be used on thermoplastic, rubber, vinyl or linoleum flooring, and sealed wood and sealed cork.

Metal polishes: These consist of a fine abrasive which, when rubbed onto the surface, removes the tarnish, resulting from the attack on the metal by specific compounds in the air or by foodstuff. These polishes also eliminate any scratches on the metal. They consist of a refined, mild abrasive, fatty acid, a solvent and water. The polish is applied with a rag. On buffing with a soft cloth, they remove tarnish and produce a shine.

The metal reacts differently to the various cleaning materials, so the exact composition of the polish will depend on the metal for which the polish is intended. In hotels, the most frequently cleaned metals are brass, copper and silver, so there are two types of metal polishes used, (1) one for hard metal (2) other for soft metal.

Pewter is sometimes polished, and then either type of polish may be used. Chromium, Stainless Steel, Aluminum, Tin and Zinc need no polishing. Iron and steel rust quickly and are given a protective coating of enamel or zinc. Copper and brass may be lacquered and aluminium anodised to resist tarnishing.

Hard metals, when tarnished, may be cleaned by rubbing with an acid, i.e. lemon or vinegar, a fine abrasive. The acid should then be washed off immediately to prevent damage to the metal. This method helps in removing the stain but produces no shine. Silver/Silverplate may be cleaned with various polishes used in liquid form and based on precipitated whiting. Jewellers rough is proprietary silver polishes, plate powder maxed with methylated spirit, ammonia.

Metal polishes may be available in a milky, clear liquid or powder form. The suitable polish should be applied depending on the type of metal, as polish meant for hard metal will damage the soft metal. These polishes have a strong smell and should be used in a well-ventilated room. Since these polishes contain a solvent, their container should be closed immediately after pouring the polish. Otherwise, the solvent will disappear, making the polish useless.

Furniture polish: These contain unique blends of waxes and spirit solvents and are available in paste, liquid or cream consistency. Furniture polishes are used on wooden furniture and walls, and if they contain no silicone content, which tends to make them slippery can be used on wood, linoleum and cork floor. Liquid polishes can be used on leather furniture. If silicone is used, it makes the polish easier to apply and gives an additional gloss, improving resistance to moisture, heat, dust. The wax/resin in the polish helps to keep the furniture surface soft. It gives protection against abrasion and absorption of stains and spills. The wax also provides a smooth surface from which light is reflected evenly, producing a perfect shine. Un-treated, unvarnished wood furniture requires frequent polishing. On the other hand-painted hand, varnished furniture does not require repeated polishing. Nowadays, most furniture is polished with permanent synthetic resin and requires no further polishing. Frequent buffing is enough for this furniture.

Types of furniture polish

Paste polishes: These contain a high percentage of wax and may also contain silicon to give a more complex and lasting shine to improve resistance to heat, moisture or sunlight. These polishes are ideal for antiques and other types of furniture requiring layers of wax. The polish should be applied sparingly with a soft cloth and buffed well to give a high gloss. Too much polish will result in a sticky finish.

Cream wax polishes: These emulsions blend light coloured wax and solvents, with or without silicones. They have less wax than in paste polish, and the high percentage of solvents brings about the cleaning action. Cream polish is applied with a damp cloth and buffed immediately to give a good shine.

Liquid polishes: These have a high percentage of solvents. They also contain wax and sometimes a dye to mask scratches on the furniture's surface. Liquid polishes are ideal for removing food stains, drink rings and finger marks. They are applied with a soft cloth and buffed while still moist to give a good shine.

Spray on polishes: Like liquid polish contain a high amount of silicone wax, spirit solvents and dyes. They are available in paste, cream or liquid form. These polishes are clean and polished and are ideal for surfaces such as glass, chromium, plastic, varnished or painted wood. The economical way of using them is to spray them on the duster and then rub it on the surface.

Shole polishes: These are made to polish leather shoes and consist of unique blends of waxes, spirit solvents and dyes. They are available in cream, liquid or paste.

Floor sealers

These are applied to flooring surfaces as a semi-permanent finish which acts as a protective barrier by preventing entry of dirt, grit, liquids, grease, stains and bacteria. They prevent scratching and help maintain the floor. The proper seal should be used on a different floor to provide adequate protection and an attractive appearance. Floor seals may be permeable, semi-permeable and impermeable depending on their penetrability viz water. Permeable seals are used on wood, cork, stone and magnesite floors. Impermeable seals are used on P.V.C.s, thermoplastic tiles and rubber floors. Sealers can be reinforced by applying floor waxes on the surface. It should always be done on a clean, dry surface. Most sealers require a hardening time of 12-16 hours and a minimum of two coats for effectiveness.

Types of floor sealers

Oleo resinous sealers: Clear, solvent-based sealers are used on wood, cork, and magnesite floors. They consist of oils, resins, solvents and driers. They give an attractive surface glass, penetrate the floor, darken the colour of the floor and highlight the grain of wood floors.

One-pot plastic sealers: These are made up of synthetic materials. They impart a gloss to the floor surface but do not penetrate it. One-pot plastic sealers are used on wood, cork and magnesite floors.

Two plastic pot sealers: These are composed of a base such as urea-formaldehyde or polyurethane and an accelerator or hardener. The two components are kept separate until used to prevent hardening in the can. To prevent a patchy finish, the seal should be mixed in the correct proportion. This seal is ideal for wood, cork or magnesite floors.

Pigmented sealers: These contain colour pigments that give colour and strengthen the sealer. Pigmented sealers are used on concrete, wood, magnetite, asphalt and stone floors.

Water-based sealers: Acrylic, polymer resins and a plasticiser. The particles penetrate the pores on the floor surface to provide plastic skin. These seals are less durable and should be reinforced with water-based floor wax. These seals are used on marble, terrazzo, magnesite, linoleum, rubber, P.V.C.s thermoplastic tiles, stone, quarry tiles.

Silicate dressing: It consists of a base of sodium silicate dissolved in water. The silicate reacts with lime in the concrete floor to form insoluble calcium silicate. Water acts as a carrier, and after it evaporates, silicate glass is formed. This silicate dressing reinforces concrete and stone floors and prevents dust accumulation on the surface.

Points to be Kept in Mind When Selecting Floor Sealers: Floor seals are expensive and should be used on the floor to get maximum durability and value for money. The following points should be kept in mind when selecting floor sealers

Types of floor:

1. Footfalls or amount of traffic on the floor
2. Availability of floor for future sealing
3. Proper application, durability, appearance and anti-slip qualities

4. Ease of application, repair, removal and renewal
5. Odour and fumes
6. Drying time
7. Shelf life
8. Cost-effectiveness

Floor strippers

Floor strippers are used to removing a worn-out floor finish to apply a new seal or polish. These are primarily based on alkalis with a high pH. These are two main types available.

1. Based on ammonia
2. Based on non-ammonia product

Alkaline detergents with a high pH are also used as floor strippers. All floor strippers should be rinsed away with a mildly acidic rinse.



Fig 6.1.2 Floor Strippers

Carpet cleaners

These are neutral water-soluble solvents, emulsifiers, de-foamers, soil repellants, sanitisers, optical brighteners and deodorisers. These are available as sprays, powder, foam or liquid shampoos. They should be used in recommended dilutions. Points to be considered when selecting cleaning agents:

1. Type of spoilage
2. Type of surface
3. Composition of cleaning agent
4. Ease of use, saving of effort, time
5. Toxicity/side effects
6. Odour
7. Versatility
8. Shelf life
9. Packaging volumes and quantities
10. Cost-effectiveness

Some common cleaning agents

1. **Ammonia:-** Liquid ammonia is a solution of ammonia gas in water, held as ammonium hydroxide. It is a strong alkali used for softening water cleaning window panes.
2. **Bath brick:** It is a reddish-brown powder; it is also obtained in powder form. It is generally used for cleaning earthenware.
3. **Benzene:** it is obtained from coal tar; benzene is used as a grease solvent and removes paint and tar stains.

4. **Borax:** Chemically sodium borate, this white crystalline powder softens hard water and removes coffee and tea stains.
5. **Bran:** The husk of the wheat grain is used in dry-cleaning as a grease absorbent. Fuller's earth:- This is an ash-white clay that readily absorbs grease. It is used on coloured wood surfaces.
6. **Hydrochloric acid:** This is a corrosive and poisonous mineral acid used diluted for removing stains in bathrooms.
7. **Jeweller's rouge:** Chemically, this is ferric tetraoxide, a pinkish powder used for polishing silver. It is a constituent of commercial silver polishes too.
8. **Lemon:** Lemon is used to remove the ink stains from wooden surfaces.
9. **Linseed oil:** This is obtained from the crushed seeds of the flax plant. It is a constituent of furniture polishes and paints. It darkens unpainted wood slightly.
10. **Magnesia:** Also known as magnesium carbonate, this fine white powder is used for dry-cleaning felt, wooden particles.
11. **Methylated spirit:** This is used for cleaning window panes and mirrors to a shine. In addition, it is a constituent of varnishes.
12. **Oxalic acid:** This is an organic acid used to remove stains from fabrics and bath fittings. It is also used for cleaning porcelain.
13. **Paraffin oil:** This liquid is a product of the distillation of crude petroleum and is used for cleaning greasy iron and steel articles. It also cleans greasy earthenware when used in combination with bath brick.
14. **Petrol:** It is also obtained from petroleum distillation. It is highly inflammable and is used for dry-cleaning and for removing grease stains.
15. **Pumice:** This is a light, porous rock of volcanic origin. It is used as an abrasive for hard metals, earthenware and enamel.
16. **Rotten stone:** This decomposed siliceous limestone is used to clean copper, brass, and earthenware.
17. **Common salt:** Chemically known as sodium chloride, this is used as a medium grade abrasive. It is used for stiffening the bristles of brushes and stiff brooms. Salt is also added as a mordant while washing coloured clothes. A mordant is a substance that prevents excessive loss of colour while washing clothes.
18. **Sand:** Sand is the complex compound of silica used as a hard abrasive on stone floors and hard, coarse wood.
19. **Sawdust:** It acts as an abrasive and a grease absorber.
20. **Shikakai:** Sometimes called soap nut or soapberry, but more accurately soap pod.
21. **Soda:** It emulsifies grease and aids in the cleaning of dirty pans.
22. **Steel wool:** This is steel manufactured into long filaments, and it comes in various grades.
23. **Turpentine:** This is a constituent of paints. It is also a diluent for paints and removes tar stains.
24. **Vaseline:** This is obtained as a residue in petroleum distillation. It prevents rust formation on metals, acts as a lubricant and may be applied on leather to make it soft.
25. **Vinegar:** Chemically, this is 4 per cent acetic acid. It is used to remove stains and tarnish from metals such as copper. It is also effective in removing streaks from glass surfaces such as windowpanes and mirrors.

Selection of cleaning agents

Cleaning agents are meant to save time, effort, and money. If selected well, the entire three objectives may be fulfilled. The following points should be bear in mind while selecting cleaning agents: -

- The type of spoilage
- The type of surface
- Odour
- Range of action or versatility
- Composition of cleaning agents
- Ease of use, saving of effort and time
- Shell life
- Toxicity or side effects
- Packaging volumes and quantities
- Cost-effectiveness

Storage of cleaning agents

Cleaning agents with a longer shell life are usually bought in bulk because of the reduced costs from the economies of scale. Other agents are bought and replenished periodically. The following points should always be kept in mind while storing cleaning agents:

- Ensure that storage racks are in proper condition, i.e. they must not be wobbling
- The store should be kept clean and well-ventilated at all times
- Label all containers neatly with a waterproof marker
- Ensure that lids are tightly secured
- When dispensing the cleaning agents, ensure that proper dispensers are used to carry them
- Ensure that no residual deposits of the cleaning agent are left around the rims of the bottle
- Avoid spillages
- Follow the systematic procedure
- Organic solvents, strong reagents, polishes and aerosols based agents should be kept away from heat sources
- Check the stock regularly
- The store should be kept locked when not in use

Cleaning schedules

Cleaning is carried out for the following reasons:

Aesthetic appeal: The environment is made visually attractive and appealing.

Hygiene: Effective, regular cleaning prevents the growth and reproduction of bacteria and other germs.

Maintenance: With the help of the daily cleaning process, equipment, furniture, fixtures, building, all will have a long functional life.

Safety: Regular cleaning ensures safety against health hazards, fire hazards or slips hazards.

Cleaning standards: The establishment may have different cleaning standards depending on the area/location. Higher standards are maintained for guest and public areas than back areas, always giving a clean and well-maintained look.

Cleaning standards are established by the executive housekeeper depending on the management's policy. Once the standards are established, they should be strictly adhered to. The housekeeping staff should be trained and supervised to ensure that they follow the specified cleaning methods using the correct types of equipment and cleaning agents so that there is no compromise on the specified standards.

The standards of cleaning for different surfaces and areas are as follows:

Physically clean: This implies that the area/surface is free from visible dust and dirt. **Chemically Clean:** This indicates that the area is free from harmful chemicals on the surface and the surrounding air.

Bacteriologically clean: This indicates that the area is free from any harmful bacteria which may cause disease or infection. This term is more apt for hospitals than the hospitality industry.

Entomologically clean: This term specifies that the area is free from insects or pests.

Cosmologically clean: This specifies that the surface and area is free from any organic/inorganic matter that may emit odour.

Terminally clean: This term is more suitable for hospitals than Hotels like bacteriological clean. It indicates that the area has been sanitised against all kinds of pathogenic microbes.

A hotel has to present an inviting, clean and well-maintained appearance at all times i.e. 24 hrs a day. Therefore, the cleaning activity must be carried out at such a period when it is least likely to cause inconvenience to the guest. To ensure the offices and public areas are cleaned either in the night or early in the morning when there is minimum traffic in these areas. In some establishments, the policy is to clean the public areas during the nighttime and the final dusting being done by the morning staff. No cleaning activity is carried out on the floors before the breakfast service. No inconvenience is caused to the guest. During the cleaning of rooms, the guest's belongings should be moved only when necessary. The Guest Service Associate should not touch/use any guest belonging. Depending on the management's policy, the Guest Service Associate cleans the room with the door open or closed. A Maid's Trolley outside the room generally indicates that cleaning activity is being carried out inside the room. The Guest Service Associate should ensure that no equipment or cleaning agent is left untidily in the corridor to avoid accidents.

The cleaning of rooms comes under three categories:

1. Daily cleaning
2. Special cleaning
3. Annual/spring cleaning

Daily cleaning

This is cleaning a room for guest use. Daily cleaning is required to give a comfortable and presentable appearance, change guest linen as per the hotel policy, replenishment of guest supplies and amenities.

Special cleaning/periodic cleaning

This requires cleaning a guest room after guest departure or after every 15 days, depending on Hotel policy. The room, including all furniture, upholstery, curtains, W.C., bathtub, is given special attention to make the room ready for new guests' arrival.

Annual/spring cleaning

As the name implies, this cleaning activity is carried out once a year during the lean period. All cleaning and maintenance work is carried out during spring cleaning, i.e. redecorating/relaying of furniture or carpet, carpet shampooing, washing curtains, paintwork, plumbing work, and electrical filling. To help the Guest Service Associate work efficiently and the executive housekeeper train the staff in the order of work, incorporating work simplifications should be planned. Simple or single work can be planned quite easily, e.g. ironing of guest laundry. However, if the task is multiplied or complicated, e.g. cleaning of the guest room, it may be challenging to plan the work as multiple activities have to be carried out; further, it has to be considered if the guest is inside the room or outside his room or whether the room is occupied room or departure room when in both the cases the activities carried out by the Guest Service Associate are different from regular cleaning activities.

When planning cleaning activities, plan what does annual/spring cleaning include?

1. Dust-circulating fans and fluorescent lighting
2. Ensure that windows and sills are clean
3. Vacuumed window blinds and clean curtains
4. Check baseboards and shoe moulds for cobwebs in order to keep them clean
5. Install batteries in all residential smoke detectors
6. Maintain clean doorknobs, cabinet handles, and switches

Cleaning procedures

The housekeeping department's cleaning process may be manual or mechanical. For example, they may involve washing with the aid of water and rinsing agent, friction with the help of abrasive, static electricity with the aid of a static mop, suction with the use of vacuum cleaner or force with pressurised water.

Principles of cleaning: The following rules should always be followed during the cleaning process:

1. All dust, dirt and foreign matter should be removed
2. It should be removed without harming the surface which is being cleaned
3. The surface should be restored to its original condition after the cleaning process
4. The cleaning process should be efficient, using minimum equipment, cleaning agents, labour and time

5. The simplest methods should be tried first during the cleaning process, using the mildest chemical agent
6. It should be beforehand ensured that the cleaning method is least harmful to the surface on which it is applied
7. Wherever possible, cleaning should proceed from high to low
8. During the cleaning operation, always start with the cleaner surface or article and proceed towards the more heavily soiled surface. This prevents the spread of soil from dirty to cleaner surfaces
9. When wet cleaning or polishing the floor, the Guest Service Associate should walk backwards while cleaning in front of him
10. Whenever possible, vacuum cleaning should be preferred to remove dust
11. Continuously sweeping is done before dusting and dusting before suction cleaning
12. Noise levels while cleaning should be kept as low as possible.
13. Stains should be removed immediately before they become permanent
14. During cleaning, all safety precautions should be taken
15. The Guest Service Associate should start cleaning from the farthest end, working towards the exit
16. After the cleaning process has been completed, all types of equipment should be washed or wiped, dried and stored correctly, cleaning agents should be replenished and stored, all waste discarded, and the area left neat and dry

6.1.2 Cleaning Methods

There are mainly two types of methods of cleaning. They are:

- Manual cleaning methods
- Mechanised cleaning methods

Manual cleaning methods

Sweeping: This collects dust when the floor surface is too rough for a dust mop. Hard/Coarse bristled brooms such as yard brooms and coconut fibre brooms with a long handle are used for cleaning large areas. Short, smooth strokes should sweep all dust into a long-handled dustpan. When using the long-handled broom, the head of the broom should be kept flat on the floor at all times. This is

Not the most efficient, hygienic manner of removing dust as most of it remains airborne during the cleaning operation.

Equipment required: Yard broom/coconut fibre broom, dustbin, and dustpan.

Care and cleaning of broom: The broom should be shaken free of dust and bluff. They should never be

stored on their bristles, or they will bend out of shape. Instead, these brooms should be stored horizontally or hanged bristles downwards; stiff brooms should be cleaned thoroughly in saline water and dried in the sun before storing.

Dusting: This requires a systematic and orderly approach for efficiency and use. Dusting activity is carried out clockwise or anticlockwise starting from the entrance. Using this policy minimises any chance of overlooking a spot. The Guest Service Associate should work with the duster folded twice and then twice again to get 18 clean folds which give some clean surfaces to be used, thus avoiding spreading dirt to a clean surface. The duster should be made with a soft, lint-free, absorbent cloth, plain or checked made of cotton or yellow flannel. It may be impregnated with water or oil to aid in catching dust.

Equipment required: Cotton duster, yellow flannel, feather duster.

Dust mopping/dry mopping/mop sweeping: This method helps remove dust, sand, or grit from a floor that can penetrate/scratch the surface if not removed. The dust, sand or grit is removed from the surface with the help of a dust mop made of cotton and usually impregnated with water or oil. These methods are usually employed in open areas by the public area attendant. However, the method is ineffective as it leaves behind many dust particles.

Types of equipment required: Dust mop, long-handled dustpan, dust collection bag, dustbin.

Spot mopping is the mopping of a particular point or area to remove any liquid or solid spilt on the floor. They can leave behind a permanent mark on the floor's surface if left too long. The Guest Service Associate should use a clean mop and water to remove the spot. Any detergent or stain removal agent should be used only if necessary, taking care of the type of surface on which it is applied.

Types of equipment required: Mop, bucket, mop wringer, water, detergent/stain removal agent.

Wet mopping/damp mopping: This method is used to remove spills or soil stuck to the surface and not been removed during the dry removal process. First, the area is dust mopped with a dry mop. Then the wet mop is made of cotton and sponge, soaked in water detergent, and if required, an alkali is wrung to remove excess water with the help of a mop wringer. The damp cloth is then used on the affected area and the whole area using eight strokes. The mop water should be changed frequently. Finally, a squeegee may aid in speed drying of the floor.

Equipment required: Wet mop, mop wringer squeegee, detergent, mild alkali.

Scrubbing: This is done with the help of brushes having short, coarse bristles on surfaces that are stained and heavily ingrained with dirt. This method is suitable for small areas which cannot be scrubbed with the help of a scrubbing machine. Short handled brushes are used for such areas. For large areas, a long-handled brush called deck scrubber is used. The Guest Service Associate/Public Area Attendant should work straight, working backwards. The surface should then be rinsed to remove any detergent from the surface. A squeegee is then used to clear away excess water. This is followed by using a mop to dry the surface completely.

Equipment required: Long-handled scrubbing brush, mild detergent, bucket, squeegee, dry mop.

Polishing: This is done with the help of rags or polishing cloths on which the polish is applied, or polish applicators made of lambs wood/synthetic wool or solid wax applicators may be used for applying polish on the surface. A soft brush/tool brush may be used for applying polish on corners or crevices. Proprietary polish specified for the surface, i.e. Brasso/Silvo, should be used. The polish should be allowed to dry on the surface for some time, and then a clean cotton cloth should be used for buffing.

Equipment required: Proprietary polish, polish applicator, soft brush, cotton rags.

Spot Cleaning: This removes stain from any surface, hard or soft and does not include the treatment of the whole area. The Guest Service Associate should restrict the stain removal process to a particular spot. For example, the stain may be removed from walls, floor, carpet, or furniture with correct stain removal agents. The Guest Service Associate should first identify the type of stain before starting the stain removal exercise. For example, the stain may be removed by the following action.

1. Solvent action
2. Mechanical and emulsifying action
3. Chemical action
4. Digestion
5. Absorption

In case of an unidentified stain, it is always wise to treat it by the least harmful method.

Types of equipment required: Cleaning agent, water, duster, cotton cloth.

Mechanised cleaning methods

Suction cleaning: This is cleaning dust, debris, soil or water from a surface using suction power. Suction power is derived from vacuum cleaners. A motor drives an impeller, which sucks air through an inlet, creating pressure within and outside the machine. Air drawn in from the inlet passes through and out of the machine. Air is sucked inside with soil, debris and water. There are different types of vacuum cleaner, dry and wet i.e.

1. Upright vacuum cleaner
2. Cylindrical vacuum cleaner
3. Electric brooms
4. Dustless
5. Backpack vacuums
6. Pile lifter vacuums
7. Centralised vacuum
8. Wet and dry vacuum cleaners

The Guest Service Associate (Housekeeping) should suction clean the carpet, floor, and soft furnishing using the most suitable vacuum cleaner.

Equipment required: Vacuum cleaner with attachments, mild detergent.

Spray buffing: This is the spray buffing of the floor with the help of a floor machine that can be used for scrubbing, buffing, burnishing, scarifying and spray maintenance. The Guest Service Associate uses this machine and a detergent to remove all marks from the surface and bring shine to the floor. This is followed by vacuum cleaning or dust mopping.

Equipment required: Floor machine, detergent, vacuum cleaner, dry mop.

Polishing: This operation can also be carried out by the floor machine. Commercial polish is applied on the floor depending on the nature of the polish. The Guest Service Associate used this machine and a soft pad or brushed to bring shine to the floor. This is followed by vacuum cleaning or dust mopping.

Equipment required: Floor machine, commercial polish, vacuum cleaner/dry mop, soft pad/brush.

Burnishing: This operation is also carried out by the floor machine. For this operation, the machine has a heavier rpm of 1500-2500. The Guest Service Associate uses this machine to restore a deep gloss to the floor finish. Since the finish is brought about by friction and heat of the burnishing machine, the finish lasts for a longer time.

Equipment required: Floor machine of 1500-2500 rpm.

Scrubbing: This is also an operation carried out by the floor machine. It helps to remove embedded dirt, marks, deeper scruffs, and scratches from the floor and gives a fine finish. This machine has various variations depending on the type of pad/brush, detergents used, water temperature, weight, and speed. For example, the Guest Service Associate can set the machine to light scrubbing to remove one or two coats of finish or heavy scrubbing using aggressive pads, higher ph detergent solution and heavy machine to achieve the deepest scrubbing, which removes all or most of the finish.

Equipment required: Floor machine, abrasive pads, detergent, water.

Stripping: This process performed by the floor machine removes all of the floor finish and sealer, resulting in a bare floor for re-finishing. This operation is carried out only as a final course using a potent stripping agent and coarse brush/pads hot water.

Equipment required: Floor machine, coarse brush, hot water, stripping agent.

Cleaning frequency

The cleaning activities carried out by the housekeeping department may be divided as per the frequency of their scheduling which depends upon the level of soiling, type of surface, amount of traffic to which the floor has subjected the type of hotel, a policy of the hotel and cleaning standards decided by the management. Each worker should be given the procedures and frequencies handbook decided by the management during induction. This information is also displayed on a notice board in the floor pantries. The housekeeping work is divided into three categories

1. Work carried out daily
2. Work carried out periodically
3. Work carried out on an annual basis

Daily cleaning: This is the daily routine work carried out by the housekeeping personnel 365 days each year. The daily activities include regular cleaning of all occupied guest rooms, public areas, cleaning offices, linen exchange.

Periodic cleaning: This includes tasks performed not daily but after a set number of days. The purpose is to ensure more thorough cleaning, polishing, minor maintenance, relaying of carpet, window cleaning.

Spring/annual cleaning: These include all tasks performed once a year by the housekeeping staff. The cleaning involves cleaning the guest room, re-furnishing/redecoration, carpet shampooing, all major maintenance and paintwork, replacing fitting and fixtures, relaying/stripping/polishing floors. Although in most organisations, the housekeeping department is concerned with maintaining cleanliness in the guest rooms and public areas, in some establishments, it may be assigned the responsibility of nightly cleaning kitchens, banquet halls, conference rooms, swimming pools, other duties commonly not assigned to it.

When such duties are delegated to the housekeeping department, the management should ensure that the housekeeping department has sufficient staff and funds to compensate for the additional workload. Sometimes trade-offs are reasonable, such as the food and beverage department maintaining the employee's cafeteria at no cost to other departments and the housekeeping maintaining all public rest rooms. However, if the housekeeping department is expected to clean areas outside their assigned areas such as kitchen banquet halls; then budgetary compensation and personnel must be provided to the housekeeping department and charged to the department receiving the service. It is always advisable that the costs be levied against the revenue generated in each of the various departments.

The Executive housekeeper should list all guest/public areas/other areas, which are the housekeeping department's responsibility and should strictly define on paper who is responsible for cleaning and maintaining each area. To ensure that all areas are adequately cleaned, the executive housekeeper must make regular property tours. Once the housekeeping department's responsibility is fixed, the executive housekeeper should concentrate on the areas under the housekeeping department. Next, a list of items and surfaces is prepared, which require cleaning by the housekeeping department. The more comprehensive the list, the more efficient the cleaning and maintenance of the property.

A frequency schedule is also prepared, notifying how often the item or surface on the list needs to be cleaned. The frequency schedule of cleaning and maintenance is divided into daily, weekly, monthly or yearly tasks. It should always be kept in mind that all public areas are cleaned or maintained during the lean period when the traffic is minimal. The standard of cleaning and hygiene depends on the policy of the management.

Organisation of cleaning

The executive housekeeper must organise the organisation of work in the housekeeping department. For example, the housekeeping staff is responsible for cleaning all guest rooms, public areas, offices, recreational facilities, and public restrooms. There are different ways of organising the cleaning activities in the hotels.

- 1. Conventional/traditional method:** In this method, the Guest Service Associate completes all tasks in one guest room before moving to the next room on the floor allotted to him. Depending upon the type and nature of hotel acuity, a Guest Service Associate must clean 13-20 rooms per

shift. For example, in a resort hotel spread out over a large area and having many metal surfaces to polish, chandeliers, and mirrors, a Guest Service Associate may be required to service only 12-13 rooms. On the other hand, a Guest Service Associate may clean 18-20 rooms per shift in a multi-storied hotel with the transient operation. A recent trend in some hotels is to award room attendant points representing standard daily workload. Each hotel room is evaluated and receives points. Large rooms, suites, and apartments have more points than single rooms or small-sized double rooms. This ensures that each Guest Service Associate is awarded a comparable workload.

2. **Block cleaning:** In this type of cleaning, the Guest Service Associate moves from room to room assigned to him, performing the same task, i.e. bed making, vacuum cleaning, change of linen in all the rooms, before returning to begin the cycle again for the next task. Block cleaning involves blocking several rooms at a particular time and is suitable only for hotels/establishments where it is known that the rooms are likely to be empty for a long time. It is usual during block cleaning for more than one Guest Service Associate to work one section, i.e. one Guest Service Associate doing all the beds with the other cleaning the toilets.
3. **Team cleaning:** In this method, two or more Guest Service Associates work together in one section, either doing the same task or a different task in some room.

Policies to ensure easy cleaning:

1. Some organisations make it the responsibility of the specific hotel department to maintain the cleanness of either own area with or without support from the housekeeping dept, e.g. Swimming pool, health club and lobby.
2. Most organisations have a Division of Work Document that clearly states what will be required in cleaning the different sections of the establishment.
3. The Division of Work Document includes and is not necessarily limited to the care and maintenance of the following :
 - i. **Rooms department:** This includes all guest rooms, corridors, guest elevators, elevators landing, stalls, storage areas.
 - ii. **Public areas:** This includes the lobby, front desk, main entrance, public through fares, public rest rooms, storage areas.
 - iii. **Recreation areas:** The swimming pool, health clubs, saunas, games rooms, public rest rooms, storage areas.
 - iv. **Eating places:** These include restaurants, coffee shops, bars, cocktail lounges, storage areas.
 - v. **Meeting rooms:** The Banquet rooms, conference halls, meeting rooms, storage areas.
 - vi. **Kitchen areas:** The central kitchen, banquet kitchen, kitchen stores, storage areas.
 - vii. **Employee areas:** The staff cafeteria, staff lockers, and rest rooms.
 - viii. **Offices:** These include all offices, including the back area offices, i.e. GM. Offices, Sales & Marketing Offices, Personnel Manager Offices.
 - ix. **Maintenance areas:** These comprise the maintenance room. x. Other areas include the building's exterior landscaping.
4. The building plan should ensure design features such as smooth textures, straight, neat and

smooth lines, and medium-toned colours, doing easier cleaning. Surface with such features collects less dust than features with rough textures, intricate raised patterns and grooves. In addition, medium-toned colours show less dirt than surfaces with darker or higher shades.

5. Furniture should be ergonomically designed to clean under and behind them is easy. In addition, it should be light enough to be moved from one place to another by a single Guest Service Associate
6. Carpets should be of washable make; shorter pile carpets are easier to clean.
7. Decorative features on upholstery should be minimised.
8. Depending on the area, wood may be replaced with laminates as they are easy to maintain.

Brass copper should be limited as they require regular care and are easily tarnished. Laminated brass should be preferred as it requires less care.

Replenishing supplies

Replenishing supplies in the guest room is important. Supplies including toothpaste, toothbrushes, hand cream, toilet paper, shower caps, shampoo, conditioner, soaps, shampoo, conditioner, and other items, according to enterprise restrictions for each item.

Items to replenish the stock could be:

- Chemicals and cleaning products for cleaning purposes
- Cleaning supplies and tools
- Room cleaning and preparation for incoming guest
- Advertising materials
- Fundamental necessities like batteries, lightbulbs, silverware, and glasses

Removal of common stains

Condition	Method Of Removal
Ballpoint Ink	Saturate a pad of cotton with methylated spirit or with grease solvent. The stain may be soaked in glycerin and then treated in old ballpoint ink.
Ink	Writing ink generally contains metal and a dye; hence two treatments are necessary: Treatment with acid to act on the iron and an alkaline solution to neutralise the acid and remove the stain.
(a) Black Ink (Fresh)	<ul style="list-style-type: none"> Wash out as much as possible. Treat with lime juice and salt, leave for 30 minutes, and launder.
Dry	Or
(b) Red Ink	<ul style="list-style-type: none"> Soak in sour milk or curd for 30 minutes and launder. Ste dilutes oxalic acid for 10 minutes and rinses thoroughly in the dilute borax solution. Steep in the borax solution. Steep in ammonia solution. Bleach according to the fabric.
Blood	<ul style="list-style-type: none"> Soak in cold water for 1 hour. Transfer to lukewarm water containing an enzyme detergent Soak for 30 minutes. Launder. <p style="text-align: center;">Or</p> <ul style="list-style-type: none"> Soak the stain in acetic acid for 2 hours. Bub gently. Neutralize with ammonia solution.
Betel leaf (Paan)	<ul style="list-style-type: none"> Bleach the stain with 1% potassium permanganate (fabric turns brown). Soak in 1% oxalic acid or 1% sodium bisulphite (brown colour disappears) Launder.
Candle Wax	<ul style="list-style-type: none"> Scrape off the surface was with a knife. Place the stain between two sheets of tissue paper. Press with a warm iron.
Chewing gum	<ul style="list-style-type: none"> Remove surface gum with a knife. Apply ice to the stain. Allow soaking in ice-cold water for a few minutes. Launder.
Chocolate	<ul style="list-style-type: none"> Treat same as a bloodstain.
Coffee, tea (fresh)	<ul style="list-style-type: none"> Pour boiling water, wash and boil for white cotton fabrics. For other fabrics, steep at once in warm water.
(Dry)	<ul style="list-style-type: none"> Soak in glycerine overnight. Soak in a hot solution of borax on the stain and pour boiling water through.

<p>Curry (Turmeric & oil)</p> <p>Egg</p>	<ul style="list-style-type: none"> • Apply soap and then bleach in sunlight. • When dry, wet it and put it back in sunlight again if the stain remains. • Soak in enzyme detergent or a warm salt solution. Launder.
<p>Fruit and wine stain (Fresh)</p> <p>(Dry)</p>	<ul style="list-style-type: none"> • Cover stain with salt. Pour boiling water through. Wash boil. White fabrics may be bleached with sodium hypochlorite. Coloured fabrics may be soaked in the warm borax solution. Launder.
<p>Ghee, Oil</p>	<ul style="list-style-type: none"> • Rub French chalk on the stain and brush it off. Repeat if required. • Wash with soap and warm water. If the stain remains, wash with a solvent.
<p>Grass</p>	<ul style="list-style-type: none"> • Soak in glycerine. • Soak in methylated spirit. • Bleach with hydrogen peroxide if required. • Launder.
<p>Grease (a) Solid</p> <p>(b) Liquid (including fish oils)</p>	<ul style="list-style-type: none"> • Scrape off as much as possible. • Place stain over absorbent paper. • Place a moderately hot iron on top of work outside the stain to the centre. Continue until the paper has absorbed the colour. • Wash with hot water and a detergent. • When hot water cannot be used, the stain should be treated with grease solvent before washing.
<p>Gum Glue</p>	<ul style="list-style-type: none"> • Step in hot water containing a few drops of glycerine. • Launder in hot water.
<p>Henna</p>	<ul style="list-style-type: none"> • Soak in warm milk for an hour. Launder.
<p>Ice Cream/milk</p>	<ul style="list-style-type: none"> • Rinse through with cold water and launder. • Apply petrol or carbon tetrachloride. Launder.
<p>Iodine</p>	<ul style="list-style-type: none"> • For fresh, wet stain put the starch paste and leave it to absorb the stain. • For dry stain, soak in 1% sodium thiosulphate ethyl alcohol • Launder in both cases.
<p>Lipstick</p>	<ul style="list-style-type: none"> • Apply glycerine to soften the stain. • Apply methylated spirit. Launder.

Medicine	<ul style="list-style-type: none"> • Soak in warm water and wash with soap. • Soak in oxalic acid. • Wash with borax solution. • Soak in methyl alcohol. Bleach
Mud	<ul style="list-style-type: none"> • Allow the garment to dry and dust off as much mud as possible. • Soak the stain in an alkaline bath (20g/l of Sodium carbonate).
Nail Polish	<ul style="list-style-type: none"> • Place the stain on a clean, absorbent towel. • Dab with a cotton swab dipped in acetone or a mixture of acetone or amyl acetate or a commercial nail polish remover (This is not suitable for acetate fabrics).
Paint Varnish	<ul style="list-style-type: none"> • Paints with linseed oil should be soaked in turpentine. • Cellulose paints should be steeped in grease solvent. • Varnish lacquer paints will dissolve in methylated spirit. • Some may be removed by kerosene.
Perspiration	<ul style="list-style-type: none"> • Soak in 1% oxalic acid for 10 minutes. • Rinse with water and then soak in hydrogen peroxide for 10 minutes.
Perfume	<ul style="list-style-type: none"> • Wash quickly in hot water. • A weak solution of acetic acid or ethyl alcohol. Bleach, if required.
Rust	<ul style="list-style-type: none"> • A rust remover may be used, or the stain may be soaked in cold 1% oxalic acid for about 15 mins. • Rinse in dilute borax solution and then launder.
Sealing Wax	<ul style="list-style-type: none"> • Use methylated spirit to soften the stain. • Remove with perchloroethylene.
Shoe Polish	<ul style="list-style-type: none"> • Sponge with liquid detergent. • Soak the stain in carbon tetrachloride or turpentine. • If the stain is old, soften it with glycerine. • Bleach if required.
Soot	<ul style="list-style-type: none"> • Apply the starch paste and launder.
Tar	<ul style="list-style-type: none"> • Scrape off surface excess with a blunt knife. • Say on a clean cloth and rub with oil and grease. Launder in hot water.
Urine/Vomit	<ul style="list-style-type: none"> • Treat as perspiration.

Table 6.1.3 Common stains and their removal

Exercise 

Select the best option from the given alternatives (MCQs)

- Question 1.** How many rooms does a duplex have?
(A). 2
(B). 4
(C). 1
(D). 3
- Question 2.** A simplest kind of hotel room could have the following amenities:
(A). Wardrobe
(B). Minibar
(C). Bedboard
(D). All of the above
- Question 3.** What should be avoided while cleaning a mirror?
(A). Damp sponge
(B). Water
(C). Glass cleaner
(D). Floor cleaner
- Question 4.** For which of the following stains does he/she apply glycerine and methylated spirit to soften and remove the stain?
(A). Lipstick
(B). Ballpoint Ink
(C). Candle wax
(D). Chewing gum
- Question 5.** Which of the following stain needs the same treatment as bloodstain?
(A). Chocolate
(B). Ballpoint Ink
(C). Dry Ink
(D). Curry
- Question 6.** Which of the following stain needs rubbing of French chalk on the stain and brushing it off. Repeating the process if needed?
(A). Ghee, Oil
(B). Grass
(C). Grease
(D). Egg
- Question 7.** In which type of cleaning the Guest Service Associate (Housekeeping) moves from room to room assigned to him, performing the same task?
(A). Block cleaning
(B). Team cleaning
(C). Traditional cleaning
(D). None of the above

Question 8. is used to sweep the floor.

- (A). Soft-bristled broom
- (B). Toilet brush
- (C). Hard bristle broom
- (D). Hand brush

Question 9. is used to clean the windows.

- (A). Dry mop
- (B). Hand brush
- (C). Squeegee
- (D). Swabs

Question 10. Mops are used for the removal of light soiling from floor or for the application of polish.

- (A). Damp
- (B). Traditional
- (C). Disposable dry
- (D). Polish applicator

Notes



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7. Carry out the Cleaning Activities in the Guests Bathroom



Unit 7.1 – Replenish, replace and refill the toiletries and other supplies



Key Learning Outcomes

At the end of this module, participant will be able to:

1. List the equipment, appliances, and fittings available in the guest bathroom
2. Discuss the importance and step by step procedure to clean and disinfect the guest bathroom
3. Describe the significance of replenishing the toiletries and other supplies in the guest bathroom
4. Explain the importance of examining the plug holes, waste outlets and drain as per the SOP
5. Explain specific methods of cleaning bathroom doors and fixtures
6. Discuss the importance of proper documentation of cleaning and timely reporting of the damages, if any

UNIT 7.1: Replenish, Replace and Refill the Toiletries and Other Supplies

Unit Objectives

At the end of this module, participant will be able to:

1. List the equipment, appliances, and fittings available in the guest bathroom
2. Describe the importance and step by step procedure to clean and disinfect the guest bathroom
3. Describe the significance of replenishing the toiletries and other supplies in the guest bathroom
4. Describe the importance of examining the plug holes, waste outlets and drain as per the SOP
5. Discuss the specific methods of cleaning bathroom doors and fixtures
6. Elaborate the importance of proper documentation of cleaning and timely reporting of the damages, if any

7.1.1 Replenish, Replace and Refill the Toiletries and Other Supplies

Restocking of bathroom supplies:

- Bathroom amenities/ supplies have to be replenished daily
- Check the facial tissues in the box and replace them if empty
- Attention to each detail and ensure that the facial and toilet tissue are not empty
- Remove the protection tab from the tissue box and then pull one tissue and fold it triangular
This will ensure that the other tissues will come out easily when pulled
- A complete set of standard supplies has to be available in the room at any given time
- Not to replenish supplies bottles till the time it is 1/4 bottle of the content
- Not to replenish soap until it is not less than half the size

List of sample supplies used in the bathroom:

- Shampoo
- Foam bath
- Moisturizer
- Shoeshine
- Detergent
- Disposable bag
- Mouthwash

- Tissue Box
- Sewing kit
- Shower cap
- Comb
- Amenities tray
- Soap etc.

Replacement of toilet paper in dispenser:

- Check if there are any rolls that need replacing
- Remove the empty rolls and put them in the dustbin
- Replace the toilet tissue roll when there is less than one third left
- Replace them with the new ones
- Install the roll so that the paper feeds over the top away from the wall
- Fold the ends of the rolls neatly in a triangle shape
- The toilet roll dispensers have to be one complete roll or half at all times

The following steps should be taken to prepare a bathroom for cleaning:

- Collect all dirty towelling items and place them in a soiled laundry bag
- Collect all used bathroom supplies – shampoo, conditioner and soap
- Check shower curtain for cleanliness – remove if soiled
- Check all light globes
- Check all electrical equipment for damage or faults
- Check all fixtures and fittings for damage or defects
- All damage, faults and defects should be reported to the floor supervisor or the Maintenance department

Steps to clean the toilet

Cleaning the toilet is not the most appealing of jobs, but it is vital to ensure hygienically clean. A hotel can provide the best products and services; however, all best efforts are wasted if the toilet is unclean.

Therefore attention to detail when cleaning toilets is essential.

Firstly, it is essential always to wear protective gloves when cleaning a toilet. The following steps are practical when:

1. Flush toilet to wet sides of the bowl
2. Pour in a cleanser – leave to soak: continue with other work
3. Wash lid and dry – both sides and near back hinges
4. Wash seat and dry – both sides and near back hinges

5. Wash outsides of the bowl and dry
6. Wash and dry water holding unit and polish button
7. Scour bowl thoroughly – use a toilet brush
8. Flush toilet a number of times to wash away dirt and residue
9. Place a hygiene strip over the closed toilet lid
10. Conduct final inspection – leave lid down when thoroughly cleaned. Add hygiene strip, if appropriate

Any evidence of past guests must be removed. Then, take a second to recheck that the toilet is clean. This includes the lid and seats on both sides.

It is also important to ensure any chemicals are removed from toilet surfaces as this cause discomfort if coming in contact with the skin of guests.

Waste bins should be cleaned appropriately by:

- Tying the bin liner around the rubbish or emptying the bin directly into the waste bag on the trolley
- Spraying bin with appropriate multi-purpose cleaner, inside and out
- Cleaning with the appropriate cloth
- Fitting a new bin liner in the manner approved by the establishment

Final check of bathroom:

Before leaving the bathroom, do a final check noting the following points:

- The bathroom looks clean and tidy
- Towels and guest supplies have been replenished and stocked accordingly
- Toilet paper is well-stocked
- All appliances are working
- All surfaces are clean and dry

7.1.2 Cleaning of a Bathroom/Public Restroom

The fact that many different guests use them on a consistent basis makes it difficult to keep the bathrooms in guest rooms clean. It is essential to keep bathrooms and public restroom facilities clean and disinfected in order to prevent the spread of bacteria, which will ultimately result in an environment that is safe and hygienic for everyone to work in.

There are certain basic steps which you must follow while performing cleaning of a bathroom and restroom.

7.1.2.1 Steps to Clean Guest Bathroom



STEP 1: Enter the bathroom. Open the windows, turn on the fan & lights. Check the functioning of electrical and sanitary fittings.



STEP 2: Make a note of the maintenance works required. Report the same immediately to the maintenance.



STEP 3: Empty and disinfect the bin. Replace the trash bag.



STEP 4: Clean the W/C and urinal using toilet cleaner and a toilet brush. Clean the walls near W/C and urinal.



STEP 5: Clean the bath tub and shower using disinfectant and a scrubbing brush.



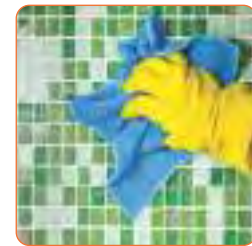
STEP 6: Clean the walls and partition near the bath tub or shower area with sponge.



STEP 7: Clean wash basin, fixtures and counter top with disinfectant cleaner and a sponge.



STEP 8: Clean the mirror with glass cleaner and wipes or micro fiber cloth.



STEP 9: Clean the remaining walls with disinfectant, scrubbing brush and sponge.



STEP 10: Clean wall/ceiling lights, switchboards, drain grills, soap dispensers, etc.



STEP 11: Restock /replenish toilet paper, tissues, paper towels, etc.



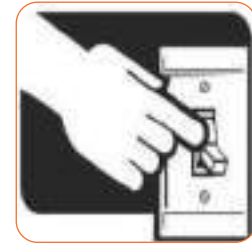
STEP 12: Place tools, equipment, supplies, garbage, etc., near the door.



STEP 13: Sweep the floor thoroughly.



STEP 14: Wet mop the floor. Turn off the lights and fan.



STEP 15: Give a final check & Close the door

7.1.3 Cleaning Plughole and Drains

The presence of clogged drains is one of the most common problems that can occur in hotels. This problem can lead to significant damage to the hotel's plumbing and drainage system. As a result, it is essential to have a working knowledge of the procedures involved in unclogging drains and restoring the functionality of drainage systems. For instance, one can significantly reduce the likelihood of blockages in the pipes, sluggish running water, unpleasant odours, and a great deal more by ensuring that the plughole is clean and free of soap, hair, and grime. This is among the many benefits of keeping the plughole clean. In addition, by simply learning how to clean the plugholes, the efficiency of the drainage system can be maintained for many years without any additional work.

Drains that are severely clogged can be a source of a great deal of trouble and can be very difficult to unclog. Unclogging them can be a challenging task. When it comes to severe clogs, it is strongly advised to using a plunger because of the benefits it provides. In addition, using a plunger to remove obstructions from drains and plugholes can be a very effective method for restoring drains to the state in which they functioned adequately prior to the occurrence of the problem.

When utilising a plunger, it is essential to generate sufficient suction by completely covering the plughole. Only then will one be able to remove any obstruction. The next step is to move the plunger up and down to release any dirt, hair, and other debris that has become entrapped around the plughole and in the pipes. Move the plunger up and down once the appropriate position has been determined and the appropriate amount of suction has been applied. plungers are a handy tool for bringing obstructions to the surface, where they can be easily removed by removing the debris obstructing their path to the surface.

How to clean shower doors?

The once-common use of tiled or fibreglass walls for the shower in contemporary bathrooms has given way to installing walls and doors made of gleaming glass in many of these bathrooms. It is possible to say that they have a modern and streamlined appearance so long as they do not have any stains caused by soap scum or hard water. It is possible to maintain the best possible appearance of the shower doors with only a few items from the kitchen pantry, some straightforward cleaning tools, and a regular cleaning routine. In addition, there are commercial cleaners that can be purchased, and many of these cleaners boast that they can keep the shower doors sparkling clean.

How often should shower doors be cleaned?

Each time someone uses the shower, the glass or acrylic doors should be wiped down and cleaned, as this is the ideal situation. If one gives the surface a quick spray with a cleaning solution and then wipes it down with a squeegee, one can perform a more thorough cleaning once weekly with minimal effort. This can be done weekly. On the other hand, if soap scum is allowed to build up on the doors over time, cleaning them may become not only a process that is significantly more difficult but also one that takes significantly more time.

Equipment / tools

- Window squeegee

- Spray bottle
- Microfiber sponge and a cleaning cloth
- A bowl that is safe to be heated in the microwave
- Toothbrush

Materials

- Water
- Distilled white vinegar
- Lemon juice
- Ammonia
- Rubbing alcohol
- Hydrogen peroxide
- Dishwashing liquid
- Dishwasher rinsing agent
- Windshield rain repellent
- Dryer sheets

7.1.4 Cleaning Bathroom Doors and Fixtures

Doors

- Glass doors should be cleaned at least twice per day, and in areas with a high volume of foot traffic, the frequency of cleaning may need to be increased to three or four times per day. For the cleaning, either a commercial glass cleaner or a solution of vinegar and water can be used; the latter option is recommended for glass that is not heavily soiled
- The door frames should be damp dusted with an alkaline detergent and water, then re-wiped with clean water to remove all traces of the detergent and any traces of dirt, grease, or scuff marks
- Dusting wooden doors with a damp cloth once a day is recommended. However, suppose one wants to prevent the buildup of multiple layers of dust. In that case, one should do a wet cleaning once a week using water and a detergent that has no scent
- It is recommended that brass knobs and handles be polished once per week, but in the case of lacquered brass, a simple damp dusting is all that is required
- Wooden doors should be damp dusted once daily (Used neutral detergent)
- Doors, door handles and knobs should be damp —dusted daily. If the fixtures are lacquered brass, they need not be polished; damp dusting should suffice. A more thorough cleaning of the doors, including their tracks, should also be done daily
- Damp dust the steel inside and out using a neutral detergent solution, then wipe clean using water. Dry with a clean duster

- The exit and entrance on the corridor should be damp- dusted on both sides, and the tracks cleaned. Brass knobs and handles should be polished once a week

Thanks to the gleaming tub and sink fixtures, the bathroom is visually appealing and inviting. However, to have shiny faucets free of water spots and soap scum, proper maintenance and cleaning of the faucets are required. If one follows these cleaning tips for bathroom fixtures, one can get a shiny finish on one's fixtures in the bathroom.

Avoid damage by using gentle products

Chrome is a delicate metal that is easily marred by scratches. Avoid using harsh chemical cleaners as well as cleaning tools that are abrasive, rough, or sharp in order to keep the bathroom fixtures sparkling clean. It is strongly recommended not to use anything other than gentle sponges or cleaning cloths when cleaning bathroom fixtures. Along the same lines, avoid using harsh chemical cleaning products on chrome, including scouring powder. If one uses a commercial cleaner, it should say that it is safe to use on chrome and other bath fixture metals. If it does not, do not use it. Nevertheless, one can easily prepare several risk-free and straightforward options for cleaning bathroom fixtures using components already present in the kitchen.

Dish soap and water

Put some liquid dish soap in the hot water bowl and stir it well. After thoroughly cleaning the fixtures with a gentle sponge or cloth, rinse them with hot water to remove any residue. If crevices are difficult to reach with a cloth or sponge, one can clean them with an old, soft toothbrush. Next, clean the fixtures by rinsing them with warm water and then drying them entirely with a cloth.

Vinegar and water

Vinegar is more effective than soap and water at removing stubborn stains and soap scum from fixtures, so it is an excellent choice to use in these situations. Because vinegar is acidic, its acids effectively remove stains and scum. Combine the water and vinegar in a ratio of one to one, meaning that there are equal parts vinegar and water in the mixture. One cup of vinegar and one cup of water ought to be adequate for cleaning the fittings in a bathroom of average size, provided the vinegar is diluted with water. To clean the fixtures, use a not abrasive or gentle cloth sponge to apply the solution. When brushing in hard-to-reach places, choose a toothbrush with a gentle bristle. If the fixtures have a particularly stubborn stain, lay a cleaning cloth that has been soaked in vinegar and water over the affected areas and let it sit for fifteen minutes before giving it a light scrub. After thoroughly rinsing the fixtures in warm water, dry them with a gentle towel.

Maintain bath fixtures

Regular cleaning and ensuring that the fixtures are kept dry will go a long way toward ensuring that they retain their lustre and contribute to the overall lustre of the bathroom. The bathroom accessories should be cleaned once a week, and one should always have a soft cloth handy to clean them after each use.

7.1.5 Damage/Breakage Register

If any hotel property placed in the guest room is found damaged or broken, it is recorded in this Register. Here is a sample register –

Damage/Breakage Register					
Sr. No.	Date	Damaged Item	Room No.	Found By	Description

Table 7.1.1 Damage breakage register template

Tips

Carpet Cleaners

These are neutral water-soluble solvents, emulsifiers, de-foamers, soil repellants, sanitisers, optical brighteners and deodorisers. These are available as sprays, powder, foam or liquid shampoos. They should be used in recommended dilutions.

Exercise

Select the best alternative from the given options (MCQs)

- Question 1.** Which one of the following is not a relevant technique to be followed while cleaning the different surface area in the hotel?
- (A) Use the cleaning method that is least harmful to the surface
 - (B) While wet cleaning an area or polishing the floor, the cleaner should walk forward while cleaning in front of him
 - (C) Sweeping should be done before dusting, and dusting before suction cleaning
 - (D) Use of the suction/vacuum cleaning should not be preferred over sweeping wherever possible
- Question 2.** Which of the following statement says otherwise with respect to "waste bins should be cleaned appropriately by"?
- (A). Untying the bin liner around the rubbish or emptying the bin directly into the waste bag on the trolley
 - (B). Spraying bin with appropriate multi-purpose cleaner, inside and out
 - (C). Cleaning with the appropriate cloth
 - (D). Fitting a new bin liner in the manner approved by the establishment
- Question 3.** What are the equipment required to clean the W/C and urinal?
- (A). Toilet Scrub
 - (B). Toilet Cleaner
 - (C). Sponge
 - (D). All of the above
- Question 4.** To clean the tiles on the wall, a Housekeeping Attendant should:
- (A). Scrub the tiles with cleaning solution
 - (B). Rinse and dry tiles after scrubbing
 - (C). None of the above
 - (D). All of the above
- Question 5.** To clean the floor he/she should:
- (A). Mop the floor
 - (B). Sweep the floor
 - (C). Scrub over the stains
 - (D). All of the above

Question 6. What should he/she do before starting a cleaning task?

- (A). Chat with friends
- (B). Leave for your home
- (C). Have tea and snacks
- (D). Organise and assemble supply caddies

Question 7. What should he/she do after completing a cleaning task?

- (A). Wash your hands
- (B). Remove warning signs
- (C). Gossip with co-worker
- (D). A and C

Question 8. Stains on tiled floor should be removed with the help which of the following brush?

- (A). Feather
- (B). Scrubber
- (C). Floor squeegee
- (D). None of the above

True false type questions

Question 1. During cleaning replace the water frequently as dirty water may not be effective for cleaning. In every batch of clean water mix the cleaning solution and do the mopping.

- (A). True
- (B). False

Question 2. Collect all the cleaning tools, balance supplies, etc. and keep them near the entry/exit of the washroom while he/she prepares for wet mopping the floor surface.

- (A). True
- (B). False

8. Perform Cleaning Operations in the Common Area and Elevators



Unit 8.1 – Activities involved in cleaning the elevator and other common areas



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Understand the Activities involved in cleaning the elevator and other common areas
2. Practice the appropriate templates and formats for reporting and documentation

UNIT 8.1: Activities Involved in Cleaning the Elevator and Other Common Areas

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss the working procedure of an elevator
2. Explain the importance of taking the elevator on-off service mode before cleaning
3. Elaborate on various cleaning solutions and cleaning methods used to clean the elevator as well as the common areas like lobby, front office area, dining area, etc.
4. Discuss the importance of reporting any loose or ripped carpeting in the elevator
5. List the checklists to be filled to record the status of work
6. Describe the types of records and reports required to present in front of the supervisor/relevant authority

8.1.1 Activities Involved in Cleaning the Elevator and Other Common Areas

How does lifts work

Traction motor lifts

There are many names for traction lifts, such as rope lifts, cable lifts, and counterweight lifts. Some traction lifts (geared lifts) also feature gears between the motor and sheave, while other traction lifts only link the engine to the sheave (gearless lift).

Traction motor lifts: How do they operate?

A simple system are traction lifts. A rope or cable is wrapped around a sheave (a toothed pulley) to attach a motor to it. The rope is attached to the left automobile at one end and to a counterweight at the other.

The motor turns the sheave when the elevator is summoned to a floor. This motor has two modes of motion: one moves the lift vehicle upward, the other downward.

The counterbalance drops as the lift car rises, and vice versa. Because of the counterbalance, the motor and system are put under less stress, requiring less force and power to raise or lower the automobile.

Hydraulic passenger lift

The way hydraulic lifts operate is that a pump forces oil into the cylinder, which forces the piston up (which pushes up the lift car). The lift car's gravitational pull causes the lift valve to open, allowing oil to be pushed back into the reservoir and down the shaft.

Only the oil from the reservoir can enter the cylinder while the valve is closed. Oil can only flow from the

cylinder back into the reservoir while the valve is open.

The lift car's controls activate the pump, which then pumps the oil. When a floor is reached, the pump is shut off, and the lift car is secured in place by the cylinder.

Cleaning elevators / lift:

- An elevator is cleaned daily because of its volume of use
- The best time to schedule the elevator cleaning is late night or early morning to avoid high usage
- Take the elevator out of service as per the property's policies
- The elevator/lift door should stay open until one has finished cleaning and then place the elevator back to services
- According to the interior design and materials used on the elevator, the appropriate cleaning methods and cleaning solutions will be used
- The public area attendant should follow the specific method to clean each different surface on the elevator for effective cleaning
- Start cleaning from the top to down to avoid resolving areas already cleaned
- Use a step ladder to reach the ceiling and clean the ceiling with a feather duster
- Wipe the ceiling and lights with a damp cloth followed by a dry cloth
- Clean the mirrors and step back and check the surface for streaks
- Wipe button with a damp duster, Do not spray cleaning solution on buttons as this may damage them
- Dust around edges in the elevators
- Mop floor-eliminating stain
- Vacuum carpets using a high power vacuum cleaner
- Report loose or ripped carpeting to the supervisor and note it in the assignment sheet
- Use a dry cloth for high polish
- Mirrors should be stain-free, the wooden surface was polished and dust-free, floors spotlessly clean

Elevator / lift door channel cleaning:

- The elevator door channel should be free of dust and dirt at all given times
- Stop the elevator on every floor



Fig 8.1.1 Elevator / Lift door channel cleaning



Fig 8.1.2 Cleaning Front Office or Lobby Area

- Both the inside and the outside of the elevator door should be wiped down
- Remove all dust particles dust with the help of the vacuum cleaner
- Scrub the channel with a hand scrubbing brush
- Wipe it clean with a dry duster

Cleaning front office / lobby area

The hotel lobby should be clean 24 hours a day. In addition, all lobby and front office areas like flooring, ceiling, furniture, glass doors, glass windows, ashtrays, fixtures etc., should be cleaned at any time.

Cleaning ashtrays:

- Check all the ashtrays and the main porch area
- While emptying the ashtrays, make sure cigarettes are not burning
- Empty ashtrays and ash urns into the trash
- Clean the ashtrays and return them to the correct spots

Clear all trash bins:

- Remove garbage from dustbins and clean them if required
- It is also good to separate the recyclable items from the trash and place them separately
- If any trash is found in the lobby area, pick it up immediately
- Replace the cleared dustbins with the original spot.

Clean and disinfect telephone, kiosk touch screen:

- Spray disinfectant on a dry cloth and clean telephone mouthpiece, earpiece and telephone instrument
- Repeat the same procedure on all house phones and telephone receivers on the fax machine
- Wipe the kiosk touch screen and remove fingerprint marks using a recommended microfibre cloth

Clean stairway handrails:

- Remove cobwebs, dirt etc., before cleaning the handrails
- Apply cleaning solution and wipe the handrails
- If mild detergents are used, wipe handrails with a wet cloth to rinse them away

Clean all glass surfaces and windows:

- Spray windows and glass surfaces with water or an appropriate cleaning solution.
- Use a squeegee and pull down from top to bottom.
- Overlap each stroke slightly to remove all water or cleaning solution.
- Use a lint-free duster to wipe the glass surface to leave the entire glass surface shiny.

Carpet and furniture upholstery vacuuming:

- Furniture is to be dusted, and all the upholstery is vacuumed cleaned
- Connect the appropriate cleaning attachment for vacuuming upholstered furniture
- Vacuum furniture armrest, seat back and the area behind the seatback
- Use a heavy-duty vacuum cleaner to vacuum all the carpeted areas on the Lobby / Front office
- Vacuum under desks and other areas, Move furniture as and when required
- Once cleaning is completed, remove the vacuum dust bag and store the vacuum cleaner in the pantry

Mop and sweep lobby floor:

- Sweep the lobby floor thoroughly
- Place appropriate signage to warn the guest before mopping the lobby floor
- Mop with a damp cloth to remove all dust and dirt from the surface
- Buff the lobby once a day also the dustbins and ashtrays are cleared from time to time
- Clean all marble/tile/wood skirting with a damp cloth daily
- Sweep lobby floor on a regular interval and also when requested by the front office team

Cleaning restaurant / dining area

The Cleaning and upkeeping of areas like tables, chairs, changing linen, and the restaurant staff generally does some light vacuuming during restaurant operational hours, And the housekeeping staffs are responsible for the thorough cleaning of restaurants and all dining areas after working hours.

- Restaurants and dining areas have to be cleaned daily before their opening time and as and when required and stated by the restaurant staff
- Collect all the cleaning items required for particular Outlets
- Collect the dining area keys from the security department
- Turn on the lights, so one know what he/she is doing clearly
- During the morning time open the drapes and blinds to allow the natural light
- Observer the entire area to plan the work
- Before starting to clean the restaurant, the public area attendant should move all the chairs from the table and make room for proper cleaning
- Vacuum the entire carpeted area and upholstery
- If any food spills are found on the carpet, follow the spot cleaning as per the standard procedure
- If the floor is not carpeted, sweep and mop the floor
- Clear the garbage from the service station
- Dust all the furniture in the Restaurant
- Polish the furniture if required
- Dust all the high ceiling, niches, pictures/artwork, and corners with a feather duster

- Clean and disinfect telephones
- Wipe the side stations and host stations
- Dust the Point of sales terminals with appropriate cleaning supplies
- Polish brass/copper items, whichever is present with the proper cleaning supplies
- Clean the mirrors/windows as and when required
- All maintenance should be immediately given to Engineering Department/ control desk
- If any lost items are found, inform the Housekeeping control desk/hotel security
- Collect all dirty table linens and replenish them
- Replenish cleaning linen supplies on a daily basis and return the keys to the security department
- Fill out the cleaning report/register and submit it to the housekeeping control desk

Floor corridor cleaning:

- The floor corridor must be cleaned at least once a day based on guest traffic and occupancy
- Sweep the corridor from corner to corner with a feather brush
- Dust the fittings and skirting with a duster
- Mop the floor with a long handle mop
- Clean the corridor in parts
- Corridors with carpets have to be vacuumed
- The carpet's corners and edges are cleaned with the vacuum cleaner's nozzle
- Carpet shampooing should be scheduled only during the off-season or low occupancy
- Dust the light fittings, artwork frame and glass with a feather brush and duster
- Any burned-out light bulbs should be replaced
- Air supply vents and sprinklers should also be dusted and checked for proper functioning
- If any fingerprints or smudges are found on the corridor wall, the same is to be cleaned immediately.
- Fortnightly clean all shaft niches, sculpture and silk fabric
- As a final step, the room attendant should also clean the front and back of the emergency exit door
- All corridors have to be spotlessly clean at all times

Mini fridge/mini bar cleaning and defrosting:

- The Minibar should always be clean and smells free at all times
- Remove all the bottles and Minbar amenities
- Switches on the defrost switch
- Place discarded towel/cloth inside the fridge so that the water does not drip
- Wipe the fridge dry and clear off water stains, switch on the fridge and replenish all the supplies/amenities.

8.1.2 Appropriate Templates and Formats for Reporting and Documentation

Housekeeping Daily Routine Tasks Check-list

- The room was re-made and cleaned efficiently
- Allotted daily service completed by 6:00 PM (Timings depend upon hotel type)
- No items were removed from the guest room unless placed in the trash basket.
- All flooring was swept/vacuumed
- Mirrors/pictures were free from dust and smudges
- Lamps, bulbs and shades
- All bulbs, TV, Hair Dryer, Ipad / iPod / Mobile Docking station, were functional
- Bed tightly and neatly made
- Guest money, jewellery, mobiles, laptops, valuables and personal items left untouched
- Newspapers and magazines were stacked and left in plain view
- The clothing was folded and placed on bed or chair, clothing left on furniture was folded and left in place
- Shoes were paired and placed to the side
- All stationery and supplies are restocked to par levels
- The laundry bag and order form were replaced and neatly presented
- All trash cans were emptied
- The sink, counter and mirror were wiped spotless
- Tub and shower cleaned, no debris, dust, spots, stains or hair
- Toilet cleaned, no debris, dust, spots, stains or hair
- Used linens were removed and replaced
- Bathroom paper supplies restocked and Tissues replaced
- Glasses washed or replaced, coffee machine set up, cleaned essentialised
- All Interior windows and window sills were free of dust, hair, streaks and fingerprints
- Appropriate lighting was left on, and the TV channel reset to the welcome screen

Guest bedroom cleanliness and condition service standard

- All Flooring was free of dirt and debris, including edges
- Carpet / Wooden Flooring was in excellent repair and not worn or damaged
- Countertops, furnishings, chairs and tables are free of spots, dust, stains and marks
- All Furnishings and upholstery are sturdy and free of wear and defects
- Ledges and baseboards are in good condition and free of dust and scuffs
- Lamp fixtures decorative objects are free of dust
- The ceiling is in good condition, free of dust, cobwebs and stains

- All Paintwork or wallpapers are in excellent condition, free of scuffs and marks
- Drawers inside are free of dust and debris, with ample space to open and close smoothly
- All Waste bins are empty and in good condition
- Ashtrays, if present, are undamaged and also free of dirt and ashes
- The window/sliding glass is undamaged and free from smudges inside
- Picture frame glass is free of spots and dust on frames
- All Mirror glass is undamaged, free of streaks and dust on the frame
- TV LCD / LED screen is free of streaks/spots, all wires and cords are orderly hidden behind the screen
- All Drawcord or handle to close curtains work easily
- Curtains close utterly and provide a complete blackout
- Bed is made tightly and neatly
- Mattress and box springs are aligned
- Bedspread and skirting are in good condition, not worn, free of stains, hair and debris
- Blankets are in good condition, not worn or damaged, free of stains, hair and debris
- Bedsheets are in good condition, not worn or damaged, free of stains, hair and debris
- Pillowcases are in good condition, not worn or damaged, free of stains, hair and debris
- The bed frame and headboard are in good condition, free of damage, free of dust and markings
- Underneath the bed is free of dust and debris
- The wardrobe has working internal lighting
- The wardrobe is in good condition, free of wear and damage, neatly arranged, and free of dust
- Sufficient supplies are provided (shoe shine, shoe polish, laundry bags, lists, etc.)
- Like type, hangers matched and are of good quality. Moreover, Hangers consisted of the suit, padded and clip hangers (minimum of 8 to 10 hangers present)
- In-room safe not worn worked adequately, and instructions are easily understood

Guest room mattresses and bedspread change

Task 1: Turn mattresses and change bedspreads.

- Remove linens (mattress pad, linens, and bedspread) from the bed
- Lift the mattresses from the box spring. (This should be daily and use the legs for lifting and not the back)
- Lift the box spring off the bed frame
- Check for any tear, soil, stains, or springs popping out
- Thoroughly clean the frame and headboard
- Vacuum behind and inside the bed platform and mattress cording
- Rotate the box spring

- Inspect pillows and replace pillows that have stains or wear and tear
- Dust ruffles and straight it
- Remake the bed with a clean mattress pad, linens, and bedspread

Task 2: Dusting of high places or hard to reach areas.

- Using an extended feather duster, dust where the wall meets the ceiling. Use of a stepladder is recommended here
- With at the most care dust the smoke detectors, sprinklers and any wifi routers
- Dust and wipe the tops of almirah, frames of paintings, curtain holders etc.
- Dust light shades and clean with a damp cloth if needed
- Dust and wipe all AC vents, curtain holders and top of doors
- Clean everything else above the head level

Task 3: Clean window glass, grills and draperies.

- Use a scrubber and window cleaner to clean grease marks, fingers print and hard dirt from window panels
- If there is any dirt outside the sealed glass, report the same to the maintenance team
- Clean window glass from the top to down with a window wiper
- Wipe all window frames with a damp cloth
- Clean the window track thoroughly
- Remove draperies that need professional dry cleaning from drapery rods
- Label draperies by room number and send them to be laundry for dry cleaning
- Inspect and clean pulls, hooks and rods
- Place hooks in saleable bags to make sure they are not lost

Task 4: Cleaning walls, carpets and doors.

- Use a mild solution or all-purpose cleaner on a so sponge and clean gently
- Do not spray the cleaning solution directly onto the wall but spray the sponge instead
- Work from the boom up to avoid streaks, and work clockwise around the room
- Stains or marks that cannot be removed should be reported to the maintenance
- Dry all wiped surfaces with a clean white cloth
- Clean anything hanging on the wall
- Wipe switch plates, phone plugs, and wall jacks
- Clean the closet walls and luggage racks
- Clean both sides of every door, including viewers, hinges, the frame, locks, and lock plates
- Work clockwise around the room to clean carpets and move large pieces of furniture
- Edge the carpets with a crevice tool or a broom

- Take care of carpet spots. Use standard removal techniques depending on the type of stain

Task 5: Cleaning TV and other electronics.

- Turn off the TV, as it is easier to spot the dirt on the black surface
- To clean the LCD screen, use a soft, clean, lint-free, dry cloth or a microfibre
- Never use cleaning fluids, wax, or chemicals to clean the LCD screen
- Wipe the frames of the TV with the same cloth
- Wipe the Speakers with a microfibre cloth
- Use a microfibre cloth to clean other electronic gadgets in the room

Task 6: Clean light shades and fire exit map.

- Remove the shade and use a damp cloth to thoroughly clean the extrude and shade
- Reposition the shade
- Remove and dust exit sign covers
- Wipe inside exit signs with a damp cloth
- Replace exit sign covers

Task 7: Clean furniture.

- Vacuum upholstery and Use a vacuum attachment to get tight spots
- Clean under cushions, and inspect and turn them
- Rub upholstery spots gently with a light fabric cleaner, then blot the area with a white cloth
- Check the manufacturer's directions before cleaning toom upholstery
- Always use an oil-based cleaner on wood furniture
- For laminated furniture, use an all-purpose cleaner
- Clean the backs of all furniture and dry them with a clean cloth
- Wipe inside drawers with a clean, dry cloth
- Report to maintenance if he/she finds any drawers that do not slide smoothly

Task 8: Clean bathroom.

- Remove the shower curtain and replace them if required
- Soak the hooks in soapy water and replace any broken hooks
- Clean the curtain rod and reposition a clean shower
- Scrub Tile and Grout and use grout cleaner and a grout brush to remove mould and mildew
- Remove any buildup from the shower, the tub, around the sink, the toilet, and the ceramic tile door
- Rinse all areas thoroughly; dry and polish with a dry cloth
- Wash the Bath Mats and brush the backside of the mat to remove any dirt.
- Remove dirt from the shower, the tub, around the sink and from the floor tile.

	Housekeeping Performed	Maintenance Performed
DOORS	<ul style="list-style-type: none"> Exterior washed/dusted Interior washed/dusted 	<ul style="list-style-type: none"> Peeling paint/other damage Does not open/unlock easily Does not close/lock securely Weather-stripping needs replacement Room numbers missing
BEDROOM	<ul style="list-style-type: none"> Floors vacuumed/cleaned Walls cleaned as required Ceiling cleaned as required 	<ul style="list-style-type: none"> Carpet has holes/cigarette burns The carpet requires a steam cleaning Walls damaged Walls require repainting Ceiling damaged Ceiling requires repainting
WINDOWS	<ul style="list-style-type: none"> Exterior washed Interior washed Sills cleaned/dusted Clean curtains/drapes 	<ul style="list-style-type: none"> Broken/missing, require replacement Torn/missing screens Curtains/drapes require mending
BEDDING/BEDS	<ul style="list-style-type: none"> Clean/fresh linens Clean/stain-free bedspread Hide-a-way bed linens checked 	<ul style="list-style-type: none"> Sagging – require replacement Bedspread requires mending The hide-a-way bed opens too easily
FURNITURE &	<ul style="list-style-type: none"> Furniture polished/dusted 	<ul style="list-style-type: none"> Excessive scratches on furniture
FURNISHINGS	<ul style="list-style-type: none"> Wastebasket/ashtrays emptied Sanitized glasses in place Missing hangers replaced Disposable items discarded Standard guest room amenities replenished Mirrors cleaned Phone disinfected and earpiece cleaned. Television dusted, including top and back Thermostat set per house policy Lampshades dusted Burnt out lights replaced Drapes correctly hung Disinfectant spray used 	<ul style="list-style-type: none"> Torn furniture upholstery Missing knobs on dresser/desk Mirror needs replacement TV needs adjustment/repairs Phone requires repairs Light switch/plate broken Wall sockets not working Broken/missing lampshades Smoke detector not functional Thermostat not functional Air conditioning filters require cleaning
CHECK FOR GUEST BELONGINGS	<ul style="list-style-type: none"> Under bed Inside drawers Back of bathroom door Bathroom cabinets 	
ADDITIONAL	<ul style="list-style-type: none"> All woodwork Picture frames Shelf above clothes hangers 	
DUSTING PERFORMED	<ul style="list-style-type: none"> All ceiling/wall vent grills Cobwebs removed 	
BATHROOM	<ul style="list-style-type: none"> Tub/Shower cleaned & disinfected Tiles scrubbed Toilet cleaned & disinfected Sink cleaned & disinfected All chrome taps polished Inside of shower curtain wiped clean 	<ul style="list-style-type: none"> Door damaged Shower stall rusted Loose tiling around tub Leaking taps/faucets Loose toilet seat Toilet – mechanical problem
	<ul style="list-style-type: none"> Shower rod wiped clean Shelving wiped down Ceiling cleaned as required Walls cleaned as required Floors washed Fan vent grill free of dust accumulation Standard guest room amenities replenished Mirror cleaned Fresh towels and bathmat supplied Soap and shampoo provided Sufficient facial & toilet tissue provided 	<ul style="list-style-type: none"> Caulking around tub/fixtures deteriorating Noisy fan Fan not working Walls/ceiling needs painting Shower curtain needs replacement Loose floor tiling Mirror needs replacement Other:

Fig 8.1.3 Hotel Room cleaning and maintenance checklist

Room Occupancy/ Room Status Report :

This report shows the list of guests who have checked in the hotel with details such as the number of adults and children, number of nights, and housekeeping status.

This report is generated for the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms.

Room No.	Room Type	09:00 am	Remarks	02:00 pm	Remarks	TDS/P.M.
101	000					
102	000					
103	000					
104	DBL					
105	DBL					
106	000					
107	000					
108	DBL					
109	DBL					
110	DBL	VD				
201	DBL					
202	DBL					
203	DBL					
204	DBL					
205	DBL					
206	DBL					
207	TWN					
208	DBL					
209	TWN					
210	DBL					
211	TWN					
212	DBL					
213	DBL					
214	DBL					
215	DBL					
216	DBL					
301	TWN					
302	DBL					
303	DBL					
304	DBL					
305	DBL					
306	DBL					
307	DBL					
308	DBL					
309	DBL	000				
310	DBL					

VI – Vacant for Inspection
OD – Occupied Dirty
NCI – Newly Check-in Guest
DND – Do Not Disturb
000 – Out of Order

VC – Vacant Clean
VD – Vacant Dirty
OC – Occupied Clean
P – Sleep-Out
RS – Refuse Service

RT – Room Transfer
SR – Showroom
OS – Out of Service

Fig 8.1.7 Room Occupancy/Status Report

Hotel Maintenance Request

Room No. _____	Date: _____
Requested by: _____	Department: _____
Broken Item(s): <ul style="list-style-type: none"> <input type="checkbox"/> TV/Cable <input type="checkbox"/> Phone <input type="checkbox"/> Router/Internet <input type="checkbox"/> Mattress <input type="checkbox"/> Bedframe <input type="checkbox"/> Chair <input type="checkbox"/> Table <input type="checkbox"/> Fridge <input type="checkbox"/> Sink <input type="checkbox"/> Toilet <input type="checkbox"/> Shower <input type="checkbox"/> Light/Socket <input type="checkbox"/> 	Missing Item(s) <ul style="list-style-type: none"> <input type="checkbox"/> Light Bulb <input type="checkbox"/> Router/Wi-Fi Password <input type="checkbox"/> TV Remote <input type="checkbox"/> Shampoo/Conditioner <input type="checkbox"/> Soap <input type="checkbox"/> Shower Cap <input type="checkbox"/> Towels <input type="checkbox"/> Sheets <input type="checkbox"/> Ice Bucket <input type="checkbox"/> Hair Dryer <input type="checkbox"/> Iron <input type="checkbox"/> <input type="checkbox"/>
Description: _____	
Location: _____	
Priority Level: _____	Deadline: _____
Received by: _____	Assigned to: _____
Completed on: _____	Signature: _____
Notes: _____	

Fig 8.1.8 Hotel Maintenance Request

Hotel rules and regulation – a sample

Hotel rules are management policies or agreements between the guest and the hotel. Usually, these policies are mentioned on the guest registration card, which the guest signs at the time of check-in.

In addition, a copy of rules and regulations is also kept in all guest rooms for guests to read and understand the management policies. This can also include the local government policies, which have to be followed by the guest.

Hotel rules and management policies

In Order to make the stay as pleasant as possible, the Management requests the co-operation in observing the following as an agreement between the guest and the "Mention the Hotel Name" (from now on called 'Management') under which rooms are permitted to be used by the guest(s):-

1. Tariff

The tariff is for the room only and exclusive of any government taxes applicable. Meals and other services are available at extra cost. To know the room tariff, please contact the Duty Manager; guest registration forms must be signed on arrival.

2. Settlement of bills

Bills must be settled on presentation; personal cheques are not accepted.

3. organisation's lien on guest's luggage and belongings

In the case of default in payment of dues by a guest, the management shall have the lien on their luggage and belongings and be entitled to detain the same and sell or auction such property without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

4. Check-in

Please present the ID card, Passport or Temporary Residence Card upon Check-in. By Law, visitors and guests must present personal documents (Required ID proof and booking credentials) for hotel records. These documents will be returned upon departure.

5. Departure

Check out time is (mention the checkout time). Please inform the reception if one wishes to retain the room beyond this time. The extension will be given depending on the availability. If the room is available, a standard tariff will be charged. On failure of the guest to vacate the room on expiry or period, the management shall have the right to remove the guest and his/her belongings from the room occupied by the Guest.

6. Luggage storage

Subject to availability of the storage space, the guest can store luggage in the luggage room at the guest's sole risk of loss or damage from any cause; luggage may not be stored for over 30 days.

7. Guest's Belongings

Guests are particularly requested to lock the door of their rooms when going out going to bed. For the convenience of the Guest, electronic safety lockers are provided in the room to store any valuables.

The Management will not in any way whatsoever be responsible for any loss / or damage to the Guest's belongings or any other property from either the hotel room or the locker or any other part of the hotel for any cause whatsoever, including theft of pilferage.

8. Pets

Mention the policy for Pets (allowed or not- allowed) / (Allow us to make separate arrangements)

9. Hazardous goods

Bringing goods and storing of raw or exposed cinema films or any other article of a combustible or hazardous nature and prohibited goods and goods of objectionable nature is prohibited.

The Guest shall be solely liable and responsible to the management, its other guests, invitees visitors, agents and servants for all loss financial or otherwise and damage that may be caused by such articles or as a result of the guests' own negligence and non-observance of any / instructions.

Gambling, contraband, prostitution, weapons, explosives, flammable objects, poisons, drugs, animals and pungent food are strictly prohibited on hotel premises.

10. Damage to property

The guest will be held responsible for any loss or damage to the hotel property caused by their guests or any person for whom they are responsible.

11. Management's rights

It is agreed that the guest will respectably conduct him/ herself and will not cause any nuisance or annoyance within the hotel premise.

The Management has the right to request any guest to vacate his/her room or other areas of the hotel forthwith, Without previous notice and without assigning any reason whatsoever. The guest shall be bound to vacate when requested to do so. In case of default, the management can remove the Guest's luggage and belongings from the room occupied by him/her.

12. Relation between management and guest

Nothing hereinabove shall continue or be deemed to constitute or create any tenancy or sub-tenancy, or any other right to interact in the hotel premises or any part or portion thereof, in favour of any Guest or resident or visitor. The Management shall always be deemed incomplete and absolute possession of the clean premises.

13. Government rules and regulations and application of laws

Guest are requested to observe, abide by confirming to and be bound by all applicable acts and laws and Government rules and regulations in force from time to time.

14. Photographs and video

Using photographs and videos taken in hotels for commercial or public purposes. Those who do so will be subject to prosecution. The management reserves the right to add to, alter or amend any of the above terms, conditions and rules, which are a part and an abstract of the lodging act.

8.1.3 Trolley or Maid's Cart Setting

- Houseman/housemaid sets his trolley as standard, like bedsheets on one shelf, towels on another, and bathroom amenities in a separate drawer
- Maids cart can be compared as a giant toolbox; it should be stocked with all the required amenities to complete a shift room cleaning.
- The maid's cart should be spacious enough to carry all the required supplies for one shift's work.
- The cart should be lightweight, easy to clean and easily manoeuvrable.
- The cart has to be always well organized and well-stocked before starting each shift.
- A well-stocked maid's cart will avoid unnecessary trips to the floor pantry.
- The number of supplies loaded onto the cart depends upon the number of rooms types of rooms to be serviced on the assigned floor.
- The carts are generally stocked from the floor pantry.
- Never overstock or understock the cart: Overstocking will increase the risk of accidents or damage to the supplies. Whereas under stocking can slow down cleaning efficiency because of the regular trips to the floor pantry to collect the required items.
- Record the items loaded on the cart on the Room assignment sheet.
 - Few examples of supplies loaded on the maids' cart:
 - Shampoo
 - Moisturizer
 - Mouthwash
 - Foam bath
 - Sewing kit
 - Shower cap
 - Shoeshine
 - Detergent
 - Loofah
 - Disposal bag
 - Toilet rolls
 - Tissue box
 - Soapdish
 - Bath towel
 - Hand towel
 - Face towel
 - Bathmat
 - Bedspread
 - Pillow covers etc.
 - The cleaning supplies are kept in a separate hand caddy; a few items are stocked on the hand caddy.

- Toilet cleaning solution
 - Bowl brush
 - Toilet brush
 - All-purpose cleaner
 - Cleaning clothes
 - Rubber gloves
- On one end of the cart, there will be a bag for storing the dirty/soiled linens.
 - There will be a garbage bag in one corner of the maid's cart with a lid.
 - Once the shift is over, the maid's cart/maid's trolley will be moved back to the floor pantry, and all the shelves will be locked.

8.1.4 Pest Control

It is the management policy that pest control is carried out regularly. The Housekeeping Department has an overall responsibility to coordinate between the contractors and all departments.

Purpose: This policy aims to ensure that the Hotel premises are refrained from all pests, to ensure problem areas can be identified, and effective measures can be taken promptly and to ensure that the minimum disturbance is caused to the operation of the Hotel our guests.

Procedure: If any hotel staffs find pests such as cockroaches, ants, rats, spiders, flying insects etc., in any area of the Hotel, they should immediately report it to the Housekeeping Department.

Sample format of pest control logbook used by housekeeping department, details like date, time, and description of pest found, location, date of pest treatment by the contractor, completed date, accompanied by housekeeping staff in case occupied guest rooms, Signature.



Fig 8.1.9 Pest Control Checklist

Pest control sheet							
Date	Time	Description of the pest problem	Location of the pest found	Date of pest treatment appointment	Job completed on date	Staff accompanied	Signature

Fig 8.1.10 Pest Control

The housekeeping manager reviews the Pest Control Log Book weekly to ensure the proper treatment is complied with.

The housekeeping floor supervisor or the Housekeeping manager should coordinate with the pest control contractor for monthly schedule and urgent implementation arrangement of ad-hoc pest control.

The housekeeping Manager will advise another department of the schedule and the type of treatment used for pest control so that the necessary safety measure can be taken by the concerned department Eg. Covering food, cancelling table settings etc.

Pest control contractor will be guided and accompanied by Housekeeping staff for security and job performance control purposes.

Types of pest control service:

There are three essential treatments in controlling pests:

- Rodenticide Treatment (e.g. Laying of rat bait)
- Insecticide Treatment (e.g. Spraying of Insecticide)
- Flying Insects Control (e.g. Fumigation)

Areas covered:

All guest rooms

Guest floor pantries, pipe duct rooms and both stairways.

- Treatment – Spray plus laying and checking of rat bait
- Frequency – Every second month during daytime

Public areas

All public areas, corridors, loading bay, toilets, general store, male and female changing rooms, rubbish rooms, lobby and front desk, floor terracing areas, driveway, workshop and engineering areas.

- Treatment – Spray plus laying and checking of rat bait
- Frequency – Monthly during overnight

Kitchen and restaurants areas

All F&B outlets, i.e. All kitchens, staff canteen and restaurants.

- Treatment – Spray plus laying and checking of rat bait, fumigation
- Frequency – Monthly during the overnight

Hotel laundry operation & flow chart

The laundry department has a basic cycle of operation with the below steps:-

1. Collecting soiled linen

Housemaid and room boy should strip linens from beds and areas and put them onto the linen chute or the soiled linen carts stored on each floor pantry. Staff should never use any guest linen for any cleaning purpose.

The house boys should go for frequent rounds on each floor to collect the soiled linen from the linen chute or onto each floor pantry.

Supervisors should make sure that the soiled linens do not pile up on the floor pantry, which may cause different soil or damage as there are chances that people may walk on them.

2. Transport soiled linen to laundry department

The linens from the Laundry chutes and floor pantry are carried to the laundry department by trolley. The housemen should ensure that the laundry items are not dragged on the floor. This may further damage or soil the laundry.

3. Sorting of linen and uniforms

The laundry sorting area of the hotel should be large enough to buffer one day's worth of laundry. In addition, this sorting of laundry should not cause interference with other laundry activities.

Sort linen and uniforms according to their stains, size, type, colour etc.

4. Washing and dry cleaning

After the linens and uniforms are correctly sorted, the laundry staff collects the laundry batches and loads them to the washers. It is also an excellent process to constantly weigh the laundry items before loading them to the washers, this will ensure that the washers are not overloaded and help to run them in the optimum operating condition.

If required, the soiled linens are treated to remove stains before the washing process. To reduce operational costs nowadays, hotels use chemicals (bleaches, detergents, softeners etc.) while the washing process to remove stains instead of treating laundry items separately before washing.

5. Drying

After the washing cycle is completed, the washed items are dried on the dryer. The drying times and temperature vary considerably according to the type of linen/cloth.

Also, always the drying should be followed by a gradual cool-down process to prevent the hot linens from being damaged or wrinkled by the rapid cooling and healing process.

6. Folding of linen and uniforms

Even though many folding linens are automated, the hotels still do much folding by hand. While folding the linens, the laundry attendants should also look for any damages during the laundry process.



Fig 8.1.11 Laundry Operation Flow Chart

The folded items are then stored and stacked properly according to batches. The finished laundry items should rest for 24hrs as this will increase their life.

Lost and found procedures

- An item left behind by a guest either in the room or in the public area identified by any staff in the future under the notice of Housekeeping is termed as a “lost and found” item.
- There should be one dedicated location to receive lost and found items, whether in guestrooms, meeting rooms, public areas or restaurants
- The lost items must be secured in a locked closet or area with highly restricted access
- Employees are instructed to bring items to the lost and found area, receiving immediate attention valuables
- All items received are to be recorded in a lost and found register
- Regardless of whether it is valuable, non-valuable, or perishable, all items must be recorded on the Lost and found register
- Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.
- Valuable items like Jewellery, mobile, wallets, laptops, iPad etc., must be stored in a locker
- If the Property Management System (PMS) has auto trace functionality, then put a trace on the guest profile stating that a lost item is held with the housekeeping department
- Send an Email to the guest to notify the guest about the lost item (as per the hotel policy)
- When a guest calls the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call
- Once the item is sent to the guest/collected by the authorised guest, an appropriate entry is made on the system

Sample lost and found register

Lost and Found Register									
Sn No.	Date	Time Found	Area/Room Where item found	Item	Description	Found By	Address	Date	Signature

Fig 8.1.12 Lost and found register

The lost and found items are classified as follows:

- Valuable items
- Non-valuable items
- Perishable items

Valuable items:

- One separate Register is maintained for Valuable lost and found items. In addition, the items are kept in a Safe Deposit Locker
- Valuable items are kept for six months (as per the hotel policy)
- If there is no response from the guest, an auction is to be conducted

Non-valuable items:

- These category items are kept for three months in safe custody after making necessary entries
- If there is no response from the loser until then, these items will be disposed of. E.g., To be distributed to the finder

Perishable Items:

- Perishable nature lost and found items are kept for three days.
- In case of any query and need to keep further is to be done accordingly.

Tips

The lost and found items are classified as follows:

- Valuable items
- Non-valuable items
- Perishable items

Exercise

- Question 1.** The following items are mandatory and must be worn during each assignment.
- (A). Gloves
 - (B). Goggles
 - (C). Casual wear
 - (D). Facial Masks
- Question 2.** Directional cleaning is the term used to describe the cleaning process to perform each cleaning.
- (A). True
 - (B). False
- Question 3.** In commercial cleaning, the organisation is responsible for replenishing the clients' paper products.
- (A). True
 - (B). False
- Question 4.** If the toilet water does not drain, what does that indicate?
- (A). The drain is clogged
 - (B). The drain is plagued
 - (C). The drain is bagged
 - (D). The drain is closed
- Question 5.** The opposite of the dirty in terms of cleanliness is which of the following?
- (A). Tidy
 - (B). Messy
 - (C). Littered
 - (D). Soiled
- Question 6.** Which of the following are true concerning the housekeeping department?
- I. Check rooms and floors for safety concerns
 - II. Ensure guest room and emergency doors are shut
 - III. Close storerooms
 - IV. Participate in emergency and evacuation procedures.
- (A). Only I & 2
 - (B). Only 2 & 3
 - (C). Only 2, 3 & 4
 - (D). All, 1,2,3 & 4

- Question 7.** Which of these category items are kept for three months in safe custody after making necessary entries in the register?
- (A). Valuable items
 - (B). Non-valuable items
 - (C). Perishable Items
 - (D). None of the above
- Question 8.** What are two training methods staff can undertake to improve their knowledge, skills and attitude?
- I. Workshops
 - II. Training sessions
 - III. Qualifications and courses
 - IV. Mentoring programs
- (A). Only I & 2
 - (B). Only 2 & 3
 - (C). Only 2, 3 & 4
 - (D). All, 1,2,3 & 4
- Question 9.** Which tool is used to remove dust and hair from the floors prior to mopping?
- (A). Broom
 - (B). Vacuum
 - (C). Swifter
 - (D). Scrubbing Machine
- Question 10.** Which of the following option suggests the laying of rat bait?
- (A). Rodenticide treatment
 - (B). Insecticide treatment
 - (C). Pesticide treatment
 - (D). Fumigation

Notes



9. Maintain Effective Communication and Service Standard



Unit 9.1 - Communicate effectively with guests, colleagues, and superiors

Unit 9.2 - Employ appropriate expertise to promote professional etiquette

Unit 9.3 - Ways to show sensitisation towards different age groups, gender and persons with disabilities



Key Learning Outcomes

At the end of this module, participant will be able to:

1. State the importance of workplace professionalism, decorum, and ethical behaviour.
2. Illustrate the significance of keeping good hygiene and wearing the proper attire.
3. Describe the significance of good communication.
4. Illustrate why guest satisfaction and feedback are so important.
5. Outline the procedure and policy for constructively managing complaints and feedback.
6. List several methods for improving the guest experience.
7. Describe various methods for dealing with team members.
8. Discuss several methods for providing feedback to team members.
9. Explain why gender and age sensitivity are important.
10. Discuss the guests' exact gender and age requirements.
11. Disseminate information on the special requirements of people with disabilities.
12. Discuss the normal workplace policy for preventing sexual harassment.
13. Discuss how important guests' comments are to be submitted on time.

UNIT 9.1: Maintain Effective Communication and Service Standard

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss the importance of effective communication
2. Explain the importance of guest satisfaction and guest feedback
3. Outline the procedure of receiving feedback and complaints constructively
4. Describe various ways to handle guest complaints
5. Discuss different ways to improve the guest experience

9.1.1 Effective Communication

Communication is neither the transmission of a message nor the message itself.

The transmission of a message is not the same as the message itself. It is a two-way communication that begins with the receiver and ends with the sender. In business, communication must be successful. Therefore, management is all about communication.

The primary functions of management (planning, organizing, staffing, directing and controlling) cannot be performed well without effective communication.

Components of effective communication: It includes conviction, confidence and enthusiasm and listening

- **Conviction:** A conviction is something particular: a judgement of guilty in court and strong beliefs are both convictions. In the legal world, when a judge or jury convicts someone of a crime – finding them guilty – this is called conviction. This is because prosecutors try to get convictions, and defence attorneys prevent them. Also, convictions are beliefs – principles. An unshakable belief in something without a need for proof and evidence.
- **Confidence:** Confidence is a personal thing that is not the same for everyone. Different people have different confidence levels, but there are some signs of a confident person that can give insight into where confidence comes from. Even if he/she is not naturally confident, there are several ways one can build on the confidence over time.

Because it is so personal, confidence is a broad phrase that can be difficult to describe. However, most individuals consider confidence to mean having faith in the self, another person, or an idea. When someone is confident, they demonstrate that they believe in their abilities, talents, and personal power. Confidence may have a considerable impact on the day-to-day life as well as the capacity to accomplish the goals. The great thing about confidence is that there is no official way to test it; if one feels confident, he/she most likely is.

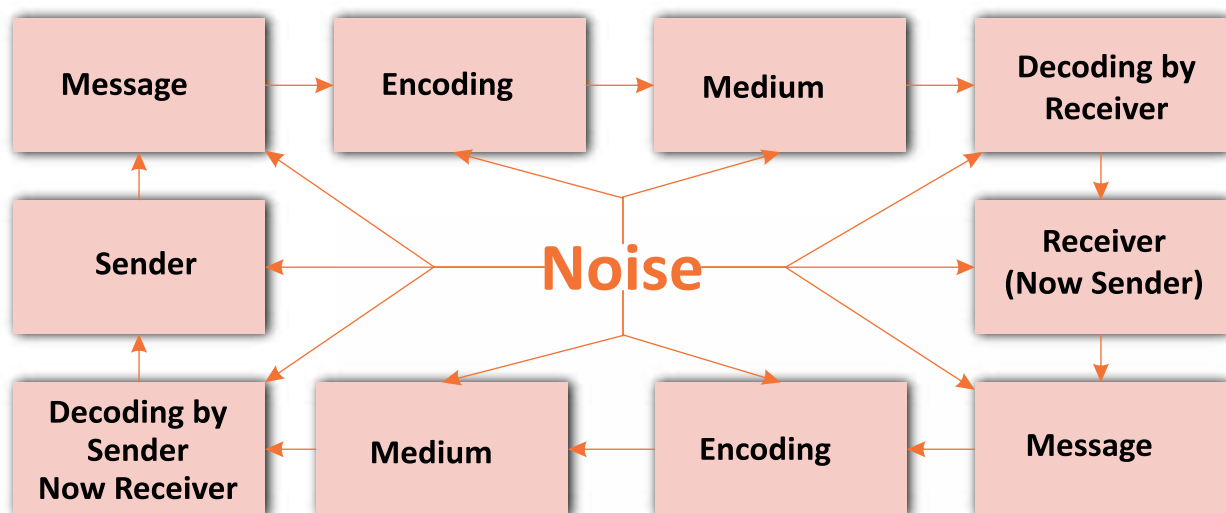
- **Enthusiasm:** Enthusiasm is a sensation of intense interest in a subject or activity, as well as a desire to participate in it. Strong feelings of excitement about something one likes or like that has piqued the curiosity. Something that elicits a strong sense of enthusiasm and active interest: a hobby that someone enjoys. Enthusiasm applies to lively or eager interest in or admiration for a proposal, cause, or activity.
- **Listening:** Hearing language through the ears is listening. Listening requires the identification of speech sounds and their transformation into words and sentences. Ears receive individual sounds (letters, stress, rhythm, and pauses) when the listening process occurs. Then, the brain converts these signals into meaningful messages.

Listening in any language requires focus and attention. It is a skill that some people need to work harder than others. People who have difficulty concentrating are typically poor listeners. Listening in a second language requires even greater focus. Like infants, listening skill is acquired by listening to individuals who already know the language.

This may or may not include native speakers. For practice, one can listen to live or recorded voices. The most important thing is to listen to various voices as often as possible.

- **Communication:** It is a process of exchanging verbal and non-verbal messages. It is a continuous process. A prerequisite of communication is a message. This message must be conveyed through some medium to the recipient. The recipient must understand this message in the same terms as intended by the sender. He must respond within a time frame. Thus, communication is a two-way process and is incomplete without feedback from the recipient to the sender on how well he understands the message

Transmission Phase



Feedback Phase

Fig 9.1.1 Communication process

The main components of the communication process are as follows:

- 1) **Context** - Communication is affected by the context in which it takes place. This context may be physical, social, chronological or cultural. Every communication proceeds with context. The sender chooses the message to communicate within a context.
- 2) **Sender / encoder** - A sender/encoder is a person who sends the message. A sender uses symbols (words or graphic or visual aids) to convey the message and produce the required response. For instance - a training manager conducting training for the new employees. The sender may be an individual, a group, or an organization. The views, background, approach, skills, competencies, and knowledge of the sender significantly impact the message. Therefore, the verbal and non-verbal symbols chosen are essential in ascertaining interpretation of the message by the recipient in the same terms as intended by the sender.
- 3) **Message** - Message is a critical idea that the sender wants to communicate. It is a sign that elicits the response of the recipient. The communication process begins with deciding about the message to be conveyed. It must be ensured that the main objective of the message is clear.
- 4) **Medium** - Medium is a means used to exchange/transmit the message. The sender must choose an appropriate medium for transmitting the message. Otherwise, the message might not be conveyed to the desired recipients. The appropriate communication medium is essential for making the message effective and correctly interpreted by the recipient. This choice of communication medium varies depending upon the features of communication. For instance, a written medium is chosen when a message has to be conveyed to a small group. In contrast, an oral medium is chosen when spontaneous feedback is required from the recipient as misunderstandings are cleared then and there.
- 5) **Recipient / Decoder** - Recipient/decoder is a person for whom the message is intended/ aimed/targeted. The degree to which the decoder understands the message depends on various factors such as knowledge of the recipient, their responsiveness to the message, and the reliance of the encoder on the decoder.
- 6) **Feedback** - Feedback is the main component of the communication process. It permits the sender to analyse the efficacy of the message. It helps the sender confirm the decoder's correct interpretation of the message. Feedback may be verbal (through words) or non-verbal (in the form of smiles, sighs, etc.). It may take written form also in the form of memos, reports, etc.

Listening is a significant part of the communication process. Communication cannot occur unless a message is heard and retained thoroughly and positively by the receivers/listeners. Listening is a dynamic process. "Listening means attentiveness and interest perceptible in the posture as well as expressions". Listening implies decoding (i.e., translating the symbols into meaning) and interpreting the messages correctly in the communication process.

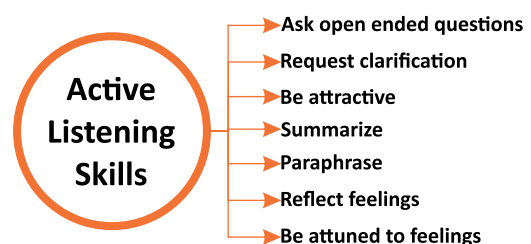


Fig 9.1.2 Components of active listening

Listening differs from hearing in the sense that:

- Hearing implies just perceiving the sounds while listening means understanding whatever one listens to. Therefore, both the body and mind are involved in the listening process
- Listening is an active process, while hearing is a passive activity
- Hearing is effortless, while listening requires conscious efforts, concentration, and interest. Listening involves both physical and psychological efforts

Effective listening requires both deliberate efforts and a keen mind. Effective listeners appreciate the flow of new ideas and information. Organizations that follow the principles of effective listening are always informed timely, updated with the changes and implementations, and are always out of a crisis. In addition, effective listening promotes organizational relationships, encourages product delivery and innovation, and helps organisations deal with the diversity in employees and guests it serves.

To improve the communication skills, he/she must learn to listen effectively. Effective listening gives him/her an advantage and makes one more impressed when speaking. It also boosts the performance.

Effective listening skills:

1. Discover the interests' field
2. Grasp and understand the matter/content
3. Remain calm. Do not lose the temper. Anger hampers and inhibits communication. Angry people jam their minds to the words of others



Fig 9.1.3 Active listening key skills

4. Be open to accepting new ideas and information
5. Jot down and take a note of important points
6. Work upon listening. Analyse and evaluate the speech in the spare time
7. Rephrase and summarise the speaker's ideas
8. Keep on asking questions. This demonstrates how well he/she understands the speaker's ideas and listen
9. Avoid distractions.
10. "Step into the shoes of others", i.e., put the self in the position of the speaker and observe things from his viewpoint. This will help create an atmosphere of mutual understanding and improve the exchange of ideas in the communication process.

Characteristics of good and effective listener:

Excellent and effective listener tries to give maximum thought to the speaker's ideas being communicated, leaving a minimum amount of time for mental exercises to go off track. A good listener:

1. **Is attentive** - Good listener must pay attention to the key points. He should be alert. He should avoid any kind of distraction.
2. **Do not assume** - A good listener does not ignore the information he considers unnecessary. He should always summarize the speaker's ideas so that there is no misunderstanding of the speaker's thoughts. He avoids premature judgments about the speaker's message.
3. **Listen for feelings and facts** - Good listener deliberately listens for the speaker's feelings. He concentrates totally on the facts. He evaluates the facts objectively. His listening is sympathetic, active and alert. He keenly observes the speaker's gestures, facial expressions, and body language. In short, a good listener should be projective (i.e. one who tries to understand the speaker's views) and empathic (i.e. one who concentrates not only on the surface meaning of the message but also tries to probe the feelings and emotions of the speaker).

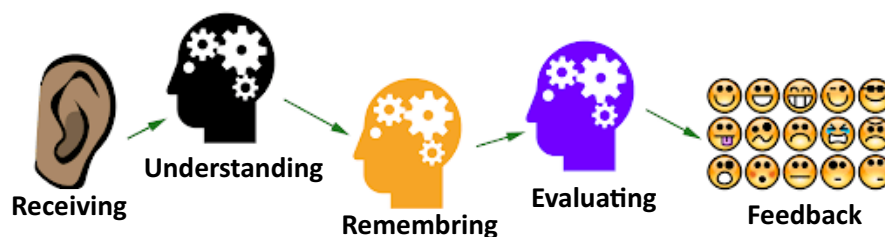


Fig 9.1.4 Effective listening process

4. **Concentrate on the other speakers kindly and generously** - A good listener makes deliberate efforts to give a chance to other speakers also to express their thoughts and views. He tries to learn from every speaker. He evaluates the speaker's ideas in his spare time. He focuses on the content of the speaker's message and not on the speaker's personality and looks.
5. **Opportunities** - A good listener tries to take benefit from the opportunities arising. He asks, "What is in it for me?"

To conclude, effective listening enhances communication quality. It makes all attentive. It encourages an optimistic attitude, healthy relations and more participation. It leads to better decision-making in an organization.

Effective listening is directly linked to our teamwork skills. It should be noted that "Listening occurs at a maximum efficiency rate of 25%, and it is remembered only about 50% of what is communicated in a ten-minute speech/lecture/communication."

Use of body language in communication: Kinesics or the study of body language must be understood by all. Whether an interview or a presentation, one must be aware of using body language effectively.

- 1) **Eye contact:** Always maintain eye contact with the audience. However, a person must ensure that he/she should not fix his gaze at one person for more than 5 seconds. Too much fluttering of eyes could indicate a lack of confidence. Staring at a person could be daunting and hence is not good.

2) **Hand shake:** While shaking hands, especially in a professional environment, the hand shake should be firm and not loose. An iron handshake [firm handshake] can indicate that a person is trying to dominate.

3) **Crossing the arms:** Crossing the arms could imply that he/she is not open to new ideas/opinion, especially when presenting. However, if the interviewer has his / her arms crossed in a one-on-one interview, the candidate could do the same.

4) **Sitting posture:** Leaning on a chair is not a good idea. One must sit upright though in a relaxed position. Sitting back in the chair implies a lack of interest or rejection.



Fig 9.1.5 Active listening elements

5) **Gesture:** Gesture refers to non-verbal communication that uses a part of the body with or without verbal communication. Gestures include facial expressions, nods [a sign of approval in most cultures], head bobbling/shaking.

6) **Facial expression:** The face best reflects what a person feels. More often than not, it is easy to recognize if a person is happy, sad, anxious, irritated, or excited. However, a person must control his / her facial expressions in a professional scenario.

E.g. If a presenter feels that his presentation is not going on very well, he/she should not show the sign of losing hope and instead try for greater involvement from the participants.



Fig 9.1.6 Facial expressions

9.1.2 Guest Satisfaction

Seven P's service industry and service gaps in this industry:

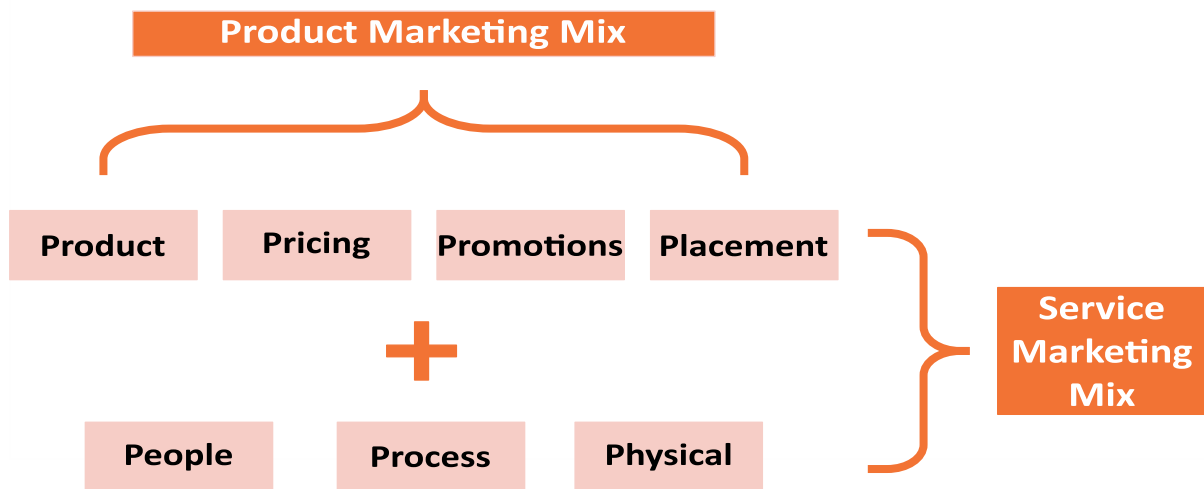


Fig 9.1.7 Product marketing mix

The first four elements in the services marketing mix are the same as those in the traditional marketing mix. However, given the unique nature of services, the implications are slightly different in the case of services.

- Product:** In the case of services, the 'product' is intangible, heterogeneous and perishable. Moreover, its production and consumption are inseparable. Hence, there is scope for customising the offering per guest requirements and the actual guest encounter, therefore assuming particular significance. However, too much customization would compromise the standard delivery of the service and adversely affect its quality. Hence particular care has to be taken in designing the service offering.
- People:** People are a defining factor in service delivery since a service is inseparable from the person providing it. Thus, a restaurant is known as much for its food as for the service provided by its staff. The same is true of banks and department stores. Consequently, guest service training for staff has become a top priority for many organizations today.
- Process:** The process of service delivery is crucial since it ensures that the same standard of service is repeatedly delivered to the guests. Therefore, most companies have a service blueprint that provides the details of the service delivery process, often going down to even defining the service script and the greeting phrases to be used by the service staff.
- Physical evidence:** Since services are intangible, most service providers strive to incorporate certain tangible elements into their offerings to enhance guest experience. Thus, hair salons have well-designed waiting areas, often with magazines and plush sofas for patrons to read and relax while they await their turn. Similarly, restaurants invest heavily in their interior design and decorations to offer guests a tangible and unique experience.
- Pricing:** Pricing of services is more challenging than the pricing of goods. While the latter can be priced efficiently by considering the raw material costs, in the case of services, attendant

costs - such as labour and overhead costs - also need to be factored in. Thus, a restaurant has to charge for the cost of the food served and calculate a price for the ambience provided. The final price for the service is then arrived at by including a mark up for an adequate profit margin.

- **Place:** Since service delivery is concurrent with its production and cannot be stored or transported, the location of the service product assumes importance. Service providers have to give particular thought to where the service would be provided. Thus, a fine dining restaurant is better located in a busy, upscale market than on the outskirts of a city. Similarly, a holiday resort is better situated in the countryside away from the rush and noise of a city.
- **Promotion:** Since a service offering can be easily replicated, promotion becomes crucial in differentiating a service offering in the consumer's mind. Thus, service providers offering similar services such as airlines or banks and insurance companies invest heavily in advertising their services. This is crucial in attracting guests in a segment where the services providers have nearly identical offerings.

9.1.3 Spot Guest Service Issues and Apologising to a Guest

Most patrons who experience bad, uncaring, unfair, or incompetent service want some combination of the following:

- **Validation** - Their complaint is heard, the establishment cares. At a fundamental level, a sincere personal apology by the waiter, floor manager, chef, general manager, or owner counts for a lot.
- **A fix** - They are probably still there; they want to save a lousy evening and make it a good evening. Do not lose that chance.
- **A make-up** - If he/she just ruined their anniversary dinner, date night, corporate pitch event or celebration, they want to try again. If he/she can make that happen even later, he/she is their friend forever.
- **Doing good** - One might have messed up with them, but they learned their lesson and will try better next time with other guests. They have participated in making the establishment a better place.
- **Recompense** - One burned a lot of their money; they want it back.
- **Revenge** - One screwed them; now they screw back.
- **The crazy** - Their complaint may or may not be valid, but they have now turned psycho and will pursue one to the end of the earth to ruin, the business, the family, etc. Let us have a look at the three new elements of the services marketing mix - people, process and physical evidence - unique to the marketing of services.

Resolve guest issue

When handling complaints, do the following:

- 1) Listen attentively

- 2) Try to understand the cause of the complaint
- 3) Apologise and promise to correct the situation
- 4) If the complaint concerns food, offer to exchange or substitute other food
- 5) Thank the guest for bringing the complaints to his attention so one can take care of them
- 6) If one cannot satisfy the guest, call the manager who will handle it
- 7) Report all complaints to the supervisor, no matter how trivial it is, so corrective action can be taken

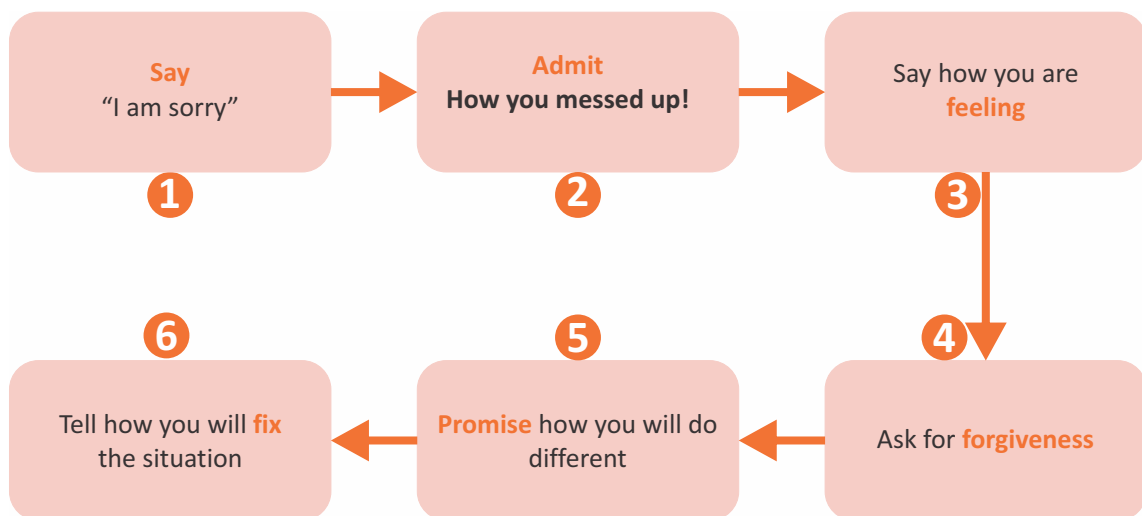


Fig 9.1.8 Apologising to a guest for service issues

9.1.4 How to Handle Guest Complaints

Virtually everyone working in the hospitality industry will have to deal with guest complaints at some point in their career. How they handle the complaint makes all the difference, whether as simple as getting the wrong drink, complaint at a hotel restaurant or a complaint related to housekeeping. First, listen to the guest's concern, be sympathetic and do whatever one can to fix the problem immediately. Next, train the employees not to blame or make excuses but just respond to the guest. Finally, take advantage of the experience to improve the products or service as necessary.

Steps

- Step 1** **Focus** - Focus the complete attention on the unhappy guest and allow him to express his complaint without interruption. Listen fully to what he is saying. If the situation is complex, jot down notes, so he knows someone is taking him seriously and being heard.
- Step 2** **Apologies** - Apologies to the guest for the problem; empathize with his situation and assure him that his complaint will immediately be addressed. This is not the time to worry about who is to blame or make excuses. Instead, remain calm and try to keep the situation from escalating.

Step 3 **Ask** - Ask the guest what one can do to resolve the problem. At a minimum, volunteer to replace cold food or a mistaken order immediately and make sure the kitchen staff understands the situation's urgency. If the guest's complaint is more involved or remains unhappy despite the efforts, offer to bring the manager to speak with him. Guests may feel better talking to someone "in charge" when they complain.

Step 4 **Extra efforts** - Make extra efforts to mend the situation. For example, offer a discount on that day's meal or a certificate for a future meal at the restaurant. Also, ask if there is anything else one can do to help the guest feel better about the situation.

Step 5 **Learn** - Learn from the situation. Guest complaints often identify specific service or process issues that need improvement. Implement changes as appropriate to prevent problem situations from recurring.

Be sure all employees are trained and aware of handling guest complaints, what types they are empowered to do themselves to address them and when they should request a manager's involvement.

9.1.5 Measure Guest Satisfaction by Their Feedback

Guest feedback is a marketing term that describes the process of obtaining a guest's opinion about a business, product or service.

A successful hotel knows how to keep guests coming back. That has best done by understanding the guests and giving them what they want.

How does the hotel start understanding its guests? One of the simplest and most common ways is through guest feedback.

In order to create a more successful hotel, several strategies for collecting guest feedback and making sense of that feedback are mentioned.

How to get feedback from the guests:-

- Ask them
- Be the guest
- Focus groups
- Questionnaires and surveys
- Usage statistics
- The front-line staff

Why guest feedback is important in business.

1. Guest feedback helps improve products and services
2. Guest feedback helps one measure guest satisfaction
3. Collecting guest feedback shows one values their opinions
4. Guest feedback helps one create the best guest experience
5. Guest feedback helps to improve guest retention
6. Guest feedback is a reliable source of information to another guest
7. Guest feedback gives one the data that helps taking business decisions

Guest Feedback Form

Guest Feedback Form			
Guest Details			
Name			
Address			
Phone		Email	
Are you a male or female? Male/Female			
Tick the appropriate age group that applies to you.			
15-25 <input type="checkbox"/>	26-35 <input type="checkbox"/>	36-60 <input type="checkbox"/>	66 & above <input type="checkbox"/>
Are you a first time or a regular guest (First time/Regular)			
Please rate the following questions using the scale below.			
Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	Satisfactory <input type="checkbox"/>	Poor <input type="checkbox"/>
Staff			
How attentive was our staff to the needs?			
Was the staff courteous to you?			
Was the staff efficient?			
Did our products/services meet the needs?			
Rate the overall ambience of the hotel?			
Would you need our services in the near future? Yes No			
What kind of services would you like to avail? (Technical/Support/Informational)			
Will you make a return visit?			
What is the overall experience at our hotel?			

Fig 9.1.9 Guest feedback form

UNIT 9.2: Employ Appropriate Expertise To Promote Professional Etiquette

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss the value and Ethics in Business
2. Describe the significant ethical principles to be followed for a successful business

9.2.1 Value and Ethics in Business

Values and ethics: In simple words, mean the principle or code of conduct that governs transactions, in this case, business transactions.

Business ethics: Is a broader term that includes many other sub ethics relevant to the field. For example, there are marketing ethics in HR for the Human resource department etc. . In addition, business ethics is a part of applied ethics; the latter takes care of ethical questions in the technical, social, legal and business ethics.

Importance of Ethics: Most of us would agree that ethics in practice makes sense; just having it carefully drafted and redrafted in books may not serve the purpose. It is desired for businesses, to be honest, pristine, and beneficial to society. For that to happen, organizations need to abide by ethics or the rule of law engage themselves in fair practices and competition, all of which will benefit the consumer, the society and the organization.

Basis for Comparison	Ethics	Values
Meaning	Ethics refers to the guidelines for conduct, that address question about morality.	Value is defined as the principles and ideals, that helps them in making judgement of what is more important.
What are they?	System of moral principles.	Stimuli for thinking.
Consistency	Uniform	Differs from person to person
Tells	What we want to do or achieve.	What is morally correct or incorrect, in the given situation.
Determines	Level of importance.	Extent of rightness or wrongness of our options.
What it does?	Constrains	Motivates

Fig 9.2.1 Value versus ethics



Fig 9.2.2 Business ethics

Primarily it is the individual, the consumer, the employee or the human social unit of the society who benefits from ethics.

In addition, ethics is important because of the following:

- 1) **Satisfying basic human needs:** Being fair, honest and ethical is a basic human need. Every employee desires to be such himself and work for an organization that is fair and ethical in its practices.

- 2) **Creating credibility:** An organization driven by moral values is respected in society even by those with no information about the working and the businesses or an organization. Infosys, for example, is perceived as an organization for good corporate governance and social responsibility initiatives.

This perception is held far and wide even by those who do not even know what business the organization is into.

- 4) **Uniting people and leadership:** An organization driven by values is revered by its employees also. They are the common thread that brings the employees and the decision-makers on a common platform.

This goes a long way in aligning behaviours within the organization towards achieving one common goal or mission.

- 5) **Improving decision making:** A man's destiny is the total of all the decisions that he/she takes in his life. The same holds for organizations. Values drive decisions. For example, an organization that does not value competition will be fierce in its operations, aiming to wipe out its competitors and establish a monopoly in the market.

- 6) **Long term gains:** Organizations guided by ethics and values are profitable in the long run, though they may seem to lose money in the short run.

Tata group, one of the largest business conglomerates in India, was seen on the verge of decline at the beginning of the 1990s, which soon turned out to be otherwise. The same organisation's Tata NANO car was predicted to fail and failed to do well, but the same is picking up fast now.

- 7) **Securing the society:** Often, ethics succeed in safeguarding society. However, unfortunately, the law machinery is often found acting as a mute spectator, unable to save society and the environment.

For instance, technology is advancing so rapidly that by the time the law regulates it, a newer technology with new threats has replaced the older one. Lawyers and lawsuits in the public interest may not greatly assist, but ethics can be.

Ethics tries to create a sense of right and wrong in organizations. Often, when the law fails, it is the ethics that may stop organizations from harming society or the environment.

Below is a list of some significant ethical principles to be followed for a successful business-

- 1) Protect the fundamental rights of the employees/workers.
- 2) Follow health, safety and environmental standards.
- 3) Continuously improve the products, operations and production facilities to optimize the resource consumption
- 4) Do not replicate the packaging style to mislead the consumers.
- 5) Indulge in truthful and reliable advertising.
- 6) Strictly adhere to the product safety standards.
- 7) Accept new ideas. Encourage feedback from both employees as well as guests.

- 8) Present factual information. Maintain accurate and true business records.
- 9) Treat everyone (employees, partners and guests) with respect and integrity.
- 10) The mission and vision of the hotel should be evident to it.
- 11) Do not get engaged in business relationships that lead to conflicts of interest. Discourage black marketing, corruption and hoarding.
- 12) Meet all the commitments and obligations timely.
- 13) Encourage free and open competition. Do not ruin competitors' image by fraudulent practices.
- 14) The policies and procedures of the hotel should be updated regularly.
- 15) Maintain confidentiality of personal data and proprietary records held by the hotel.
- 16) Do not accept child labour, forced labour, or other human rights abuses.

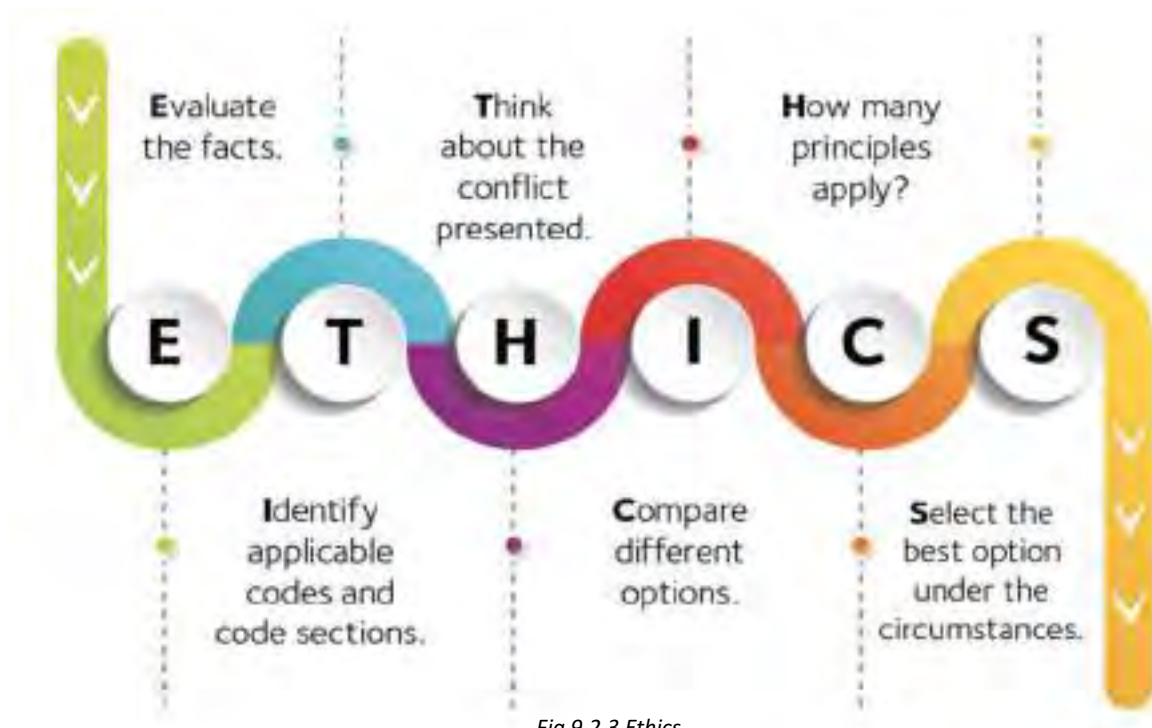


Fig 9.2.3 Ethics

The main aim of business ethics is to provide people with the means to deal with moral complications. Ethical decisions in a business have implications such as a satisfied workforce, high sales, low regulation cost, more guests and high goodwill.

Ethical decisions encourage confidence and impartiality, accountability and care for others. The ethical decision-making process distinguishes these circumstances and necessitates studying all available alternatives, disregarding unethical opinions and selecting the best ethical substitute. Decent decisions are both operative and ethical. In professional associations, good choices shape respect and trust and are usually reliable. Actual decisions are operative when they attain what they were made for. A

selection that produces inadvertent consequences is unproductive and therefore not upright. Making effective selections necessitates considering the various available options to reach the desired results. As a result, it is critical to comprehend the distinction between short-term and medium-to-long-term objectives. Making ethical decisions necessitates sensitivity to ethical issues and a process for assessing all of the factors that go into a decision. As a result, having a process or structure for making ethical decisions is critical. After a few repetitions of this procedure, the method becomes more reliable, making it easier to follow the procedures.



Fig 9.2.4 Business ethics and ethical decisions

Process for making ethical decisions and a route map

1. **Gather the facts** - Wait until all of the facts are in front of him/her before jumping to judgments. Use the 5 Whys method to ask self questions regarding the problem at hand. Facts are not always easy to come by, especially concerning matters of ethics. Some facts are not readily available or demonstrable. Also, make a note of the assumptions he/she has made.
2. **Define the ethical issue** -The ethical issue must be properly identified before solutions, or new strategies may be considered. Only the most essential ethical focal points should be addressed first if there are many ethical focal points.
3. **Determine who the stakeholders are** - Make a list of all stakeholders. Who are the main players in this scenario? Who are the secondary stakeholders, and what are their roles? Why are they so concerned about this issue?
4. **Determine the effects and outcomes** - Consider the positive and negative ramifications of the decision. What is the scope of these ramifications? Moreover, what are the chances that these outcomes will occur? Again, make a distinction between short-term and long-term effects.
5. **Consider character and honesty** - Consider what the community believes is the best action in this situation. For example, how would he/she feels if the decision was reported in the national press? What is the consensus? What role do the personality and character play in the decision he/she is about to make?
6. **Use the imagination to devise possible actions** - Are there any more options or options that have not been considered yet? For example, if a small quantity is being evaluated, try to devise other solutions or options.
7. **Choose the most ethical course of action** - Consider the implications, responsibilities, and character traits of each option. Which arguments are the best for justifying the decision?

UNIT 9.3: Sensitization Towards Different Age Groups, Gender and Persons with Disabilities

Unit Objectives

At the end of this module, participant will be able to:

1. Explain the importance of gender and age sensitivity
2. Discuss gender and age-specific requirements of the guests
3. Discuss the specific needs of People with Disabilities
4. Discuss the importance of reporting Sexual harassment at the workplace
5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors.

9.3.1 Discrimination

Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation. The human brain naturally puts things in categories to make sense of the world. For example, very young children quickly learn the difference between boys and girls. Nevertheless, our values in different categories are learned from our parents, peers, and observations about how the world works. Often, discrimination stems from fear and misunderstanding.

Discrimination has many shapes and forms. These range from hurtful comments about someone's race to objectionable actions to stereotyping people and how they behave, prejudice and even hatred directed at someone depending on where they are from, their colour, ethnicity, and what they do.

Furthermore, it is not just about abuse and harassment or intimidating behaviour; it is also about actions and attitudes. The critical thing to remember is that NO form of discrimination is suitable, even if meant as a joke. Sometimes, people say something unintentionally, not realising they are even discriminating.

Profession: India has many different job sectors, just like any other country. Each role is vital as we all need each other to complete our job. However, does everyone respect everyone equally?

Examples:

1. Some people look down on certain professions because they feel they are superior.
2. Some people change their behaviour to another after finding out their profession and the position.

Service provider vs consumer: "The guest is always right". Well, some people carry that statement too far and use it as an excuse to act superior unreasonably in any scenario in this relationship, making a scene in public.

Examples:

1. I am the guest, and you do what I tell you to do!

2. If you do not do what I say, I will report you to consumer protection!

Men vs women: India is a progressive nation. Even though men make up approximately 52% of the population and women approximately 48 %, women are encouraged to participate in all fields. As a result, one will find many women in influential positions within different industries and organisations. Nevertheless, unfortunately, there are still some common discriminatory phrases that can be heard!

Examples:

1. That slow driver in front of me must be a woman!
2. A woman's job is to stay at the home, cook and look after kids!

Race and nationality: India is a multicultural country with a diverse range of different nationalities. People from approximately 100 countries live in this lovely country. Furthermore, though, living together in a multicultural society, most people are tolerant and accepting of other races and nationalities, you can still find different forms of racial discrimination, intentionally and unintentionally.

Examples:

1. That person is driving so fast and so rashly. I am sure he is (nationality).
2. That land cruiser tailgating me on the highway must be (nationality)
3. That person must be (nationality) since he is so rude and misbehaved.

Religious belief: India is a secular country; however, this country does not discriminate based on religion. People are free to practice their religion, and there are different religious facilities. However, some specific individuals are biased and discriminate against others based on their religion.

Examples:

1. Some employers prefer not to hire people from specific group.
2. You are wrong; only my religion is right!
3. Why are you celebrating Christmas in India?

Disability and special needs

India believes in giving everyone the same opportunities, which is true of special needs people. India strives to make the country accessible for those with special needs. It has laws to ensure they are not discriminated against in the workplace. Nevertheless, you may still find some examples of discrimination against those with special needs.

Examples:

- Some employers may not offer a person with a disability a job because they feel the person may need extra attention or requirements
- Harassing someone based on his or her disability



Fig 9.3.1 Disability and special needs

9.3.2 Sex / Gender Discrimination

Sex or gender discrimination treats individuals differently in their employment because they are women or men. For instance, suppose someone was denied employment, fired, or otherwise harmed in the workplace due to his/her sex or gender. In such a case, she/he might have been the victim of sex or gender discrimination.

In everyday language and the law, the terms “gender” and “sex” are used interchangeably, but the two terms have different meanings. For example, social scientists use the term “sex” to refer to a person's biological or anatomical identity as male or female while reserving the term “gender” to collect characteristics that are culturally associated with maleness or femaleness. Discrimination is generally illegal regardless of whether it is based on sex, gender, or both sex and gender.

Here are some examples of potentially unlawful sex/gender discrimination that women, for example, may face:

- **Hiring/firing/promotions:** A female applies for a job for which she has experience and excellent qualifications, but she is not hired because some of the hotel's long-time clients are more comfortable dealing with men; she is told that she is laid off due to hotel cutbacks and reorganization, while men in the same job and with less seniority than her keep their jobs; she has worked for the hotel for several years, receiving good reviews and an employee-of-the-year award, yet each of the five times she has applied for promotions, the positions she applied for are instead filled by less qualified men.
- **Pay:** A female employee worked the way up from the position of cook's helper to chef. A male chef with similar training and work experience was recently hired, and she finds out that he will be paid more than her, she is a top salesperson for the hotel but are moved to a less desirable territory while a man with much lower sales is given the territory and client base, enabling him to make much more in commissions than she will make for several years.
- **Job classification:** A hotel employee who has worked there for four years and logs numerous overtime hours is a woman. After she returns from having a baby, she informs her employer that she will not be able to work as many hours as before. As a result, the position is changed to a lower level, and the pay is reduced. In contrast, male coworkers in comparable positions may reduce their overtime hours for personal reasons without repercussions to their positions or compensation.
- **Benefits:** The organisation's health insurance policy does not cover the spouse because it is assumed to have his benefits. In contrast, male coworkers have their wives covered by the policy. Because the husband is between jobs, you have to pay increased health benefits on his behalf that the coworkers do not pay for their wives.

If someone has experienced any of these at work, he/she may have been discriminated against. Sex or gender discrimination can accompany age, race, or disability discrimination. Pregnancy and sexual harassment are also sex discrimination.

9.3.3 Sexual Orientation Discrimination

The International day against homophobia, biphobia and transphobia was observed on May 17. It aims to coordinate international events that raise awareness of LGBT (Lesbian, Gay, Bisexual, and Transgender) rights violations and stimulate interest in LGBT rights work worldwide.

It is a day to say yes to inclusion, respect and support for the LGBTQIA+ {Lesbian, Gay, Bisexual, Transgender, Queer/Questioning (One's Sexual or Gender Identity), Intersex, and Asexual/Aromantic/Agender} community and create a world where everyone can feel safe and welcome.

Sexual orientation discrimination (also known as sexualism) is based on sexual orientation or sexual behaviour.

9.3.4 Terminology

- Sexual orientation:** It all depends on whom someone has found attractive and with whom one would like to have a relationship. The terms gay, lesbian, straight, bisexual, and asexual all refer to different sexual orientations
- Homosexuality:** Homosexuality is romantic attraction, sexual attraction, or sexual behaviour between the same sex or gender members. As a sexual orientation, homosexuality is "an enduring pattern of emotional, romantic, or sexual attractions" to people of the same sex.
- Coming out:** Coming out refers to the process that people who are LGBTQ go through as they work to accept their sexual orientation or gender identity and share that identity openly with other people. Coming out is a courageous thing to do, and it is incredibly personal and different for everyone. The emotions when coming out may range from scared and anxious to elated and relieved.
- Homophobia:** Homophobia encompasses a range of negative attitudes and feelings toward homosexuality or people identified or perceived as lesbian, gay, bisexual, or transgender (LGBT). Homophobic people may use mean language and name-calling when talking about lesbian and gay people.
- LGBTQIA+:** It is an evolving acronym that stands for lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual. Many other terms (non-binary and pansexual) that people use to describe their experiences of their gender, sexuality and physiological sex characteristics.
- PRIDE month:** Pride month is a month-long observance in celebration of lesbian, gay, bisexual, transgender, and queer people—and the history, culture, and contributions of these people and their communities. The LGBTQ+



Fig 9.3.2 Sexual orientation discrimination



Fig 9.3.3 PRIDE month

culture is thriving in India. Indians participate in Pride Day parades and celebrations despite the conservative atmosphere during Pride Month. Pride Month takes place every year in June.

9.3.5 Apparent Types of Discrimination

Discrimination happens all the time, online and in real-life and it creates spaces where people feel unsafe like they do not belong or cannot be themselves. Whether someone is part of the LGBTQIA+ community or not, but it is not a very nice world to live in due to prevailing challenges.

- Targeted attacks, bullying or harassment
- Physical threats
- Teasing someone about their gender, sexual preferences or partner (even if it seems playful)
- Excluding someone because of the gender or sexual identity
- Asking inappropriate or overly personal questions
- Any Action or behaviour that is intended to hurt or upset people.

If nothing else is done, reporting instances of mistreatment can put an immediate halt to the behaviour. It is the shared responsibility of everyone in the world, and everyone should rally behind efforts to make it a place where people from all walks of life may feel secure and accepted.

9.3.6 Gender Equality

Gender equality is when people of all genders have equal rights, responsibilities and opportunities. Gender equality prevents violence against women and girls. It is essential for economic prosperity. Societies that value women and men as equal are safer and healthier.

Gender equality is achieved when women, men, girls and boys have equal rights, conditions and opportunities and the power to shape their own lives and contribute to the development of society. It is a matter of equitable distribution of power, influence, and resources.

- Eliminate all forms of prejudice against women and girls over the world
- Eliminate all types of violence, including exploitation, against women and girls
- Put an end to all practices and traditions that may harm women's and girls' physical, mental, and sexual health
- Appreciate and value women's domestic work. Encourage women and girls to have equal access to the political, economic, and public spheres and equal opportunity to be heard



Fig 9.3.4 Say no to discrimination

- Women's rights to sexual and reproductive health must be protected
- Encourage policies and legislation that promote gender equality, such as providing women equal access to land and other kinds of property, financial services, inheritance, and natural resources

Accelerating progress and opportunities across India for every girl and every boy

Every kid has the right to fulfil their full potential. However, gender inequities in their lives and those who care for them make this impossible. Every day, girls and boys in India experience gender inequity in their homes and communities — in textbooks, movies, the media, and among the men and women who care for and support them.

In India, gender inequality leads to unequal opportunities. While it affects men and women, girls are statistically the most affected. Every kid has the right to fulfil their full potential. However, gender inequities in their lives and those who care for them make this impossible. Every day, girls and boys in India experience gender inequity in their homes and communities — in textbooks, movies, the media, and among the men and women who care for and support them.

In India, gender inequality leads to unequal opportunities. While it affects men and women, girls are statistically the most affected. Gender barriers continue to widen as girls and boys age, and they persist into adulthood, with barely a quarter of women working formal jobs.

Although some Indian women are worldwide leaders and influential voices in various sectors, patriarchal ideas, norms, traditions, and systems prevent most women and girls in India from fully exercising their rights. India would not be able to attain its full potential until both girls and boys were given equal assistance.

Girls endure hazards, abuses, and vulnerabilities just because they are female. Most of these dangers are tied to the daily economic, political, social, and cultural disadvantages girls face. This is especially true during times of crisis and disaster.

Girls are at risk of child marriage, adolescent pregnancy, child domestic labour, poor education and health, sexual abuse, exploitation, and violence due to gender discrimination and social norms and practices. Many of these expressions will persist unless girls are given greater value.

Tips

- **Sexual Orientation:** It is about who someone is attracted to and want to have relationships with. Sexual orientations include gay, lesbian, straight, bisexual, and asexual.
- **Homosexuality:** Homosexuality is romantic attraction, sexual attraction, or sexual behaviour between the same sex or gender members. As a sexual orientation, homosexuality is "an enduring pattern of emotional, romantic, or sexual attractions" to people of the same sex.
- **Coming Out:** Coming out refers to the process that people who are LGBTQ go through as they work to accept their sexual orientation or gender identity and share that identity openly with other people.
- Coming out is a courageous thing to do, and it is incredibly personal and different for everyone. The emotions when coming out may range from scared and anxious to elated and relieved.
- **Homophobia:** Homophobia encompasses a range of negative attitudes and feelings toward homosexuality or people identified or perceived as lesbian, gay, bisexual, or transgender (LGBT). Homophobic people may use mean language and name-calling when talking about lesbian and gay people.
- **LGBTIQA+:** It is an evolving acronym that stands for lesbian, gay, bisexual, transgender, intersex, queer/questioning, asexual. Many other terms (non-binary and pansexual) that people use to describe their experiences of their gender, sexuality and physiological sex characteristics.

Exercise

True False question.

- Question 1.** A good listener makes deliberate efforts to give a chance to other speakers also to express their thoughts and views.
- (A). True
(B). False

Select the best alternative from the given options (MCQs)

- Question 1.** Which among the given option is not a part of active listening?
- (A). Focus
(B). Respect
(C). Acknowledge
(D). Sympathy
- Question 2.** Utilitarianism comes under which of the following?
- (A). Ethical decision
(B). Listening skills
(C). Effective communication
(D). None of the above

- Question 3.** Focus the complete attention on the unhappy guest and allow the guest to express his complaint without which of the following?
- (A). Interruption
 - (B). Focus
 - (C). Attention
 - (D). Empathy
- Question 4.** How many Ps are there in “service marketing mix”?
- (A). 4
 - (B). 5
 - (C). 6
 - (D). 7
- Question 5.** A process of being fair to men and women is
- (A). Gender Intergration
 - (B). Gender Equity
 - (C). Gender Stereotypes
 - (D). Gender discrimination
- Question 6.** International Women’s Day is celebrated on:
- (A). February 14
 - (B). March 8
 - (C). May 12
 - (D). October 24
- Question 7.** Which of the following is the cause for gender inequality?
- (A). Poverty
 - (B). Illiteracy
 - (C). Patriarchy
 - (D). All of the above

Fill in the blanks questions

- Question 1.** Gender equality is achieved when _____ have equal rights, conditions and opportunities.
- (A). women, men, girls and boys
 - (B). women and boys
 - (C). men and girls
 - (D). girls and boys
- Question 2.** Homophobia encompasses a range of negative attitudes and feelings toward _____.
- (A). homosexuality
 - (B). women
 - (C). humans
 - (D). girls and boys

10. Organizational Confidentiality and Guest's Privacy



Unit 10.1 – Maintain the confidentiality of the organization

Unit 10.2 – Maintain the privacy of guest information



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Maintaining the confidentiality of the organization
2. Describe the privacy of guest information
3. Discuss Intellectual Property Rights (IPR) and Its Importance

UNIT 10.1: Maintain the Confidentiality of the Organization

Unit Objectives

At the end of this module, participant will be able to:

1. Explain the procedures to report the infringement of IPR to the concerned person

10.1.1 Intellectual Property Rights (IPR) and its Importance

Intellectual property (IP) refers to creations of the intellect for which a monopoly is assigned to designated owners by law.

Intellectual property rights (IPRs) are the protections granted to the creators of IP. They include trademarks, copyright, patents, industrial design rights, and in some jurisdictions, trade secrets.

Artistic works including music, literature, discoveries, inventions, words, phrases, symbols, and designs can all be protected as intellectual property.

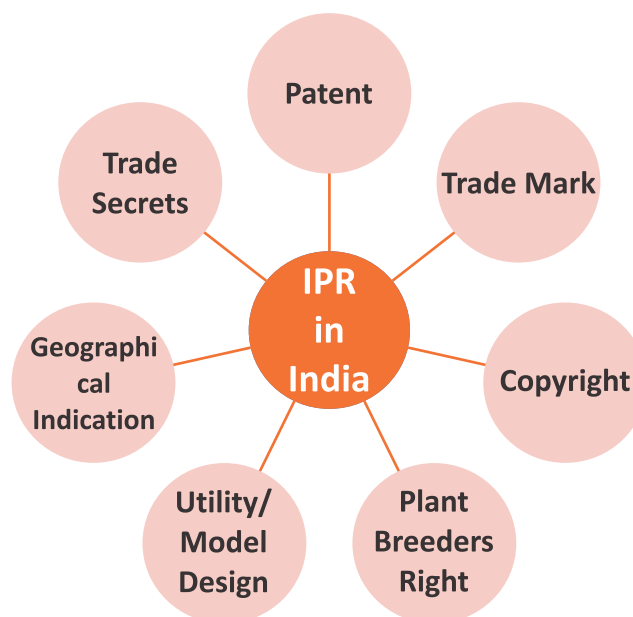


Fig 10.1.1 IPR

Why intellectual property rights?

Intellectual property rights were essentially recognized and accepted worldwide due to some fundamental reasons. Some of the reasons for accepting these rights are:

- To provide an incentive to the individual for new creations
- Providing due recognition to the creators and inventors
- Ensuring material reward for intellectual property
- Ensuring the availability of the genuine and original products

Intellectual Property (IP) contributes enormously to our national and state economies. Dozens of industries across our economy rely on the adequate enforcement of their patents, trademarks, and copyrights. At the same time, consumers use IP to ensure they are purchasing safe, guaranteed products. Therefore, it is believed IP rights are worth protecting domestically and abroad.

- Intellectual property creates and supports high-paying jobs
- Intellectual property drives economic growth and competitiveness
- Strong and enforced intellectual property rights protect consumers and families
- Intellectual property helps generate breakthrough solutions to global challenges
- Intellectual property rights encourage innovation and reward entrepreneurs

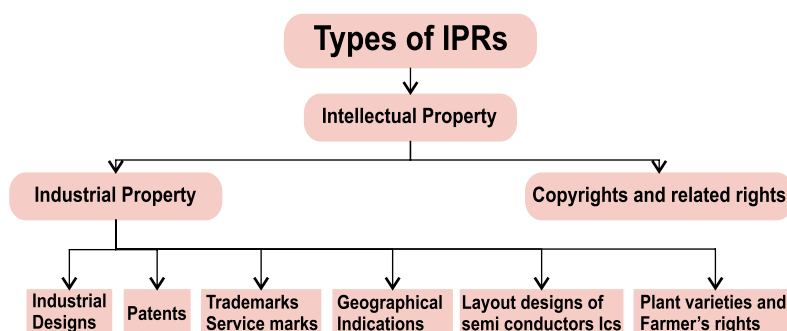


Fig 10.1.2 IPR types

Bringing these essential and diverse points together is that protecting IP is a non-partisan issue shared by a broad coalition of interests. These rights are embraced by all industry sectors—small, medium and large companies alike—and by labour organizations, consumer groups, and other trade associations put together.

Intellectual property rights include patents, copyright, industrial design rights, trademarks, plant variety rights, trade dress, and in some jurisdictions, trade secrets. There are also more specialized or derived varieties of sui generis exclusive rights, such as circuit design rights and supplementary protection certificates for pharmaceutical. The TRIPS agreement has harmonised Indian IP laws. The agreement included IPR protection minimums. Participating countries have a deadline to alter their laws to fulfil compliance standards.

- **Patents:-** A patent is a form of right granted by the government to an inventor, giving the owner the right to exclude others from making, using, selling, offering to sell, and importing an invention for a limited period, in exchange for the public disclosure of the invention. An invention is a solution to a specific technological problem, which may be a product or a process and generally has to fulfil three main requirements: it has to be new, not evident, and there needs to be an industrial applicability.
- **Copyright:-** A copyright gives the creator of an original work exclusive rights to it, usually for a limited time. Copyright may apply to a wide range of creative, intellectual, or artistic forms, or "works". Copyright does not cover ideas and information themselves, only the form or manner expressed.
- **Industrial design rights:-** An industrial design right (sometimes called "design right" or design patent) protects the visual design of objects that are not purely utilitarian. An industrial design consists of creating a shape, configuration or composition of pattern or

colour, or combination of pattern and colour in three-dimensional form containing aesthetic value. An industrial design can be a two- or three-dimensional pattern used to produce a product, industrial commodity or handicraft.

- **Plant varieties:** Plant breeders' rights or plant variety rights are the rights to use a new variety of a plant commercially. The variety must, amongst others, be novel and distinct. For registration, the evaluation of propagating material of the variety is examined.
- **Trademarks:-** A trademark is a recognizable sign, design or expression which distinguishes products or services of a particular trader from the similar products or services of other traders.
- **Trade dress:-** Trade dress is a legal term of art that generally refers to characteristics of the visual appearance of a product or its packaging (or even the design of a building) that signify the source of the product to consumers.
- **Trade secrets:-** A trade secret is a formula, practice, process, design, instrument, pattern, or compilation of information which is not generally known or reasonably ascertainable, by which a business can obtain an economic advantage over competitors or guests.

Copyright infringement is the use of works protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder, such as the right to reproduce, distribute, display, or perform the protected work or do derivative works. The copyright holder is typically the work's creator, publisher, or other business to whom copyright has been assigned. Copyright holders routinely invoke legal and technological measures to prevent and penalize copyright infringement.



Fig 10.1.3 Copyright infringement

Intellectual property can be violated: Violating intellectual property may happen accidentally or purposefully for some specific gain. Some of the most common violations are:

1. Breach of patent, trademark, or copyright rights
2. Copying of copyrights or trademarks
3. Misappropriating trade secrets

How is this done? Here are just a few examples:

By using a name, logo or product that has already been patented in order to profit by making others believe their product, name or logo is the same as the original one. By making copies of media (music, movies) without authorization and distributing them for profit. By manufacturing items according to what is spelled out in a patent without having a license from the owner to do so. By engaging in corporate spying to find out competitors' or others' secrets. By producing a good or service in the belief that these have been patented when in fact they have not been and they are actually copies of someone else's patent

What remedies can be included in an intellectual property dispute?

1. Confiscation of property that was used to create infringing products
2. Cease and desist orders in cases of unauthorized use of trademarks
3. Monetary damages to compensate for losses

UNIT 10.2: Maintain the Privacy of Guest Information

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss the usage, storage and disposal procedures of confidential information as per specification
2. Explain the significance of maintaining organizational confidentiality and guest privacy in the hospitality industry
3. Discuss the Intellectual Property issues and policies affecting the organization and guest privacy

10.2.1 Respect Guest's Copyright

Imagine that someone owns a small hotel or motel. One weekend, a group booking arrives and checks in. While taking their IDs and license-plate information, one discovers that they are visiting town to attend a political conference the following day. If someone is a conservative, imagine tea partiers or NRA members. If someone is a liberal, think of them as occupy wall street protesters or anti-war activists. Now imagine that an hour, a day, or two weeks later, a police officer shows up demanding to see all the information one collected from those guests. He has neither a warrant nor any evidence that the guests committed a crime. Should one be compelled to turn over their information as a hotel or motel owner?

At various times, the hotel/restaurant will be obliged to ask one as a guest, for information about someone and members of the family, such as:

- Contact details (for example, last name, first name, telephone number, email)
- Personal information (for example, date of birth, nationality)
- Information relating to the children (for example, first name, date of birth, age)
- The credit card number (for transaction and reservation purposes)
- The membership number for the hotels loyalty program or another partner program (for example, the airline loyalty program)
- The arrival and departure dates
- The preferences and interests (for example, smoking or non-smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests)
- The questions/comments during or following a stay in one of our establishments

The hospitality business provides food, accommodation, and entertainment to a wide range of guests. As a result, the hotel staff will be dealing with confidential patron information daily. They may learn things about them that should be kept secret. Although there are no explicit regulations governing confidentiality in the hotel industry, the hotel's contracts and rules should make it clear to the guests what level of privacy they can anticipate.

All information regarding the guest that the staff has heard, seen, or seen should be kept confidential.

Therefore, hotels must pay close attention to keeping their staff inconspicuous to secure their guest's privacy.

Failure to protect and secure sensitive information may result in the loss of business or clients. However, it also opens the door to confidential information utilised for illicit purposes such as fraud. Confidentiality is important since it aids in the development of trust.

Strategies to keep the hotel and the guests safe from a data breach

- Conducting security audits regularly
- Putting in place security measures
- Educating the hotel staff
- The hotel should be aware of with whom it is doing business.
- Securely destroying confidential information.

Usage, storage and disposal procedures of confidential information

Safeguarding financial information - Hospitality organisations routinely swipe guests' credit cards. As a result, other sensitive financial data may be obtained, such as a guest's bank account information. If the hotel mistakenly divulges this information, the hotel may be held legally accountable for these actions, resulting in expensive lawsuits. So the hotel will need to take precautions like password-protecting guest information and encrypting data sent across the hotel's network and common-sense measures like not repeating a guest's credit card number before another guest.

Technology glitches - Restaurants and hotels routinely provide wireless Internet access, but it might come with certain risks. Anyone can access the system if the connection is not password protected. Computer-savvy network users can even acquire access to another user's data without a password. Ensure that the hotel's guests are aware of the dangers and inform them of any specific actions the hotel has taken to protect the guests' privacy, such as encrypting data or utilising a secure connection.

Creating a clear policy - Guests can learn about the level of privacy they can expect from the hotel's confidentiality policy. It also creates staff rules, and a well-written policy might even shield the hotel from legal action. Make sure the guest confidentiality policies are straightforward to read and understand. If the hotel sells client data to a third party, inform guests ahead of time and consider including an opt-out option.

Contractual glitches - When a guest signs a contract with the hotel, it is no longer a proposition or a suggestion; it is legally binding. Suppose the hotel guarantees a guest a certain level of confidentiality. If the hotel fails to keep that promise, the hotel has broken the contract, and the hotel may be sued.

Confidentiality exceptions - Confidentiality is at a premium in hotels since people sleep, eat, and occasionally live there. According to the law, hotel guests have a "reasonable expectation of privacy" in hotel rooms.

It is also decisive to remember that, while the IP system can help firms compete more successfully, failing to respect the IP rights of others can be costly. As a result, it is critical to avoid using a trademark already registered by someone else, avoid utilising other people's materials, and avoid illegally accessing other firms' confidential information when choosing a brand.

Significance of maintaining organizational confidentiality and guest's privacy

- **Respect of the guest room privacy** – Respecting the guest room privacy is a hotelkeeper's fundamental duty in executing the guest's privacy protection. It also includes a guest's right to enjoy the room without interference, undesirable guests, and hotel staff intrusion.
- **Registration of the guest under the false name** – Even though the guest in all laws, by the registration, must report his actual personal data (name, address), sometimes it is necessary, for the protection of guest privacy, to allow the guest's registration under the false name.
- **Non-receiving certain guests or persons** – For the protection of guest's privacy, the hotelkeeper has the right not to accept or expel some guests or persons from the hotel. The same duty applies to:
 - I. Not allowing the person to enter the guest room without the guest's consent
 - II. Not accepting or expelling guests who might disturb the privacy of other guests.
- **Discretion of the hotel staff** – The hotel staff can most often breach the privacy of hotel guests. Therefore, the discretion of the hotel-keepers staff, in the context of the guest's privacy protection, is a special hotelkeeper's obligation. It consists of:
 - I. careful entrance of the hotel staff into the guest room,
 - II. prohibiting disclosure of information or data about the guest, and
 - III. keeping the guest's secrets.
- **The intrusion of staff in the guest room** – The hardest violations of the guest's privacy are the intrusions of staff into the room. Preventing such intrusions using tags indicating that the guest is in the room and does not want to be disturbed represents common practice worldwide.
- **The release of persons in the guest room** – The hotelkeeper will violate the guest's privacy if he allows the entrance of any person without the guest's explicit permission into his room.
- **Recording, wiretapping or spying** – The hotelkeeper will violate the guest's privacy if he, in any way, makes unauthorized records, spies or wiretaps the guest in the hotel. Such violation of privacy is usually difficult to detect. When it is discovered, the guest feels very uncomfortable and frustrating.
- **Giving third parties information about the guest** – Giving third parties personal information (name, address, room number, credit card number) about a guest violates the guest's privacy. In addition, it exposes the hotel to non-proprietary harm liability.

The protection of guests' privacy is a recent development in tourist legislation. However, during the guest's stay, the hotelkeeper is obligated to preserve the guest's safety, amenity, comfort, reputation, and personality.

Tips

Intellectual property rights include patents, copyright, industrial design rights, trademarks, plant variety rights, trade dress, and in some jurisdictions, trade secrets. There are also more specialized or derived varieties of sui generis exclusive rights, such as circuit design rights (called mask work rights in the US) and supplementary protection certificates for pharmaceutical products (after the expiry of a patent protecting them) and database rights (in European law).

Exercise

True False type questions

- Question 1.** The hotelkeeper will violate the guest's privacy if he allows the entrance of any person without the guest's explicit permission into his room.
 (A). True
 (B). False
- Question 2.** An industrial design right is also called "design right" or design patent and it protects the visual design of objects that are not purely utilitarian.
 (A). True
 (B). False
- Question 3.** A trademark is a recognizable sign, design or expression that distinguishes products or services of a particular trader from the similar products or services of other traders.
 (A). True
 (B). False
- Question 4.** Enforcers of safety Rules are ineffective if they are not followed or enforced.
 (A). True
 (B). False

Select the best alternative from the given options (MCQs)

- Question 1.** What should absolutely be done while the guests are checking-in?
 (A) Ask personal questions
 (B) Tell them the story
 (C) Ask for tip
 (D) Ask for any requirement
- Question 2.** Which of the following things will ensure that guest are satisfied all the time?
 (A) Guest should be attended at every instance of their request.
 (B) Guest should be assisted on their every query.
 (C) When the Guest Service Associates (Front Office) do not want to interact with guests, they should ignore them.
 (D) Both A & B
- Question 3.** What must be insured in all of the invoices?
 (A) Everything is priced heavily
 (B) No discount is provided
 (C) Guest signature is present
 (D) All of the above

- Question 4.** HRACC stand for
- (A) Hostel and Reservation Association Classification Counter
 - (B) Hotel and Reservation Association Classification Counter
 - (C) Hostel and Restaurant Association Classification Committee
 - (D) Hotel and Restaurant Approval Classification Committee

Fill in the blanks questions

- Question 1.** A computer-savvy network user can access another user's data even without a -----
- (A). password
 - (B). code
 - (C). knowledge of technology
 - (D). All of the above

- Question 2.** ----- is the use of works protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder, such as the right to reproduce, distribute, display, or perform the protected work or do derivative works.
- (A). Trade marks
 - (B). Trade secrets
 - (C). Knowledge
 - (D). Copyright infringement

Notes



Scan the QR codes to watch the related videos



[Intellectual Property Rights \(IPR\)](#)



[Copyright Infringement](#)

11. Basic Health and Safety Standard



Unit 11.1 - Maintain health, hygiene, and safety practices at the workplace

Unit 11.2 - Apply precautionary health measures

Unit 11.3 - Employ effective waste management



Key Learning Outcomes

At the end of this module, participant will be able to:

1. Maintain health, hygiene, and safety practices at the workplace
2. Apply precautionary health measures
3. Employ effective waste management

UNIT 11.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

Unit Objectives

At the end of this module, participant will be able to:

1. Discuss the concept and importance of personal and workplace hygiene
2. Discuss best practices to maintain personal hygiene
3. Explain the ways to clean and sanitize the workplace and related equipment

Hygiene is an important aspect of any person's existence. The value of hygiene is best understood because hygiene is advocated in practically every religion on the planet. On the other hand, the advantages of hygiene are not confined to a person's physical structure; it also impacts some psychological behaviours. For example, it creates self-confidence, boosts morale, and uplifts self-esteem.



Fig 11.1.1 A hygienic premises

Hygiene is an important aspect of any person's existence. The value of hygiene is best understood because hygiene is advocated in practically every religion on the planet. On the other hand, the advantages of hygiene are not confined to a person's physical structure; it also impacts some psychological behaviours. It instils self-assurance, raises morale, and improves a person's self-esteem, for example.

11.1.1 Importance of Personal and Workplace Hygiene

The importance of cleanliness and personal hygiene cannot be overstated. Cleanliness and personal cleanliness are usually emphasised in firm workplace standards. Employees represent the hotel for which they work; thus, dressing professionally is not enough. Professionals need to exhibit other traits, such as flawless hygiene. Not just for the sake of its name but also for the health and safety of its guests, guests, and employees, every workplace must be clean. Implementing cleanliness regulations that all parties must follow is one of the best strategies to ensure excellent workplace hygiene. In addition, workplace hygiene is critical since it backs to a healthy labour force. Happy and productive personnel is in well-being. Employees are less prone to become unwell in a healthy environment.

11.1.2 Why is Personal and Workplace Hygiene Important?



Fig 11.1.2 Personal hygiene

Every stakeholder stays happier

The work environment has a significant impact on an employee's job happiness. Happy and fulfilled workers are more productive and motivated to accomplish their tasks well. People do not change employment if they are happy with their current job. Instead, they stick with a hotel that treats them well, resulting in lower employee turnover. Keeping the office tidy is one approach to keep the employees interested in staying. Here are some basic duties that will assure everyone's comfort at work:

- Clean the windows regularly to let the natural light in
- Regularly empty the trash cans
- Clean washrooms regularly

- Scent rooms with a light air freshener at regular intervals
- Clean the windows regularly to allow natural light in, empty the trash cans regularly
- Clean the washrooms regularly, scent rooms with a light air freshener at regular intervals;
- Ensure that the workplace washrooms are deep cleaned on occasion.

**Managed Washroom Services****Odour Control****Intensive Biological Treatment***Fig 11.1.3 Hygiene-1*

Hotel's Image Improves

Employees are not the only ones who roam the corridors. Clients, vendors, and investors have all been known to drop by. The last thing someone wants is for them to be turned off by a cluttered, disorganised, and unclean office. "First impressions are lasting impressions," as the adage goes, and poor workplace hygiene can give the hotel a lousy first image. Not to mention the fact that language travels at the speed of light. If a client or supplier notices that the workplace is disorganised, they are unlikely to take someone seriously. Make sure that the cleanliness and hygiene of the workplace reflect the hotel's basic values and that people only have wonderful things to say about it. On the other side, if the workplace is unsanitary, a key guest may become ill, causing even more trouble for the hotel's image.

**Hand Hygiene****Washroom Sanitisers****Urinal or WC Deep Clean***Fig 11.1.4 Hygiene-2*

Every stakeholder stays healthier

Employee absenteeism rises in an unsanitary workplace, costing the hotel a significant amount of money. Expect more and more employees to call in sick if the hotel has poor sanitation. One may prevent hazardous viruses and bacteria from spreading across the office, provide a safe and healthy work setting, and decrease health risks for everybody by implementing basic work hygiene. This includes ensuring that sanitary washrooms have hand-washing stations, supplies, and feminine hygiene units.

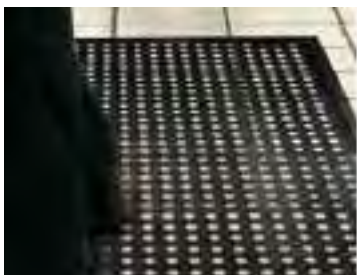
One will, prevent bacteria and viruses from spreading

Maintaining basic cleanliness standards in the office will assist in reducing the transmission of disease-carrying germs and viruses that can thrive in common facilities like office kitchens and washrooms.

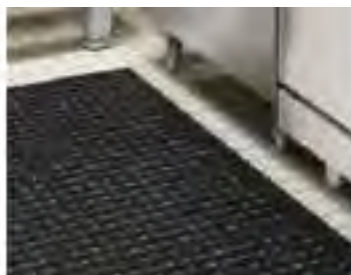
Apart from establishing cleaning standards for everybody to follow, it is also a decent idea to educate everybody on keeping the office clean and treating shared facilities with respect. Many workers are unaware that their workstations are frequent bacteria and germs, particularly their desks. A typical office desk has 400 times the germs as a toilet seat! Assist them in maintaining a sanitary work environment at all times. An unsanitary workplace full of microorganisms implies that everyone in the office is at risk of contracting a sickness. They can also share it with their families and friends. It can even cause a mini-epidemic if dealing with a highly contagious condition.

Personal and workplace hygiene reduces slips, trips and falls

Suppose the workplace is being cleaned regularly. In that case, there is a very slim chance of accidents occurring, resulting in employees getting injured. However, a filthy office increases the chance of accidents such as slips, trips, and falls. To prevent injuries, ensure the workplace floors are cleaned regularly. In addition, appropriate mats are provided in locations where slips, trips, and falls are most probable.



Anti Fatigue Mats



Dust Area Mats



Dust Control Mats

Fig 11.1.5 Different types of mats

- **Wet-area mats** - These will reduce slipping incidents by containing the liquid beneath them and acting as a barrier between the slippery floor and feet.
- **Anti-fatigue mats** - These deliver a healthier surface for standing for the employees. This means that standing for extended periods will be less taxing on their legs, joints, and back. As a result, kids will be less exhausted and less prone to injure themselves. Fatigued individuals are more likely to trip and fall.
- **Dust control mats** - These reduce the quantity of dust, filth and germs brought in from the outdoor. In addition, a good mat helps by not allowing dust and dirt to turn the entrance into a slippery area.

Best practices to maintain personal hygiene

The method one cares for the body is referred to as personal hygiene. This regimen includes bathing, hand washing, teeth brushing, and other hygiene practices. Every day, millions of bacteria and viruses from the outside world come into touch with everyone. They can cling to the skin for a long time and, in some cases, make him/her unwell. Personal hygiene habits can help him/her and others around stay healthy. They can also make someone feel more confident.

Toilet hygiene

Wash the hands after using the bathroom. First, scrub with soap for 20 to 30 seconds, getting between

the fingers, behind the hands, and under the nails. Then, after rinsing with warm water, wipe with a clean towel to dry. One can use an alcohol-based hand sanitiser instead of running water or soap if one does not have either. Choose one with a minimum of 60% alcohol content.

Shower hygiene

Showering regularly is a personal choice. However, the mainstream of people will benefit from a rinse every other day. Showering with soap cleans the skin by removing dead skin cells, bacteria, and oils. Hair should be washed twice a week at the very least. Shampooing the hair and scalp removes build-up and protects the skin from irritants like oily residues.

Nail hygiene

Trim the nails frequently to keep them short and clean. Then, brush under them with a nail brush or washcloth to rinse away build-up, dirt, and germs. Tidying the nails helps one prevent spreading germs into the mouth and other body openings. One should also avoid biting the nails.

Teeth hygiene

Good dental hygiene is about more than just pearly white teeth. Caring for the teeth and gums is a smart way to prevent gum diseases and cavities. Brush at least twice a day for 2 minutes. Aim to brush after one wakes up and before bed. If one can, brush after every meal, too. Floss between the teeth daily, and ask the dentist about using an antibacterial mouthwash. These two steps can help prevent tooth decay and eliminate pockets where bacteria and germs can build up.

Sickness hygiene

If one is not feeling well, one should keep spreading germs to others. This comprises covering the mouth and nose when sneezing, wiping down shared surfaces with an antibacterial wipe, and not sharing gears or electronics. Also, throw away any filthy tissues right away.

Hands hygiene

Germs on the hands are easily communicated to the body through the mouth, nose, eyes, and ears. Hand-washing instructions:

- Before one eats, when one handled food
- Whenever one handles garbage when one sneezes or if one comes into contact with an animal

After changing a baby's diaper, assisting with personal hygiene, or cleaning a cut or wound, wash the hands.



Fig 11.1.6 Ways of hygiene

11.1.3 Personal Hygiene and Grooming Standards

Personal hygiene - Personal hygiene can be defined as the practice of keeping one's external body clean and groomed. Failure to maintain a high level of hygiene can have various consequences. Not only is there a higher chance of contracting an infection or illness, but there are also several social and psychological consequences.

(A). Bathing

Shower with warm water and soap every day. When the weather is warm, one might consider showering twice a day. Bathing daily is indispensable for optimal personal hygiene because:

- Bathing with soap and warm water daily helps avoid body odour by killing the bacteria that create it
- Athletes' Feet skin infections can be prevented by gently cleaning and drying the afflicted regions daily
- Shampoo and condition the hair a minimum once a week to clean the scalp and avoid headlice
- Getting home after a long day or getting caught in a sudden downpour and taking a warm shower with soap helps remove any hazardous bacteria from the body

How to bathe correctly?

Bathing is rather a gentle approach to clean the body. However, it's important to make sure while having a bath the end result is a cleaner body in the shower.

Step to Take Bath Correctly

- Step 1.** Remove the soap and rinse well. This is an optional step, although some individuals prefer to take a quick shower before soaking in the tub to remove any filth.
- Step 2.** Give the tub a quick clean. Wipe clean the inside of the tub with a paper towel or cloth to remove any soap residue or stray hairs.
- Step 3.** Fill the tub halfway with water that is lukewarm or slightly warm. Excessively hot water will burn the skin, and even slightly too hot water will dry it out. With the hand, one may carefully examine the temperature of the water.
- Step 4.** Once in the tub, use a washcloth or a loofah to lather the body with soap. Make sure one does not over-exfoliate the skin. It is preferable to wash the skin first because it will become softer while one soaks and be more prone to over-exfoliation.
- Step 5.** When one takes a bath, one does not have to wash the hair every time. If one does decide to do so, be sure to shampoo the hair first, paying special attention to the nape of the neck and the scalp. Rinse out the soap with a cup of water or a showerhead attachment.

Step 6. Apply conditioner to the hair, paying specific attention to the ends. Rinse the hair with a cup of water or a showerhead attachment, finishing with a cool water rinse to seal the hair cuticles.

Step 7. When one is done with the bath, a towel dries the body and apply a moisturiser right away to seal in the moisture.

(B). Nails trimming

Nail grooming is a simple but crucial form of self-care. Short, well-kept nails are not only nice-looking, but they are also less likely to harbour dirt and bacteria, which can lead to infection. Furthermore, proper nail clipping techniques can aid in the prevention of frequent problems such as hangnails and ingrown toenails. Although nail cutting appears to be a simple process, there are a few procedures one should take to ensure a healthy trim. Dermatologists recommend the following steps for correctly trimming the nails:

- **Soften the nails.** After a bath or shower, the best time to cut the nails is right subsequently. If that is not probable, make softer the nails by soaking them in lukewarm water for a few minutes.
- **Gather the proper tools.** For fingernails, use a nail clipper, and for toenails, use a toenail clipper. Remember to disinfect the tools at least once a month. For example, to disinfect the nail clippers or scissors, immerse a tiny scrub brush in a 70 to 90 per cent isopropyl alcohol bowl and scrub them with the brush. After that, rinse the instruments in hot water and thoroughly dry them before storing them.
- **To trim the fingernails, cut just about straight across the nail.** Then, take a nail file/emery board to some extent around the corners of the nails, which will aid them to stay strong and avoid catching on dress or fixtures.
- **To decrease the chances of getting an ingrowing toenail.** Trim straight across when trimming/ cutting the toenails. Toenails grow at a much slower rate than fingernails, so one might find that one does not need to trim these nails very often.
- **Smooth jagged/irregular edges using a nail file/ emery board.** Always similarly file the nail, as filing back and forth can deteriorate the nails' strength.
- **Leave the cuticles alone.** Cuticles protect the nail root; thus, cutting or forcing them back is not recommended. It is simpler for bacteria and other germs to enter the body and create an infection when one trims or clips the cuticles. In addition, it can take longer for a nail infection to heal.



Fig 11.1.8 softening the nails

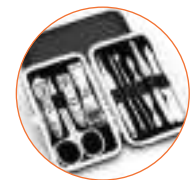


Fig 11.1.9 Gathering the tools



Fig 11.1.10 Trimming the Nails

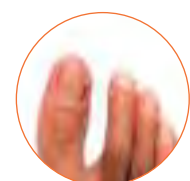


Fig 11.1.11 ingrowing toenail



Fig 11.1.12 Smoothen irregular edges



Fig 11.1.13 Taking care of cuticles

- **Moisturize after trimming/cutting** to help retain the nail's flexibility. This is particularly crucial when the air is dry, as dry nails are more prone to splitting.
- **Nails are an image of the overall health.** Consult a board-certified dermatologist if one observes a change in the nails' colour, texture, or form. While some changes are innocuous, others could indicate a disease or infection, such as melanoma or a nail fungus infection.



Fig 11.1.14 Moisturizing the nails



Fig 11.1.15 Nails Cleaning or Cutting

(C). Brushing teeth

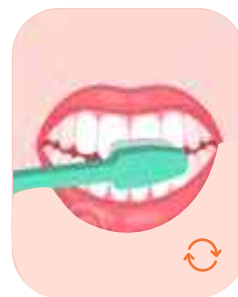
Brushing the teeth is most likely an activity everyone is already aware of how to do. After all, doesn't everyone learn how to wash their teeth when they are young? Nevertheless, one might be amazed to know that there are many misunderstandings about how to wash the teeth effectively. Some people may have been taught something incorrectly as children. In other circumstances, mistakes crept in overtime. Therefore, it is important to know how to wash the teeth properly in any event. The ten steps are listed below.



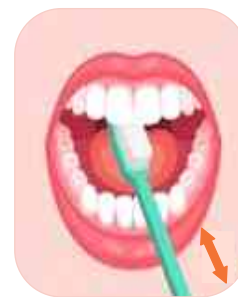
USE A SMALL AMOUNT OF TOOTH PASTE



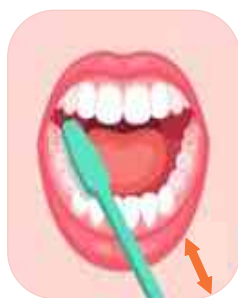
BRUSH THE OUTER SURFACE USING UP AND DOWN STROKES



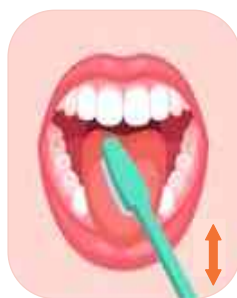
BRUSH THE OUTER SURFACE USING UP CIRCULAR MOTION



BRUSH THE OUTER SURFACE USING UP CIRCULAR MOTION



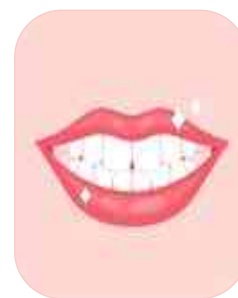
BRUSH THE CHEWING SURFACE USING BACK AND FORTH STROKES



BRUSH THE SURFACE OF the TONGUE



RINSE OUT THE MOUTH USING WATER



BRUSH THE TEETH TWICE A DAY

Fig 11.1.16 Oral hygiene

Steps

- Step 1. Use the right toothbrush** - A soft-bristled toothbrush is the safest option for most people. Medium and hard-bristled brushes may cause damage to the gums, root surface, and protective tooth enamel depending on how destructively one brush the teeth and the strength of the teeth. Natural bristle toothbrushes should not be used since they can harbour bacteria. A tiny brush head is required to reach all of the teeth. Select a toothbrush with a grip that is comfortable in the hand.
- Step 2. Replace old toothbrushes** - A perfect toothbrush will not last long. After only a few months of use, a toothbrush will need to be discarded. Keep an eye out for symptoms that the bristles are starting to fray. It is time to replace the toothbrush if the bristles are frayed and no longer stand up straight.
- Step 3. Brush twice a day** - Brushing once a day is far superior to not brushing at all, but twice a day is recommended. Food can turn into plaque in as little as eight hours, which means that brushing the teeth only once a day will result in much plaque on the teeth.
- Step 4. Use the Right Toothpaste** - One must use fluoride-containing toothpaste. Fluoride is a mineral that helps to eliminate plaque and improve tooth enamel. Toothpaste brands come in various flavours and features, such as whitening, desensitisation, and tartar control. Choose a brand that corresponds to the preferences.
- Step 5. Use the correct technique** - Apply a pea-sized amount of toothpaste first. Brushing the teeth in little circular motions rather than across them is recommended. Next, brush the front of the teeth at a 45° angle with the toothbrush. By extending the mouth wide and angling the toothbrush toward the gum line, one can clean the insides of the teeth.
- Step 6. Be gentle** - Brushing the teeth forcefully does not imply that one is cleaning the teeth better. Brushing too hard might harm tooth enamel and gums. Brushes that become worn out soon signify that one is cleaning the teeth too aggressively.
- Step 7. Brush for long enough** - Brushing the teeth too rapidly is a typical mistake, as it can be tedious. Instead, slowly work the way around the mouth, giving each area a minimum of ten seconds. Brushing the teeth ought to take about three minutes in total.
- Step 8. Brush the tongue** - Yes, the toothbrush has a purpose other than brushing the teeth. Bacteria that form on the tongue are difficult to get rid of. Brushing is required because mouthwash is ineffective. Brush the entire tongue with new toothpaste, reaching as far into the mouth as one feels comfortable.
- Step 9. Rinse the toothbrush** - The toothbrush will be covered in bacteria when one has finished brushing. If one does not clean the brush, the bacteria will be reintroduced the next time one washes the teeth. Leave it aside to dry after rinsing the toothbrush under the tap for a few seconds.
- Step 10. Use floss** - Flossing is the part of tooth care that is frequently overlooked. Commit sure that one does not make this error. Brushing the teeth is beneficial, but it cannot accomplish the job totally on its own. Small bits of food get lodged between the teeth, and the only way to get them out is to floss. In any case, once a day, floss between all of the teeth.

Brushing the teeth is necessary for good oral hygiene. However, tooth complications can be expensive as well as uncomfortable. In addition, brushing the teeth is the only means of getting rid of the germs that make up plaque, which can originate cavities and gum disease if left untreated. Because of the importance of teeth brushing, it is a good idea to double-check that one is brushing the teeth properly.

(E). Hand wash

How to appropriately wash the hands

What is the best technique to wash the hands? It is critical to keep hands clean in the current scenario with coronavirus (Covid-19) and now that flu season has returned. This process will take one back to the basics if one is unfamiliar with the 12 procedures to follow when hand washing!

Always remember that even if the hands appear to be clean, they might still harbour deadly pathogens. Therefore, washing hands is one of the utmost efficient strategies to avoid getting sick and transmitting germs to others.

It is critical to understand how often and when one should wash the hands. Hands should be washed with soap and water at all times:

- Before one leaves the house (to keep people safe from any bacteria one may have)
- When one arrives at the destination, have a look around (to get rid of nasty bacteria one could have picked up from public transport, etc.)
- It would help if one did this both before and after consuming or preparing food
- One should clean the house both before and after
- Cough or sneeze after one has blown the nose
- Cleaning cuts or wounds before and after
- After one has used the restroom
- After one has fed or handled a pet

How to wash your hands

The accurate way to wash the hands, according to the World Health Organization (WHO)



1 Wet hands with water



2 Apply enough hand wash/soap to cover the hands



3 Rub hands palm to palm



4 Lather between fingers



Fig 11.1.17 Hand washing Steps

11.1.4 Grooming

Grooming is the process of maintaining a nice, tidy, and clean appearance. The way one dresses and grooms sends a statement of confidence and intelligence. Personal grooming has become an important part of our everyday routine. A well-dressed person stands out from the crowd. Learn how to care for the skin properly and use makeup to enhance the appearance. Make a favourable impression in the social interactions by grooming the self properly. Personal grooming entails taking proper care of the body. Washing one's hands, brushing one's teeth, combing one's hair, clipping one's nails, shaving, wearing clean clothing, and showering are all necessary for one's health. Taking care of the body in a sanitary manner is what personal grooming entails. Washing hands, brushing teeth, combing hair, cutting nails, shaving, wearing clean clothing, and showering are crucial aspects of maintaining personal health.

Personal grooming habits - guideline on attire and personal grooming

(1). Corporate attire for men

(A). Shirts

- The shirt should be well washed and ironed
- Avoid wearing loud colours (any dark colour - e.g. black, dark blue, dark grey) to work' White/Light colour shirts with dark pants are preferable
- Do not wear casuals; this is open to interpretation - as what is casual for me, not casual for the other
- Shirt collar and cuffs should be buttoned at all times during office hours
- Ensure the shirt is tucked in neatly, giving a smart appearance. Loosely tucked in shirts give a very shabby appearance
- Never roll or push up the shirt sleeves during working hours

- Do not stuff the shirt pocket with bulky or heavy objects

(B). Trousers

- The trousers should be well washed and ironed
- Formal Navy blue/ Dark Brown / Black/ Grey trousers are allowed. Light coloured trousers are not considered formal attire
- They should be well-fitting and of an appropriate length - not too short so that socks can be seen when standing or too long so that they fall/fold over the shoes
- Do not stuff the trouser pockets with bulky or heavy objects

(C). Shoes

- Black leather shoes with laces are preferred. During monsoons, one could wear shoes of another material, but necessarily black and with laces
- Do not wear floaters or sneakers
- Keep the shoes well polished and clean at all times

(D). Socks

- Make sure they are of an appropriate length (more than 4 inches) from the ankle
- Take care not to reveal bare skin when one is sitting or bending
- One should wear clean socks every day. Make sure the socks do not smell
- Ensure that the elastic at the top of the socks is firm and not loose so that the sock falls down

(E). Tie

- Wearing the corporate tie is a must- when provided
- The tip of the tie should touch the top of the trouser waistband and should be adjusted to suit the height
- The tie should not be too short or long
- Ensure the collar button is closed when wearing a tie
- The tie should not be worn too loose or too tight
- People with wide necks can pull off a big knot, while those with slender necks look better with smaller knots
- The narrow blade of the tie should always be well secured behind the main blade

(F). Tying a tie

Tie-tying is a very simple task. It is right there in the name, to be sure. Nonetheless, is it possible to get it right? It is significant. Matching the proper knot with the right occasion and shirt collar is vital for a well-executed finishing touch. So, no, a fist-sized power knot is not going to look well with the slim-fit shirt and blazer. On the other hand, a flair man has more than one go-to knot. Fortunately, the three knots listed here can handle practically any sartorial situation.

Steps




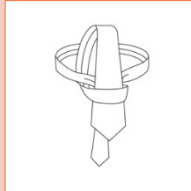


	<p>Step 1.</p> <p>Place the tie around the neck. Make sure the wide end is about 1/3 longer than the narrow end.</p>	<p>Step 2</p> <p>Cross the wide end over the narrow end.</p>	
	<p>Step 3</p> <p>Loop the wide end back underneath the narrow end.</p>	<p>Step 4</p> <p>Bring the wide end over the narrow end once more.</p>	
	<p>Step 5</p> <p>One will have to loop now to knot the tie with. Hold the front of the loop one has created with the index finger and thumb, and bring the wide end up behind through the neck loop.</p>	<p>Step 6</p> <p>Pass the wide end down through the loop in front. To tighten, pull the wide end of the tie downwards and slide the knot up towards the neck.</p>	

Fig 11.1.18 Tying a tie Steps

(G). Belt

- A black belt is an integral part of the corporate attire and must be worn every day
- The belt should always match the colour of the shoes
- The breadth of the belt must be 1 inch to 1.5 inches, and the buckle size should be 2 to 2.5 inches in length and 1.5 inches to 2 inches in breadth
- Ensure that the belt and buckle are of the right shape and size and not too dull, worn out or lacking in sheen

(2). Grooming and hygiene for men

(A). Hair

- The hair should always be neatly combed
- Avoid fancy hairstyles, long hair or straightened hair
- Hair colour/streaking is not recommended if necessary. should be in natural colours only (black or dark brown)
- Avoid excessive hair oil or use of hair sprays and gels with a strong odour
- The hair length should be appropriate -should not fall over the ears or the shirt collar

(B). Facial hair

- **Moustache:** Always keep the moustache neat and well-trimmed. The length must not extend past the corner of the mouth. The outline of the upper lip must be visible pencil trim, or any styles are not considered part of the professional dress code.

- **Beard:** One is expected to shave before coming to work every day. In case one requires maintaining a beard, make sure it is well-trimmed. For Sikhs, when using a net, make sure it is very fine and the colour matches the turban
- **Sideburns:** Always keep the length of the sideburns stopping between the top of the ear or up to the middle of the ear

(C). Hands and nails

- Hands and nails to be maintained clean at all times
- In case of dry hands. use a hand lotion
- Keep a hand cleanser / wet tissue
- Nails to be clean and trimmed regularly
- Nails on all fingers should not exceed 1 mm

(D). Accessories

Minimal accessories should be worn to ensure that they do not deviate from the attire or corporate image. Some suggestions to help one in selecting the accessories:

- **Chain:** if one wears a chain or pendant, make sure it is not visible. At most, one single chain is permitted (even if it is not visible)
- **Rings:** Wear not more than two rings. One on each hand. It could be a band with or without gemstones
- **Earrings/studs/other piercing:** Not allowed
- **Bangles/bracelets:** One may wear a single "Kada, or bracelets per religious customs.
- Avoid wearing flashy bracelets
- **Watches:** Watches should be simple and smart. Black leather or steel straps are recommended. Avoid large and flashy dials or watches of fancy colours and designs
- **Spectacles:** Spectacle frames should be formal and smart and suit the face cur. Avoid flashy or fashionable frames
- **Tattoos:** Strictly not permitted. If existing, it should not be visible

(3). Corporate attire for women

Women can choose between western and Indian attire

Western attire

(A). Shirt

- the shirt should be well washed and ironed
- Shirt collar and cuffs should be buttoned during office hours

- Never roll or push up the shirt sleeves
- The shirt should not be tucked in the trousers
- Wear shirts that fit right
- White / light colour full sleeve shirts are acceptable

(B). Trousers

- the trousers should be well washed and ironed
- Formal navy blue/dark brown/black/grey trousers are allowed
- Trousers should have a flat front and with side pockets
- They should be well-fitting and of an appropriate length - not too short, so that socks can be seen when standing or too long so that they fall/fold over the shoes

(C). Indian attire

- Saris should be worn with style and comfort. Sari should be well ironed and draped neatly
- Always pin up the sari so that one can carry out the work with ease
- The pallu should always be pleated over the shoulder and should never be left loose
- The length of the sari should be longer to show only the tip of the toes
- Do not use bright or chunky jewellery

(D). Salwar kameez

- The salwar kameez should be well ironed and stitched
- It should be of a comfortable fitting
- Simple salwars/churidars are recommended. Should also mention about dupattas - when they are supposed to be worn/not worn

(E). Dupatta

- Dupatta should be neatly folded and pinned across the shoulders

(F). Footwear

- Shoes should be black
- They should be well maintained and polished at all times
- Close-toed footwear is recommended to be worn with western attire and salwar kameez
- Open shoes/sandals may be worn with the sari
- Heels should be no lower than 1 inch and no higher than 2.5 inches, preferably block heels
- Avoid pointed-toe shoes, boots and high heels
- Stockings/ socks, if required to be worn, must be only of skin colour

(G). Accessories

- **Chain:** If anyone wears a chain/mangalsutra and pendant, make sure it is not visible. At most, one single chain is permitted. Avoid trendy necklaces containing large stones etc.
- **Earrings:** Earrings should be simple and small. Wear a single pair of earrings. Silver, gold or pearl studs are recommended. In the case of multiple piercing, only small studs are permitted. Long dangling earrings or matching colours are not permitted.
- **Rings:** Wear not more than two rings, one on each hand. It could be a band with or without gemstones. Rings should be simple in design and size. Avoid wearing artificial rings as it gives a casual appearance.
- **Bangles/bracelets:** Bangles look good only with saris or salwar-kameez_ Avoid wearing flashy bracelets or coloured bangles. Two bangles or one bracelet, in gold or silver as acceptable. Ensure the bangles/bracelets do not make noise.
- **Payals/anklets:** Maybe worn based on individual preference. payals and anklets go well with Indian attire and must not be worn in western attire. To be worn on both feet. They should not be heavy and jingling, or noisy.
- **Nose-ring:** Studs may be worn as per individual preference. One small and simple diamond or gold stud is permitted. Nose rings should not be flashy or attract too much attention.
- **Toe rings:** May be worn based on individual preference. It should not be flashy or fancy. To be worn only if necessary and not as a fashion statement.
- **Other piercing:** Not permitted
- **Spectacles:** Spectacle frames should be formal and smart and suit the face cut. Avoid flashy or fashionable frames. In case if wearing contact lenses, ensure they are comfortable. They do not cause any harm or irritation to the eyes. Coloured contact lenses are not permitted.
- **Tattoos:** Strictly not permitted. If existing, it should strictly not be visible.
- **Watches:** Watches should be simple and smart. Leather or steel straps are recommended. Avoid large and flashy dials or watches of fancy colours and designs.

(4). Grooming and hygiene for women**(A). Hair care and hair style**

- Neatly tied hair goes very well with any corporate attire
- For well-maintained hair, it is important to have it trimmed every six to eight weeks
- Long hair to be pulled back at all times - in a single plait
- Short hair to be neatly held back with clips and bands
- Hair should not be falling over the eyes and face
- Avoid using excessive hair oil or use of hair sprays and odour

(B). Hair colour

- Streaking and hair colouring is not recommended

- if required, colouring should be done in natural colours or at most one or two shades lighter/darker than the natural colour

(C). Hair accessories

- All hair accessories to be black only and small/ medium in size
- There are fancy or flashy accessories (clips, clamps, rubber bands) of different colours, sizes and designs not recommended
- Use of gajra / flowers in the hair is strictly not recommended

(D). Hands and nails

- Hands to be maintained clean
- In case of dry hands, keep hand lotion
- Keep a hand cleanser/wet tissue always
- Nails to be cleaned and trimmed regularly and painted.
- Long nails should not be more than 3 mm above the fingertip
- Long nails to be filed/shaped and painted at all times

(E). Makeup

- Basic makeup is a must for office wear
- Makeup should give a natural appearance. Stick to colour shades of brown or light pink
- Do not use shiny eye or facial make-up
- Use makeup of good brands to avoid skin allergies and rashes
- Employees need to look best at all times during work hours. It is suggested that one re-applies the makeup and does the hair at regular intervals in a day

(F). Eye shadow

- To give an enhanced look to the eyes, by applying it in between the eyebrow and eyelashes
- Use only recommended shades

(G). Eyeliner

- It is applied to highlight and enhance the eyes
- Only recommended liners should be used
- Eyeliner should be of medium thickness

(H). Lipstick

- To add colour and radiance to the face. Should be applied evenly without blotting
- For office use. One is not allowed to wear only shades of brown, depending on the complexion

(I). Bindi

- Bindi goes well with sari or salwar-kameez
- Do not wear bindi with western attire
- Regular round medium size maroon bindiis permitted. Avoid fancy, flashy, multi-coloured and large size bindis

(J). Sindoor

- To be used based on individual preference
- Small sindoor, maroon in colour is recommended

(K). Nail polish

- Nails should be painted at all times
- Use of natural colours and light colours is recommended
- Nails should be painted at regular intervals to avoid chipping
- Avoid bright colours and nail art

Dos and Don'ts

- Corporate attire should be worn only on duty
- No alterations or variations of the corporate attire in fabric or design is permitted unless specifically authorised
- Dress according to the body type, weight and complexion
- Employees must keep the corporate attire in good condition
- The corporate attire must be worn in its entirety and must be clean
- The corporate attire will at all times be the property of the hotel

The male professionals need to:

- Shave daily/trim moustache or beard
- Comb hair properly
- Wear crisp, wrinkle-free shirts and well fit trousers
- Wear a mild perfume
- Trim nails

The female professionals need to:

- Tie hair in a neat ponytail or bun
- Wear flats to work contradicts previous page information which says that women can wear heels
- Wear minimal and light make-up

- Get rid of facial hair
- Smell good
- Clean the hands feet and take care of the finger as transparent nail paint
- Minimal accessories should be worn to ensure that they do not deviate from the attire or corporate image
- The colour of the dress should be sober

Do's

- a. **Smile:** - A warm smile always helps the consumer to open up. It makes the guest feel important and comfortable knowing that someone genuinely cares about their needs.
- b. **Listen:** - Active listening is key to success in hospitality. When one actively listens to a guest, one can understand what they need, demonstrate that one hears them, and probatively address the situation. By solving a problem for them, one can make them happy, cultivate loyalty, and win praise.
- c. **Stand straight:** - While standing, the body should be upright, chest, abdomen, eyes flat as the mouth Wiebe face smiling the arms hang down naturally or in the body before the cross on the right and the left in order to maintain the provision of services
- d. **Friendly and polite:** - When one is friendly and polite, truly sincere in trying to understand and care about the guests, the guests will likely behave positively toward him/her in the same way. Even when guests become angry, they calm down and begin to respond kindly when they encounter true courtesy.
- e. **Helpful:** - By helping the guests succeed; whether it is identifying and eliminating problems, helping them address new opportunities, helping them grow and improve, the goal is achieved. Absent this, and it pushes a rope up a very steep hill.
- f. **Good sleep:** - It is no secret that sleep plays an important role in good physical and mental health. Sleep deprivation can leave one feeling irritable and exhausted in the short term. However, it can also have serious long-term health consequences as well. Lack of sleep is linked to several unfavourable health consequences, including heart disease, type 2 diabetes, and depression.
- g. **Visit dentist every six months:** - Regular dental checkups are essential for maintaining healthy teeth and gums. The American Dental Association recommends a visit to the dentist at least once a year, but making an appointment once in six months prevents a host of oral related problems.

Don'ts

- a. **Chewing gums:** - Smacking and blowing gum bubbles is a distraction in the workplace. Making smacking sounds or other obnoxious noises that disturb people is not acceptable. Gum chewing like this is the same as eating food with the mouth open. The hotel partners and guests are likely to have high expectations and expect the brand to give it their full attention and devotion (and its employees).

Employees who work with such guests chew gum, making them worry about paying attention. It provides the appearance that the workers are unfocused and uncommitted. When dealing with clients who have urgent requests or inquiries, staff who chew gum appear relaxed rather than serious, which may cause problems.

People who engage with someone and he/she can hear and see the gum in the mouth while talking. They should not have to; talking with the mouth full of food is like talking. It is revolting.

Furthermore, gum-chewing at work can result in many stamped-in discarded gums on the carpet, behind desks, and on the walls, which can quickly become a difficult issue for businesses and degrade the workplace atmosphere.

Chewing gum is a no-no in guest service; remember that an organisation's personnel represent the brand at all times. Gum chewing when talking with clients is considered unprofessional and unpleasant. It gives an unfavourable impression of the hotel.

- b. **Chewing tobacco:** - Chewing tobacco is not a safer alternative to smoke and poses significant health risks, including addiction. When one thinks about the dangers of tobacco, the mind probably jumps to cigarette smoke. However, while smoking tobacco is dangerous, ingesting it in other ways, like chewing it, can be equally harmful.
- c. **Use mobile phone:** - Before acting on workplace mobile phone etiquette advice, one should first study their organisation's phone policy; this policy should take precedence over any outside advice.

In general, some businesses are increasingly accepting of phones in offices, as they become more conscious that maintaining workplace productivity in an era of smartphones is doable — as "convenience is a fundamental feature that all organisations and enterprises aim to achieve for their personnel.

Employees and clients may connect and contact one another swiftly and efficiently using smart phones.

Suppose someone works for an organisation that permits to use the phone. In that case, one must observe correct mobile phone office etiquette to avoid having the phone rights revoked. keep the ringtone in mind.

For example, suppose one works for an organisation that requires someone to answer the phone frequently. In that case, one may wish to download a professional-sounding ringtone (no high pitches, not too loud, no irritating sounds, no profanity, etc.).

- Do not look at the phone during meetings; do not put the phone on the lap; concentrate on the person who requires the attention, such as a guest, client, coworker, or boss
- Keep the phone out of sight and the calls confidential
- When one is at work, do not get into phone fights

- Turn off the device
- d. **Fold arms:** - Stand upright, do not fold the arms in front of the guest.
- e. **Fold sleeves:** -Long-sleeved shirts worn with smart business dress/uniform must not at any time be 'rolled up' from the cuff. except for certain duties.
- f. **The Point at people:** - In many cultures, including ours, pointing at other people is considered rude because it is associated with blame allocation ('to point the finger at...'). Also, by pointing at someone, one automatically, and without their consent, make them an object of scrutiny.
- g. **Smoking:** - Smoking causes bad odours, smelly breath, stained teeth, chronic coughing, yellow fingernails etc., all of which can be detrimental to the workability and professional appearance.
- h. **Picking teeth, nose, or ears:-** Picking the nose, ears, teeth, scratching the body parts, picking at the feet, and so on may be required at times. On the other hand, the lazy person cannot take care of this business in a private location, such as a bathroom. While it may feel fantastic to the perpetrator, it is revolting to see.

Furthermore, scratching repeatedly will aggravate the situation and result in more itches that need to be rubbed. It is a terrible habit that must be broken if one wishes to be respected.

- i. **Burping loudly:** - Burping is not considered impolite in and of itself. However, it is impolite to announce that one is burping with that sound and scent to everyone nearby. In a nutshell, it is a loud burp in a public area.
- j. **Rearranging:** - Rearranging hair or clothes in guest contract areas should be avoided at all times.

Personal and professional attributes:

Although the enthusiasm and ingenuity will determine the success in the hospitality sector, several characteristics of a successful hospitality employee are simple to identify and strive for. There are a few things that all hospitality professionals have in common. If one is a hospitality professional, he/she is already aware of the key differences between a successful hospitality professional and a typical employee. Those described in this essay must be included in a list of competencies for successful hotel management. What is the hotel industry's X-Factor? What is the best way to become a successful hotelier? What hospitality abilities does one need to improve to advance the career?

- (A). **Pleasant personality:** - A person with good business etiquette gives a very fine impression. Communicates properly. An employee with a pleasing personality can deliver his/her thoughts while observing respect and boundaries.

How to be a pleasant person

Pleasant people tend to be happier, not to mention more enjoyable to be around. Happiness facilitated by pleasant interaction is one of the greatest contributing factors to people's assessment of their well-being, not to mention their overall satisfaction with their lives. Start taking steps to develop behaviours that will increase the quality of the social interactions, and one will soon become a source of pleasantness in the own and others' lives

- (B). Physical fitness:** - Fitness or physical training is a group of organized and coordinated workouts that help develop the muscular strength, balance and coordination, endurance, and improved functioning of the organs. So get going with these specially curated physical exercises and reap the benefits of physical activity from home.
- (C). Personal hygiene:** - Personal cleanliness is one of the most effective techniques to protect ourselves and others from illness. This includes washing the hands, but also the body. It entails not coughing or sneezing on others, cleaning things that are touched if one is sick, throwing tissues (which may contain germs) into a bin, and using protective gear (such as gloves or condoms) when someone is in danger contracting an infection. The society heavily influences bathing and other aspects of personal hygiene. For example, some cultures urge one to wash the body at least once a day and use deodorants to prevent body odours. Expectations are different in other cultures.
- (D). Attention to detail:** - Strong attention to detail is a job ability that boosts efficiency and production while reducing errors. Detail-orientedness is necessary for producing high-quality work, so it is a highly sought-after skill in the employment market. However, to have a high level of attention to detail, one will need to practise various tactics, just like any other ability. Therefore, it is critical to comprehend the various attention to detail skill sets and tactics to enhance and highlight these abilities during a job application.

What is attention to detail skills?

Attention to detail indicates high precision and thoroughness when completing jobs. Because these abilities are critical for long-term productivity and efficiency, many employers make them a condition for new hires.

Examples of attention to detail skills

Attention to detail is a combination of various sub-skills. Developing these skills will improve the attention to detail. These skills include:

- Time management skills
- Analytical skills
- Active listening
- Organizational skills
- Observational skills

- (E). Cooperation:** - Cooperation and teamwork facilitate communication by fostering an atmosphere of mutual support. Each team member feels supported by the others. This communication between team members increases solidarity as everyone develops similar ideas about their team.

- (F). Efficiency:** - Keep in mind that every organisation compensates its employees for their hard work and efficiency. Individuals must meet their given goals within the specified time range. Employees must adhere to strict deadlines and produce results on time. Why would an organisation want to promote him/her if he/she cannot complete things in the time allotted? For increased production, employees must be efficient and proactive.

Employees must complete their work on schedule to receive timely feedback and recognition from management and external clients. There is no solution if work is postponed. To be effective at work, one must take a systematic approach. Do not begin a new task until one has completed all of the prior assignments. Employees are more productive when they take their work seriously rather than treating it as a burden.

- (G). Honesty:** - Being true is what it means to be honest. Honesty entails making it a habit to speak the truth throughout one's life. A person with strong moral character practises honesty in his or her daily existence. An honest individual is well-behaved, follows all rules and regulations, maintains discipline, tells the truth, and is on time. An honest individual may be trusted because he always tells it how.

"Honesty is the Best Policy" is a statement that everyone has heard. It is, without a doubt, a wise phrase. This is most likely something that every youngster learns from their parents. This lovely teaching has been passed down from generation to generation. However, in actuality, it has failed miserably. Nowadays, it is relatively easy for people to tell lies.

Furthermore, corruption is common these days. Dishonesty is used to deceive others. As a result, the restoration of this teaching is critical.

- (H). Dedication:** - Dedication is vital because it allows one to persevere regardless of how difficult the work or task is. One will always find a cause to continue doing what one is doing if one is dedicated to it. One will eventually achieve success if one can discover reasons to move onward.

- (I). Communication skills:** - If a leader is to stay a leader, he or she must have excellent communication abilities. A leader has a prominent position in an organisation or a department within it. Religious, political, and communal leaders and heads of groups and teams are all present. Observing business leaders closely and how good communication skills are crucial for effective leadership.

- 1. Emotional intelligence** - Emotional intelligence is the capacity to recognise and control emotions to successfully communicate, avoid stress, overcome obstacles, and empathise with others. It is a skill that is acquired rather than gained over time.

Emotional intelligence is divided into four categories:

- Self-awareness
- Self-management
- Social awareness
- Relationship management

Each of these threads is critical in its own right, allowing one to communicate comfortably with a wide range of individuals.

2. **Cohesion and clarity** - Cohesion and clarity are more than just saying the correct thing to effective communication; it is also about speaking clearly and simply. Before starting a conversation, please write an email or start a discussion; think about why one communicates and what information one wants to get out of it. Poor decisions and misunderstandings can emerge from a lack of clarity and cohesiveness.
3. **Friendliness** - Make certain that the tone of any communication is appropriate. Others will be more likely to communicate with one if one uses a kind tone. Always make an effort to personalise messages, especially when communicating with partners or coworkers. For example, wishing the receiver a pleasant weekend is a terrific approach to personalise the message.
4. **Confidence** - Confidence (but not arrogance) is essential in all encounters. guests will have faith in the ability to offer what they require and in the ability to follow through on what one has promised if one demonstrates confidence. Maintaining eye contact throughout a conversation or chatting with individuals over the phone in a firm yet friendly tone can all help to convey confidence. Avoid coming across as forceful since this will have the opposite effect of what one wants to accomplish.
5. **Empathy** - Within a busy work environment, everyone will have ideas about how things should be done. Even if one has disagreements with the colleagues or partners, their points of view should be considered and respected. Empathy is also beneficial when speaking with guests in certain guest-facing roles. The goal here is to understand where the other person is coming from and respect their views, even if they are very different from their opinions.
6. **Respect** - Empathy leads to respect, the next communication skill. Others will be more likely to communicate with the one if one respects their ideas and beliefs. Active listening or simply addressing the person by their name can be beneficial. When one is typing emails, be sure one is not being insincere.
7. **Listening** - Effective listening is the foundation of good communication. Practice active listening by taking the time to listen to what the other person is saying. Pay attention to what the other person is saying, ask questions to clarify points, and repeat what they have said to ensure one has got it right.
8. **Open-mindedness** - Make an effort to engage in dialogue without having a plan in mind. Strong communication necessitates an open mind and a willingness to learn about other people's perspectives. If one and the folks one is communicating with do not agree, attempt to find a middle ground that benefits both parties. A favourable outcome is more likely when one approaches a discussion with an open mind.
9. **The tone of voice** - The tone of the voice has the power to set the tone of a conversation. If he/she begins the conversation with an angry or unhelpful tone, the recipient is more likely to respond in kind. The level of emotion he/she uses, the loudness he/she uses, and the level of communication he/she chooses all contribute to the tone of the voice. The emphasis on certain words and the tone of the voice can give a statement a completely different interpretation. For example, the tone of voice should be as cool as possible in a guest complaint issue. A hostile tone would only exacerbate the situation.

10. Asking good questions - Asking good questions can improve the flow of a conversation.

Always ask open-ended questions throughout a conversation. These questions include prompts that encourage the respondent to speak about specific topics and need more detailed responses.

If one still need more information, one might use probing inquiries like "Tell me about the process of..." to get more information from the recipient.

Include a mix of questions during the conversation, such as clarification, "what if" scenarios, and open-ended questions, to ensure that one accomplishes what one sets out to do at the start of the call or chat.

(J). Politeness: - Politeness is best defined as applying excellent manners or etiquette in everyday situations. During the last twenty-five years, there has been such a surge of interest in "politeness" in pragmatics that politeness theory could nearly be considered a sub-discipline of pragmatics. Politeness can be defined as the actions taken to convey that he/she is conscious of another person's appearance. In this sense, politeness can be achieved in social distance or proximity conditions. For example, when another individual appears socially aloof, showing awareness of their face is often expressed in respect or distinction.

The concept of politeness is being defined. There is a lot of ambiguity in the enormous literature on etiquette accumulated since late 1970. The misconception starts with the term civility, which, like cooperation, has been the source of much misunderstanding. Politeness as a real-world aim, deference, register, politeness as a surface-level phenomenon, and politeness as an illocutionary phenomenon are all included under the rubric of politeness.

Politeness is an aim in the actual world. Within pragmatics, politeness as a real-world objective defined as a genuine desire to be nice to others or the fundamental motivation for an individual's linguistic behaviour has no place. In talks about whether one group of individuals is "politer" than another, have no access to the speaker's true motivation for speaking as they do, and have no access to the speaker's true motivation for speaking. They only have access to what the presenters say and how their listeners react in civility.

(K). Civility: - Civility is an aim in the actual world. Within pragmatics, politeness as a real-world objective defined as a genuine desire to be nice to others or the fundamental motivation for an individual's linguistic behaviour has no place. In talks about whether one group of individuals is "politer" than another, have no access to the speaker's true motivation for speaking as they do, and have no access to the speaker's true motivation for speaking. They only have access to what the presenters say and how their listeners react in civility.

1. Others should be greeted and acknowledged
2. Those that are different from one should be respected
3. Show consideration for the feelings and actions of others
4. Recognising the errors and making the necessary corrections
5. When one does something that offends someone, apologise
6. Refusing to take part in damaging rumour

7. Being straightforward, compassionate, and truthful
8. Recognising and appreciating the contributions of others
9. Being willing to talk to others about incivility

These examples of politeness are provided to demonstrate the distinction between civil and uncivil behaviour. Employees who fail to follow the examples below will not be counselled or disciplined.

Civility and respect in the workplace

Civility and respect are contemporary in a workplace where employees are courteous and mindful of one another and guests, clients, and the general public. Showing admiration, care, and consideration for others, as well as appreciating their dignity, are the foundations of respect and civility.

Why are civility and respect significant?

Job satisfaction, a sense of justice, and an overall pleasant environment are linked to a civil and respectful workplace. It has also been linked to increased morale and teamwork and enhanced supervisor-staff relationships. Workers are also more committed to their growth and actively participate in problem-solving. Sick leave and attrition are lower in a civil and respectful workplace. Civility and respect in the workplace create a positive climate typified by high spirits and job satisfaction and improved positive client and guest relationships.

What happens when civility and respect are absent from the workplace?

When there is a lack of civility and respect in the workplace, it can be detrimental to the firm and its employees. Possible outcomes are emotional tiredness, health issues, work withdrawal, and a rise in conflict. In addition, there are more grievances and legal threats. Bullying is one of the most extreme types of disrespectful behaviour. Bullying at work has been linked to depression, fatigue, anxiety, hostility, increased physical complaints and musculoskeletal health issues. Bullying impacts those directly involved and those who see or are close to it. Many jurisdictions have passed or are contemplating legislation to combat such behaviours so that untreated bullying can have far-reaching ramifications for businesses.

An organisation with decent civility and respect will be able to state that:

- People regard each other with respect and consideration in the workplace;
- The organisation efficiently takes care of conflicts between stakeholders (workers, clients, clients, public, dealers, etc.);
- Workers from all experiences are treated impartially in our workplace; and
- The organisation has compelling ways of addressing inapt behaviour by clientele or clients

How to civility and respect can be enhanced in the workplace

It is critical to foster a culture of civility and respect in any organisation. Fostering a culture of civility entails demonstrating and enforcing appropriate communication and behaviour within the hotel. When issues develop, such as rude or uncivil behaviour, they must be dealt with quickly and effectively. It is

critical that every written and spoken contact is courteous and respectful, uses non-discriminatory and inclusive language, and protects personal information and confidentiality when it comes to communication.

Maintaining civility and respect in the workplace requires effective communication skills to handle interpersonal interaction, including mood and anger management. In addition, people who are most likely to encounter challenging behaviour at work, such as unhappy guests, should receive special training. It is also critical to provide training on diversity and inclusion.

(L). Etiquette and good manners

The objectives of etiquette are:

- To define workplace etiquette and stress the importance of creating a positive work environment
- To identify important behaviours. Maintaining workplace etiquette
- To develop skills in addressing coworkers' unpleasant, rude or offensive behaviours

One will spend 8 hours 10 hours of the day at the workplace. If one is conscious about workplace etiquette, it can be more productive and a happy place to be in. There are basic etiquettes that one must practice for the continued success and progress at work.

Need for etiquette

- Etiquette makes one a cultured individual who leaves his mark wherever he goes.
- Etiquette teaches one how to talk, walk and most importantly, behave in society.
- Etiquette is essential for the first impression. For example, the way one interacts with the superiors, parents, fellow workers. In addition, friends speak a lot about the personality and upbringing.
- Etiquette enables individuals to earn respect and appreciation in society. No one would feel like talking to a person who does not know how to speak or behave in society.
- Etiquette inculcates a feeling of trust and loyalty in the individuals. One becomes more responsible and mature- etiquette helps individuals to value relationships.

Types of etiquette

- **Social etiquette** - Social etiquette is important for an individual as it teaches him how to behave in society.
- **Telephone etiquette** - It is essential to learn how one should interact with the other person over the phone. Telephone etiquette refers to the way an individual should speak on the phone.
- **Business etiquette** - Business etiquette includes ways to conduct a certain business.

Social etiquette

How the communication takes place has changed over the years, but the basic principles of social etiquette remain the same.

Be ready to interact with others when one is at a business function. If he/she begins with the right mental state, he/she will be more confident and interesting.

Start by introducing the self with the full name, even if he/she thinks the listener already knows it. Then, extend the right hand for a handshake, both men and women; make good eye contact and smile as naturally as he/she can.

While shaking hands, find the balance between a too tight and loose grip. Grip the other person's hand, palm to palm, and hold the contact for two or three handshakes. Several decades ago, it used to be standard social etiquette that a man should not shake hands with a woman unless the woman offered first. Today, men can share a handshake with both men and women with no breach of etiquette.

Conversing in public is both a skill and a social etiquette requirement while some topics such as religion, politics and organisation policies should not be brought up, it is important to be well versed on a few interesting topics so that one can instigate a social conversation and keep it lively and flowing.

Business etiquette

Business etiquette includes much more than giving a proper handshake or knowing which fork to pick up next at the dinner table. Business etiquette includes knowing how to act in an interview, introducing clients to the peers at work, being sensitive to the culture of the clients he/she is pursuing, when to write a thank you note, etc. Do not think the actions at work or social events are not being noticed for one minute.

Business etiquette is, in essence, about building relationships with people. In the business world, people influence the success or failure.

Business etiquette revolves around two things. First, thoughtful consideration of the interests and feelings of others and secondly, minimising misunderstandings.

Behaviour

The manners and attitude will speak volumes about one. They will point to the inner character if one comes across as selfish or undisciplined. The relationship is unlikely to prosper. Proper business etiquettes lead to success.

Honesty

A reputation for delivering what one says will deliver a long way in the business world. Nevertheless, remember, a reputation for integrity is slowly gained but quickly lost. Understanding a particular country's business etiquette provides a framework in which one can work without fear of crossing boundaries in terms of agreements, promises and contracts.

Diplomacy

Talking or doing something without proper thought can be extremely harmful. Business etiquette encourages the careful thought of the interests of others.

Appearance

Dressing appropriately, standing and sitting in the right place at the right time, good posture and looking physically presentable are all elements in making a good impression. Business etiquette teaches one how to present the self suitably and what to avoid.

Analysing, understanding and implementing the above will help one recognise business etiquette and how it should be employed within the business world.

Telephone etiquette

The telephone is an important device with the help of which people separated by distance can easily interact and exchange their ideas. Got a brilliant idea and want to convey it to the friend staying out of the country to use the telephone. The telephone is one of the easiest and cheapest modes of communication.

An individual needs to follow the rules and regulations while interacting with the other person over the phone. These are often called telephone etiquettes; It is important to follow the basic telephone etiquettes. Our voice plays a very important role in creating an impression of our personality, education, family background, and nature of jobs people are engaged in. The person giving the information is called the sender and the second party is the recipient.

The business telephone etiquette displayed in organisations shows the employee's willingness and ability to help guests - both internal and external. The skills and the attitude projected over the telephone form a lasting impression. Communication skills also play a big role in Telephone Etiquette.

Everyone needs to have a good understanding of business telephone etiquette to have efficient information exchange.

Do's and Don'ts

- Speak clearly. A picture paints a thousand words, but the caller can only hear him/her on the other end of the phone. They cannot see the face or body language. Therefore, speaking slowly and in a cheerful, professional voice with the guests is important
- Use voice modulation and clarity while speaking on the phone
- Effective usage of voice modulation and being polite can help one get through the most difficult conversations, including getting appointments for sales, selling on the phone and getting feedback from guests
- Do not eat or drink while one is on telephone duty. Only eat or drink during the coffee break or lunch break
- While leaving messages, leave the name, organisation name and phone number
- Always smile while talking; the smile can be felt on the other side

- Always return the promised call before the day's end
- Avoid making excuses for not picking up calls. Over some time, the guest starts understanding the excuses
- While picking up calls for others, put the caller on hold only with his permission, for example, "May I please put you on hold while I call the concerned person or Mr / Ms X"
- Do not keep the caller on hold; consider it the responsibility to connect call quickly or take a message for a callback
- Listen to the caller and what they have to say. The ability to listen is a problem in general. However, listening to what the caller has to say is very important
- It is always a good habit to repeat the information back to the client when taking a message. Verify that one has heard the message accurately
- Be patient and helpful. If a caller is upset, listen to what they say and refer them to the appropriate resource. Never snap back or act rude to the caller

(M). Willingness to be of genuine service

It is a willingness to assist clients and give quick service. In dealing with consumer requests, inquiries, complaints, and difficulties, this dimension stresses attentiveness and promptness. Guests can tell how responsive a hotel is by how long they have to wait for assistance, answers to questions, or attention to concerns. Responsiveness also encompasses the concept of flexibility and the ability to tailor a service to the consumer's needs.

The readiness and ability of the firm to assist guests and offer timely service within reasonable timescales are measured by the responsiveness component of service quality. In addition, guest satisfaction is influenced by employees' willingness to deliver essential services at any time without causing any trouble.

The term "responsiveness" refers to how service companies respond to clients through their employees. Individual attention and attention devoted by staff to client problems will boost guest satisfaction; when this happens, a significant shift in their contentment occurs.

Guest happiness and banking sector responsiveness are thought to be linked. Therefore, based on the preceding, it may be concluded that the responsiveness dimension of service quality will significantly impact client satisfaction in banking. As a result, the study suggests.

(N). Time management and punctuality

In any field of work, efficiency and meeting deadlines are critical. Workplace time management and timeliness are essential skills for any professional employee to master. To any employer, one will come out as a trustworthy and dependable someone who can be counted on to appear at work on time. Always appear early for an interview, as late is never a good thing for an employer.

What does punctuality mean ?

What does punctuality imply in various cultures? How important is it in our everyday lives? What impact does it have on our interpersonal interactions? Is it a component of our moral code?

When one of the speakers on international management lectured on the significance of punctuality in various cultures, these thoughts came to mind.

Punctuality refers to arriving on time for appointments or meetings and completing a task. Lateness is the polar opposite of this personality trait. Punctuality is viewed differently in different cultures. In one culture, a high level of punctuality may be considered unattractive in another. So, what exactly is it?

Punctuality is a valued trait. Punctuality respects people and time. Late-comers give the impression that they do not value the other person's time or that their time is more critical. Because of this, job candidates never arrive late.

Employees are expected to be punctual and reliable to meet the department's and college's needs. Work and service are interrupted when employees are absent or tardy and colleagues shoulder additional responsibilities. Therefore, punctuality determines an employee's performance and continued employment. Today, many individuals work from home; for them, punctuality entails being online during office hours, logging into meetings on time, and meeting project deadlines.

It is fascinating to observe and discover how each nationality regards punctuality at Wittenborg, with over 80 countries represented at all levels. They do not have to say what they think or believe since their actions speak for themselves. Of course, their actions may not be conclusive of their own culture, but in retrospect, one gets an idea after some time.

Culture does shape a person, but it is not binding, and everyone has the freedom to determine what is right and wrong. Punctuality is a personal trait, not a cultural trait. It is a matter of ethics. It is such a crucial value that failing to demonstrate it in the daily lives risks jeopardising the work, career, and business opportunities, as well as the morality and integrity. Being on time has nothing to lose and everything to gain.

Although other cultures may take punctuality for granted, this does not mean one should. Keeping the end of the bargain demonstrates the genuine value of the personality. Even if it is the standard, it is preferable to uphold the values rather than follow or imitate another culture. What is morally right and wrong is not determined by the norm.

Punctuality is a crucial asset that one should cultivate in the daily life. It not only goes beyond bad cultural habits, but it also helps to boost the moral standing.

(O). Keep calm under pressure/stress

Stress is an unavoidable aspect of contemporary life. However, suppose someone is terrified or overwhelmed when confronted with stressful events. In that case, it may be beneficial to learn some coping methods to help stay calm and composed.

Pressure can place the human body into "combat or flight" mode. This approach to evolution causes the

production of hormones that help humans get ready to fight off or flee from potential threats. Strain activates those hormones; however, they are no longer beneficial. The "danger" comes from presenting a painting instead of being confronted with a wild animal. Suppose one regularly discovers the self feeling anxious or panicked. In that case, the combat or flight mode might be being induced too effortlessly. Therefore, it is beneficial to discover ways to calm the self down while getting into this state.

Take a deep breath in and out

Deep, steady breathing roots the body to stop producing stress hormones and begin to relax. Concentrating on the breathing can also assist in diverting the attention away from any kind that is bugging one, permitting one to focus solely on the present moment.

Inhale deeply through the nose, reaching to the belly button rather than simply the chest. Hold for a moment before slowly exhaling through the mouth. Take a few minutes to breathe, and one should feel much better in no time.

Focus on the positives

The practice of always imagining the worst thinkable scenario in every state is recognized as disastrous thinking, and it can increase anxiety and panic.

Rather than focusing on the bad features or outcomes, attempt to think positively for a few moments; it will help one focus on the positives. For example, suppose the bathroom is flooded, and one needs to replace all floorings. In that case, this might be a very stressful situation. However, focusing on it allows one to update and renovate the home, and the insurance should cover the repairs.

Maintaining an optimistic attitude assists the brain to avoid stress and to remain at ease.

Get plenty of sleep

Everything seems worse when someone has not had a decent night's sleep. As a result of the vicious loop of not sleeping and feeling worse because one has not had enough sleep, stress and anxiety can often lead to insomnia.

Make sleep a top priority, especially if one is feeling stressed. Early bedtimes and a prohibition on electronic gadgets in the bedroom are recommended. A lavender essential oil can also help one sleep at night by promoting emotions of tranquilly.

Go for a walk

Exercise is equally vital as sleep when handling stress and dealing with external pressure. In addition, exercise causes the release of feel-good hormones and aids in the clearing of the mind.

Suppose one is feeling stressed at work, getting some fresh air and a change of scenery might help one relax and acquire a new perspective on the problem. In that case, one will probably realise it is not a life or death scenario anyhow.

Meditate

Meditation has been made known to lower stress and modify the brain over time, allowing one to control the emotions better and stay calm when anyone needs them the most.

If one believes meditation entails sitting cross-legged for hours and chanting "om," one is mistaken. Even a few minutes of sitting silently and focusing on the breathing can be useful. One can also use applications like Headspace and Calm to help one relax.

Practice gratitude

Appreciativeness for all one has in the life, no matter how insignificant, can help one keep things in perspective and retain a cheerful attitude.

According to studies, people who keep a daily gratitude notebook had reduced cortisol levels, the stress hormone. So try to write down five things he/she is thankful for at the end of each day for a few minutes and watch how much better him/her senses.

Surround the self with positive people

Everyone has probably met a few people who can make other people feel stressed just by being around them. While one may not always be able to entirely exclude these people from the life, when someone is stressed, try to spend more time with supportive, happy friends and family who will lift him/her rather than drag one down.

Retrain the brain for a calmer life

One cannot expect what life may throw at them next, but one can learn to deal with pressure and stress healthily. Making an effort to put some of these tactics into practice the next time one is under stress might help one feel more relaxed and capable of dealing with anyone.

Importance of Hygiene and Sanitation for chef

A chef is an individual with excellent culinary arts skills. A chef must maintain a high level of hygiene and sanitation while cooking meals for people. It would be terrible if chefs did not wash their tools or hands while preparing meals and serving them. It would lead to the quick spread of diseases. Unfortunately, we do not have complete information about bacteria and germs, which has made hygiene to be disrespected in various kitchens. However, the government is trying to ensure that all kitchens operate in an elegant environment by conducting random inspections to enforce health codes that will lead to the preparation of clean foods. As a chef, one will be cooking for different types of people with different sensitivity to different things, including dirt and germ. Therefore, you must know the suitable protocol when handling food and abide by those protocols. This is why culinary institutes often teach students who are doing any cookery course about hygiene and sanitation. Most commercial kitchens will want to know how hygienic you are before they employ you to work in them. Some will even ask if you have studied any particular course relating to hygiene and sanitation while cooking.

Kitchen staff/chef personal hygiene standards:

- Always arrive at work with clean hair, brushed teeth, and a daily soap bath

- Keep fingernails short, clean, and unpolished
- No employees are permitted to have artificial nails in the food production area

How do kitchen staff or chefs wash hands

- It is essential to wash hands in accordance with hygiene standards and at the appropriate time
- Under fingernails and up to the forearms should be scrubbed vigorously and thoroughly with soap and warm water for a minimum of 20 to 30 seconds
- Using a paper towel, turn off the water faucets or tap to prevent re-contamination of clean hands

Chefs policy for smoking, eating and gum chewing

- All kitchen personnel must only smoke in designated areas
- In any case, smoking and tobacco chewing are prohibited within the food production facilities
- Ensure that you only consume food and beverages in designated areas
- Always use a sealed container when drinking water in the food and beverage production area
- During food production, kitchen staff should refrain from chewing gum or eating candy

Appropriate hair restraints and jewellery for kitchen staff or chefs

- Always wear a hair net or cap that completely covers your hair in any food production area
- Maintain beards and moustaches in a neat and trimmed state
- Beard restraints are required in all areas of food production
- No necklaces, bracelets, or dangling jewellery are permitted in the Kitchen
- No removable earrings or piercings are permitted

In case of any cuts and burns while working

- Report or notify the supervisor or sous-chef of any injuries
- If you cut your finger, you must immediately apply direct pressure to stop the bleeding by applying direct pressure to the wound
- When a burn occurs, it is essential to wash it with water at room temperature
- Consult the hotel physician for first aid and additional treatment
- Any cut, abrasion, or burn that has broken the skin should be bandaged
- Before handling food, cover bandages on the hands with gloves and finger cots as appropriate

Proper attire for the chef/kitchen staff

- At all times, all kitchen staff must wear appropriate and proper uniforms
- While on duty, a clean uniform with sleeves and clean, non-slip, close-toed work shoes are required
- Always wear the appropriate apron on the job site
- Never forget to remove the apron before using the restroom
- If the apron becomes soiled or stained, replace it

UNIT 11.2: Apply Precautionary Health Measures

Unit Objectives

At the end of this module, participant will be able to:

1. Describe the standard operating procedure to be followed while handling tools, material, and equipment
2. State the importance of safety management programs
3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
4. Explain the importance of preventive health check-ups organized by the hotel
5. Describe the causes of risks and potential hazards in the workplace and ways to prevent the
6. Identify different safety warning signs and labels at the workplace
7. Discuss ways to identify hazards at the workplace
8. List the components of the first-aid kit
9. Explain the procedure to report accidents and other health-related issues as per SOP

11.2.1 Safety and Security

The most important thing for all living things in this universe is to feel safe and secure in their surroundings. Maslow's Need and Hierarchy Theory is another way that this concept has been articulated. The concept of safety and security is not limited to simply protecting people's lives; rather, it also prioritises protecting people's jobs, their health, and the environment. The first thing that comes to mind when we think about people's safety and security, particularly in hotels, is the guests who are staying there. As is well known, tourism is a form of recreation that requires one to travel to an unfamiliar location, which presents the traveller with a number of challenges related to matters of safety and security. It is necessary for him or her to have a place to stay in order for him or her to experience a sense of security in this new location. In light of this, one must have access to some kind of temporary shelter in order to protect themselves from unanticipated events. The motto that guides the hospitality industry is "The Guest Is God," with the implication that guests have an inherent right to be protected from harm.

The guests who come to the hotel should be provided with a safe and secure environment to ensure that their stay is pleasant and comfortable, and ultimately, the hotels should profit monetarily from the guests who come to stay there. It is the moral and ethical responsibility of the hotels to protect their guests from any accident that could lead to the loss of their lives or their luggage. The hotels are also aware that if they are unable to provide a safe and secure environment for their guests, they will be branded with a negative reputation, which will have a multiplicatively negative effect on their business. It has also been observed that hotels continue to conceal the information of the movement of eminent people, VVIPs, and celebrities within their premises because doing so will cause confusion and interfere with the hotel's ability to operate smoothly.

It is a good practise to not disclose the identity of such persons, and hotels are doing just that in order to provide such guests with an environment in which they can feel safe and secure. The hotels are using a variety of tools and technologies to keep an eye on guests who may be suspicious in order to reduce the risk of terrorist attacks and other crimes. This can also be helpful in reducing the risk of other kinds of

casualties that are caused by natural disasters. The atmosphere of the hotel conveys the message that the establishment places a high priority on the guests' and their belongings' safety and security. This applies to both the guests and their personal effects. It has been noticed that the concern for the guests' safety and security is not limited to just those guests; rather, it has been extended beyond those guests. It also encompasses the staff members of the hotel, the property itself, as well as the tangible and intangible assets that contribute to the overall pleasantness of the stay. However, the value of a hotel can be roughly determined by the assets it possesses; for this reason, hotels place a high premium on the safety and security of their patrons in addition to other concerns. Although the terms safety and security are frequently used interchangeably, there are important literary distinctions between the two. A person is said to be protected from harm in a state of safety if the harm is the result of an unintentional failure, whereas a person is said to be protected from harm in a state of security if the harm is the result of intentional human behaviour or actions. As a result, the next section of this course will be devoted to a discussion of the significance of safety and security in the hospitality industry, complete with case studies of a variety of hotel chains.

11.2.2 Personal Protective Equipment (PPE) is Compulsory at the Workplace

PPEs are used to guard people against harm. Reduce the chance of being exposed to hazards that could lead to serious industrial injuries and illnesses.

These injuries and diseases can be caused by chemical, radioactive, physical, electrical, mechanical, and other job hazards. Gloves, safety glasses, shoes, earplugs or muffs, hard helmets, respirators, coveralls, vests, and full body suits are examples of personal protection equipment.

1. Safety for the head

Helmets provide safety and can help avert head wounds. Choose a tough helmet that is suitable for the job. Many attractive designs are available these days, with extra features like an adjustable inner harness and comfy sweat bands.



Fig 11.2.1 Safety helmet

2. Protect the eyes

The eyes are the most multifaceted and delicate organs in our bodies. More than 600 people have injured their eyes at work every day throughout the world. These wounds could be avoided using a decent pair of safety glasses. If anyone ever been exposed to infrared or bright light? Then welding goggles or a shield are the best options for safety!



Fig 11.2.2 Safety goggle

3. Hearing protection

Does one have to work in an atmosphere with much noise? In that situation, it is critical to think about hearing protection. Earplugs are more pleasant, but earmuffs are more practical on the shop floor since they can be put on and taken off fast.



Fig 11.2.3 Noise protection

4. Maintain a good respiration

Wearing a mask at work is not a luxury, especially when working with hazardous products. 15% of EU employees inhale vapours, smoke, powder, or dust during their work. Dust masks protect from fine dust and other potentially harmful particles. Use a full-face mask if the ingredients are harmful. This clings to the face, keeping harmful particles from the nose and mouth.



Fig 11.2.4 Respiratory mask

5. Wear the correct gloves to protect the hands.

Hands and fingers are frequently hurt; thus, proper protection is essential. Depending on the industry, one can choose from different gloves for various purposes.

- Protection from vibration
- Protection from severe cuts caused by sharp materials
- Protection from the cold or the heat protection against bacterial hazards
- Defense against diluted chemical splashes

6. Protection for the feet

The feet, too, require robust protection. Heavyweight protection is best provided by safety shoes (types Sb, S1, S2, or S3) and boots (types S4 or S5). When working in a wet environment, an antiskid sole comes in handy, especially when one considers that tripping or sliding accounts for 17.2% of all industrial accidents. A shoe claw should be used in slick circumstances like snow and ice. Special socks can provide extra comfort.



Fig 11.2.5 Safety boots

7. Wear the proper job attire

It is vital to avoid mistakes in a crowded workshop. That is why having sufficient visibility at work is critical: a high-visibility jacket and pants made of a durable fabric can help prevent accidents. However, there are many variants for different applications, like several versions for varied hand protection.



Fig 11.2.6 Visibility jacket

11.2.3 Safety Management Programs

A safety management program's overall goal is to reduce dangers before they cause catastrophic incidents.

Ten steps are in the establishment of an effective safety management program:

1. Examine work methods and work environments for potential safety concerns
2. Inform department heads about the types of hazards and how to avoid them
3. Put together a safety committee

4. Keep detailed safety records
5. Conduct in-house safety checks regularly
6. Teach employees about the need for safety awareness
7. Encourage employees to be safety mindful
8. Carry out a thorough examination and investigation of all incidents and injuries
9. Maintain a safety management system and track follow-ups
10. Evaluate the efficacy of the safety management system

3 Es of safety

Employee safety can be ensured by adhering to the three Es of safety: safety education, safety engineering, and enforcement of safety rules.

Safety education

Staff must be trained to think and act safely for safety programmes and policies to be effective. The best time to begin training employees about safety is during their onboarding process. As a result, they are well-versed in the establishment's safety laws and standards before beginning their work. Employees should be reinvigorated to develop innovative ways to incorporate safety into the hotel's operations. The best ideas should be implemented and recognised.

The following should be ensured during training:

- Teaching safe practices while emphasising possible dangerous areas and how to avoid them
- Demonstrating how to operate the safety equipment that has been put in the facility. Also, where and how to use first-aid supplies
- Instilling in people the ability to recognise danger warnings in their environment
- Instructing employees on the legal ramifications of failing to follow safety procedures

Safety engineering

Safety engineering entails incorporating safety features into the establishment's structure, such as equipment, furnishings, fixtures, and their right placement within the area. The equipment used by housekeeping personnel should be chosen with safety in mind.

Safety enforcement

Enforcers of safety Rules are ineffective if they are not followed or enforced. Knowing about safety themes and procedures is not enough; motivating people to put what they have learned into practice is even more crucial. Because it does not come naturally to all employees, it must be enforced through rules and practice.

Occupational safety and hazards standards

Enforcers of safety Rules are ineffective if they are not followed or enforced. Knowing about safety themes and procedures is not enough; motivating people to put what they have learned into practice is even more crucial. Because it does not come naturally to all employees, it must be enforced through rules and practice.

Common hazards

Guest Service Associates (Front Office) may think working in a comfortable, climate-controlled office is safe and hazard-free, but there are many risks to safety and health. Slips and trips are the most prevalent office mishap, resulting in the most injuries. In addition, sprains and strains, poor workstation ergonomics, indoor air-quality issues, insufficient or excessive illumination, noise, electrical hazards, and random acts of violence are other office hazards.

Slips, trips, and falls are frequently caused by unattended spills, wet floors, exposed wires, unstable work surfaces, uneven floors, loose rugs, and crowded places. Outdoor slip risks are created by inclement weather conditions such as rain, snow, and ice on external steps, ramps, walkways, and entry and departure areas. Electrical and telephone cords should also be secured and not stretched across aisles or walkways. Carpets should not be frayed or buckled.

Ergonomic Injuries - Many hours a day are spent seated at a desk, working on a computer, resulting in ergonomic strains and other posture and repetitive movement ailments. Unfortunately, these kinds of dangers are often difficult to spot.

- With the body straight, place the chair, keyboard, and monitor
- Maintain a neutral, relaxed posture
- Adjust the chair to provide sturdy back support when one sits up straight
- Allow the arms to dangle freely at the shoulders
- While typing, keep the elbows at a 90-degree angle

Utilise an adjustable keyboard tray to properly place the keyboard and mouse (usually lower than the desk surface). Keep the mouse adjacent to the keyboard and as close to the body as possible to avoid reaching. The feet are firmly planted on the ground by adjusting the chair's height.

Eye strain - According to the Mayo Clinic, spending a considerable chunk of the workday at a computer might create eyestrain. As a result, workers' eyes may get dry and inflamed, and they have difficulty focusing. Eye strain can be reduced by placing monitors slightly below eye level, reducing screen glare, and increasing the computer font size.

Indoor air quality - Occupational asthma and other respiratory illnesses, chemical sensitivities, and allergies have all increased due to poor indoor air quality. Proper ventilation, heating, and air conditioning system maintenance, cleaning, and filtration can considerably enhance the air quality in the office. In addition, respiratory irritants, infections, and diseases will be reduced due to this.

Safety awareness and accident prevention

At all establishments, a continuous programme of safety awareness should be implemented. All institutions' management should be informed of the regulations governing safe working conditions. It

should be worried about its employees' safety. To enhance awareness regarding safety, all employees should get periodic training. Every employee should be aware of the potential dangers in their departments. All department managers must ensure that staff follow safe work practices, instantly remedy unsafe conditions, and take the appropriate time to complete tasks to avoid accidents caused by haste. All housekeeping personnel should follow a detailed list of safety standards developed by the executive housekeeper. This may be included in a 'housekeeping safety guidebook.' Table 1 lists some lifting, bending, carrying, and pushing safety requirements that may be included in the manual.

Elementary procedures for the prevention of accidents

Accidents can be avoided by following the principles listed below

- When using any cleaning equipment, always follow the manufacturer's recommendations
- After distributing cleaning chemicals, promptly and securely replace the caps
- Cleaning agents should be labelled
- Maintain a clean and dry floor
- While cleaning, place caution signs throughout the area
- Before touching plugs, sockets, or electrical fittings, make sure the hands are completely dry
- Mark any equipment that is not working as 'out of order'
- Carefully dispose of trash
- Never put cigarette butts or sharp objects in the trash bag carried by the room staff
- Carefully open and close doors
- Carefully clean up any broken glass

Measures to be taken in case of an accident

When a hotel guest or employee has an accident, the following protocol should be followed:

- Check if the victim requires any assistance with the help of another person
- Notify the appropriate manager as soon as possible
- Then, if one is trained to do so, either administer first aid or seek assistance from trained personnel
- If necessary, transport the person to a hospital right away. If the injury is severe, an ambulance should be summoned. Until the ambulance arrives, take all essential first-aid steps
- Fill out the accident report form and provide it to the appropriate manager.

Different safety warning signs and labels at the workplace

A visible instruction from a safety sign gives a clear indication. It lessens the likelihood of accidents to employees and non-employees, creating a safer working environment.

These types of signs represent one of three hazard levels:

Danger signs – Indicate immediate hazards that will result in injury or death if not avoided. Corrosive Materials Warning Sign

Warning signs – Indicate a hazard level that falls somewhere between caution and danger, indicating a risk that could make upshot in serious injury or death if not avoided.

Caution signs – Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor to moderate injury if not avoided.



Fig 11.2.7 Safety warning signs

Of course, safety signs encompass far more than hazard levels. The types of industrial safety signs listed below outline the primary function of different signs. However, they note that they are not necessarily mutually exclusive. In some cases, certain symbols or messages can be used on other sign types, creating a dual-purpose sign. Other safety sign types include:

Biological hazard signs – Used to indicate either the actual or potential presence of a biohazard, identifying objects (tools, equipment and containers) contaminated with "viable hazardous agents" that pose a risk or potential risk to a person's well-being.

Notice signs – Used to convey general information about a piece of equipment, a building, a location, or a machine. These warning indicators are linked to activities not directly related to personal injury.

General safety signs – Important safety instructions and procedures, such as regulations and practices for first aid, cleanliness, housekeeping and medical equipment are communicated using this method.

Fire safety signs – Industrial safety signs are frequently used to mark the location of emergency equipment, such as fire extinguishers, as previously mentioned. These signs do not provide instructions for using safety equipment; instead, they identify the location of emergency equipment so that life-saving equipment is readily available in the event of a crisis.

Admittance signs – Declare who has permission to enter certain places or sites. Admittance signs are frequently used alongside other types of signs; for example, an admittance message could be placed on a warning or caution sign or any other type of sign.

Safety symbols – While safety symbols can be used on their own (if they are sufficient to convey the message), they are frequently combined with other sign kinds to offer a visual representation to accompany written content and notifications. These symbols cover everything from essential or banned behaviours to repercussions and directions and the impacts of interacting with hazards such as chemical exposure. Furthermore, safety symbols can be used to depict a sequence of occurrences visually.

Surround shapes – Hazard alerting, obligatory activities, prohibition, and information are all included in the surrounding shapes. They are often used to convey the primary purpose of a safety sign quickly. At the same time, other elements provide more detail regarding the specific messages. For example, the

shape's prohibition is required for signs that communicate prohibited actions. Most people recognise this shape as a circle (red or black) with a diagonal slash.



Fig 11.2.8 Safety warning labels in premises

11.2.4 Firefighting and Fire Prevention

(A). The fire triangle

The fire triangle - The fire triangle (also recognized as the combustion triangle) is a scientific idea that applies to everyone. In scenarios where one may need to employ fire safety equipment, knowing how fires sustain themselves is vital background information. We will go over the fire triangle and the lesser-known fire tetrahedron in this unit to help one understand what keeps a fire going.

Fire triangle explained - The fire triangle consists of the three elements required to start and maintain a fire. Heat, fuel, and oxygen are the three components of a fire triangle.

The fire triangle will collapse, and the flames will be quenched if only one of these components is removed.

Let us have a look at each of these components:



Fig 11.2.9 Fire triangle

1. **Heat** - For ignition to occur, a source of heat is required, and different materials have varying 'flashpoints,' or the lowest temperature at which they ignite. Unfortunately, combustion reactions generate heat as they burn, raising the temperature of the fuel even further. Water can cool the heat produced by some types of fire.
2. **Fuel** - There cannot be a fire if nothing is to burn. Paper, oil, wood, and fabrics are flammable items in homes and businesses. Any of these can be used to start a fire. Some materials are more prone to burning than others. Because fuels are the most difficult side of the fire triangle to remove, it is best to store them properly to avoid creating a fire hazard.
3. **Oxygen** - Because oxygen (or an oxidising agent) combines with the burning fuel to release heat and CO₂, it is required to keep the combustion reaction going. Because oxygen makes up 21% of the atmosphere, plenty is available to start a fire if the other two components are present.

Suffocation is caused by fire blankets and certain fire extinguishers, which remove or dispense the oxygen side of the triangle, producing suffocation and stopping the combustion reaction.

Fire triangle facts

- The oxygen in the normal air is 21%
- Fuel may contain oxygen
- The Sun, heated surfaces, sparks, friction, and electrical energy are all examples of heat sources
- Fuel can be solid, liquid, or gaseous

These flames are fuelled by rubbish, wood, paper, or other common flammable materials

- **Class A** - Trash, wood, paper, and other common combustible materials fuel these fires
- **Class B** - These are fires with flammable or combustible liquids as their cause
- **Class C** - These are fires concerning electrical apparatus
- **Class D** - These are fires with certain flammable metals as the fuel source

Fire Safety is Important.

If fire hazards are identified and reduced, fires can be avoided. The following are some dangerous practices that could result in a fire:

- Guests who smoke in their beds
- The hotel does not provide sand urns or enough proper ashtrays in the rooms or public areas
- Lamps with high-wattage bulbs
- Leaving the doors to the linen chute open
- Keeping rags and towels with cleaning polish residue on them

- When electrical appliances are not in use, they are not unplugged
- Using electrical equipment or sockets that are defective
- Leaving magnifying glasses in a position where the sun can shine on them
- Using easily combustible materials for furniture

Each establishment must perform fire drills regularly and ensure that all employees attend to know what to do in the occurrence of a fire.

Fire warning systems

These can be manually operated devices powered by electricity, automatic fire detection systems, or a combination of both. The following are the typical components of such systems:

Fire alarms

Smoke, heat, sprinkler systems, and pull stations can trigger these alarms. The most prevalent fire alarms use pull stations in corridors and near elevators to activate them. The pull alarms are red and have a glass panel that must be broken to activate the alert.



Fig 11.2.10 Fire Alarms

Whether small, medium-sized, or large, the organisation needs an effective alarm system that conforms with fire and safety requirements. Fire alarms provide an early warning of a fire before it spreads out of control, saving lives and property. Think again if one thinks fire alarms are not vital! A few additional seconds may be sufficient to preserve lives in an unexpected fire.

Sprinklers

Most hotel places have them, notably in corridors and rooms. They are suspended from the ceiling and spray water when the temperature increases above a specific point.

A fire sprinkler system is an important component of any fire prevention system. It provides the first line of defence against unexpected fires. A fire sprinkler system sprays enough water on the flames to put them out before they spread out of control. They provide safe protection by allowing extra time for the building to be evacuated safely. These wet pipe systems have proven to be effective in containing risks while causing minimal harm. Our sprinklers are available in various designs, depending on the pressure, response time, droplet size, and other factors.

So, how exactly do sprinkler systems function? – When a fire breaks out, the air swiftly heats up, rising towards the ceiling and activating the sprinkler system. The device is made from a glass bulb filled with a glycerin liquid that swells when exposed to high temperatures. The liquid expands, shattering the glass



Fig 11.2.11 Sprinkler-1

and triggering the sprinkler connected to a water supply. Pressurised water surges when heat is detected in the pipe system, drowning the flames and preventing re-ignition.

Fire sprinkler systems are used in

- Commercial offices
- Restaurants and eating areas
- Warehouses
- Commercial kitchens.
- Industrial organizations
- Multi or single-family residences

Fire pillar hydrant

A fire pillar hydrant is an important feature of any fire protection system since it connects to a water source in an emergency. It is a column-shaped structure that distributes pressurised water to firefighters during the fire-fighting procedure. In public spaces, fire pillar hydrants must be available and evenly spaced, capable of drawing the required amount of water. Although they may not be used for a long time, they must be tested regularly to ensure their effectiveness in the event of a fire. If necessary, firefighters unscrew the valve cover with a wrench, and then water runs into the hose, battling the flames.



Fig 11.2.13 Fire pillar hydrant

Fire hose cabinets

The fire reel hose cabinet is a steel box used to store needed fire equipment in public places and buildings. It is made to keep the fire hose rack assembly, fire extinguisher, and fire hose reel safe from vandalism and trash. Thanks to its high-quality steel, ease of installation, and modest footprint, the fire hose cabinet is a must-have in every building or organisation.



Fig 11.2.14 Fire hose cabinet

Water fire extinguisher

Water-Fire Extinguishers are the most cost-efficient and effective approach to combat Class A fires

caused by solid items such as paper, wood, and other materials. A water extinguisher works by spraying a jet of water at the firebase, cooling the flames and preventing re-ignition.

Beam detector

A Beam Detector is a smoke detection device that uses a projected light beam to detect smoke. The optical beam detector does not detect smoke until it reaches the ceiling-mounted device. The detector is linked to a security system. The warning sounds when the device detects a break in the light beams. The beam detector is used in high-ceilinged areas like movie theatres, basketball arenas, and other venues.

Smoke detectors

Smoke is what sets them off. Photoelectric and ionisation detectors are the two types of smoke detectors available. When smoke blocks of light emanate from the detector, photoelectric detectors sound an alarm. The alarm sounds in ionisation smoke detectors when the detector detects a change in electrical conductivity between plates.

What to do in case of fire emergency

(B). When one notices a fire.

1. Turn on the nearest fire alarm right away.
2. If feasible, use appropriate equipment to put out the fire, remembering to aim the extinguishers at the flames' root. If there is a danger of personal injury, do not attempt to put out a fire.
3. All windows should be closed, and all electrical appliances, including fans and lights, should be turned off.
4. Shut the door to the affected area and get directions from the immediate supervisor.
5. Follow the fire-escape route directions.
6. The route to the nearest fire escape should be planned up and displayed in each guestroom in a prominent location where guests will most likely notice it.
7. For a roll call, report to the departmental fire representative. The housekeeper on duty should double-check the list of on-duty personnel (in the form of duty rosters) to ensure that everyone is present.
8. Remain at the assembling location until otherwise instructed.
9. Do not use the lifts at all.

(C). When one hears a fire alarm

One must respond quickly if one hears a fire alarm. Never assume it is a false alarm; the longer one waits after hearing a fire alarm, the less time one will have to get the self and the loved others out of the



Fig 11.2.15 Water fire extinguisher



Fig 11.2.16 Beam detector



Fig 11.2.17 Smoke detector

building. Even if it is a simulated drill at work or at a location one visits, participate enthusiastically. In the occurrence of an emergency, this knowledge could save the life.

Decide Immediately

In the event of a fire alarm, he/she must make a quick decision on whether to evacuate the premises or remain within. The choice could be life-changing, and it is primarily determined by the situation in which one finds the one's self. Most of the time, escaping a fire-damaged structure is the best option. However, if one has not safely departed the building or if the exit is blocked, one must be prepared to combat the consequences of fire, such as smoke and flames, until specialists come for the rescue.

- Could one not attempt to put it out in the event of a huge fire?
- Make a beeline for the assembling place
- Elevators should not be used
- If one has time, close doors and windows
- Do not attempt to re-enter the burned-out structure
- It is critical to be aware of a building's fire exits

To survive a building fire:

- If one gets caught in the smoke, get down and crawl while taking small breaths via the nose. Near the floor, cleaner, cooler air will circulate. "Get low and go!" as the saying goes.
- Feel the door knob or handle before opening: Feel the door knob or handle before opening any doors. Do not open the door if it is hot outside. If it is chilly outside, open the door slightly; if it is hot or there is much smoke, shut the door and stay in the room. Please make contact with campus police and let them know where someone is.
- If the nearest escape is blocked by fire, heat, or smoke, move to a different exit. When evacuating from higher floors, always use exit stairs rather than an elevator. Elevator shafts can block with smoke, or the electricity may go out, trapping one inside. If the stairwell doors are closed, they will keep the fire and smoke out and protect one until one gets outside.

If one becomes trapped:

- Keep the doors shut and seal any gaps or vents if smoke gets in. If there is no smoke outside and one is in a room, open the windows slightly at the top and bottom if possible. This allows heat and smoke to outflow from the top while allowing fresh air to enter from the bottom.
- Help is needed: To draw the attention of the fire department, hang an article out the window (a bed sheet, jacket, or shirt). Then, call emergency and report the campus police track one if a phone is available. Give the fire department the room number and exact location to get the help.
- If all exits from a floor are impassable, return to the room, close the door and seal the

breaches, open the windows if it is safe, and ask for aid or phone the fire department. Try to maintain the composure until the fire department arrives to save.

If one is on fire:

- Rolling suffocates the fire by stopping, dropping, and rolling. Stop, drop, and roll wherever one is if the clothing catches fire. To protect the self from more burns, cover the face with the hands.
- Cool burns by immediately running cool (not cold) water over them for 5-10 minutes. Ointments should not be used. Notify medical personnel as soon as possible.

Prevention/protect the self

Participate in fire drills: Fire drills are held once a semester in residence halls to familiarise one with the sound of the building's fire alarm system, emergency exits that one may not use regularly, and the location of the building's rally point. Knowing where additional exits are is critical if the primary escape is blocked before an emergency happens. Everyone should be aware of two options.

(D). After a fire emergency

Even the most stringent safety measures cannot eliminate fire risk in workplaces. So what happens if the unthinkable occurs? After the fire trucks have departed and one has ensured the safety of humans and pets, what does one do? How will one retrace the steps back to normalcy?

- Call 108
- Provide first assistance as necessary; cool and cover burns to prevent further injury or infection
- Notify the friends and relatives that one is safe
- People and animals that have been critically injured or burned should be taken to a medical or veterinary facility as soon as possible
- Stay out of fire-damaged properties until the local fire department says it is safe to get back in
- Secure the property and prevent further damage
- Collect damage information
- Clean, undamaged items and move to safety
- Remove smoke and soot throughout the building

(E). P.A.S.S. the fire extinguisher

Most fires can be quickly put out with portable equipment in the early stages, but only if they are readily available and the user knows how to use them. The reaction time from the moment the fire is discovered is critical. A minor, easily controlled fire will grow in size and severity if time is wasted looking

for the right fire extinguisher and reading the operating instructions. The fire will spread out of control, endangering both people and property.

Using a fire extinguisher can be daunting, particularly if unfamiliar with using one properly. Fortunately, there is an anagram to help one remember the four simple steps.

Pull: - Pull the pin. There is a tiny pin that stops the fire extinguisher from mistakenly being utilised; what one has to perform is pull it out and proceed on to the next step.

Aim: - Aim the nozzle of the fire extinguisher low at the base of the fire.

Squeeze: - Squeeze the trigger where the pin was pushed out. Remember to squeeze it slowly and evenly to get the most out of it.

Swipe: - Swipe from side to side to cover all areas the fire may have spread to.



Fig 11.2.18 PASS acronym

Move the fire extinguisher backwards and forward comprehensively until the fire is entirely out. Operate the extinguisher from a safe distance, such as a few feet away, and then go closer to the fire as it begins to fade. Read the instructions on the fire extinguisher carefully because different fire extinguishers advocate operating them from different distances. Remember to aim for the fire's base, not the flames!

Extinguishers should be kept on every floor level and in common spaces such as the kitchen and garage. Keep them in easily accessible areas or hang them on the wall for quick access in an emergency.

(F). Firefighting equipment

Firefighting equipment should be operated by staff who have been trained. Simple firefighting equipment like buckets of sand and water, fire blankets, and hose reels to more complicated fire extinguishers are available. Water buckets should be checked for adequate water levels regularly, while sand buckets should be kept dry at all times. In a fire involving electricity, water should not be utilised.

Fire extinguishers can be of numerous types

Dry powder is usually designed to be used in various situations with various fires. They use compressed, non-flammable gas as a propellant and incorporate an extinguishing agent.

Dry chemical foam is mostly used on flammable liquids, oils, and fats, but it can also be used for other things.

Halon/vaporising liquid includes gas or flammable liquid that prevents chemical reactions when burned fuels. Because there is no residue to clean up, this type of extinguisher is frequently employed to safeguard valuable electrical equipment. The range of halon extinguishers is usually 4-6 feet. The first application of halon should be made to the fire's base, and it should be continued even after the flames have died out.

The BCF (bromochlorodifluoromethane) - Extinguishers are now banned as chlorofluorocarbons harm the protective ozone layer.

Water-gas or soda-acid extinguishers - Only use them on Class A (wood or paper) fires since they contain water and compressed gas.

Carbon dioxide - Class band C (liquids and electrical) fires are the most effective with CO₂ based extinguishers. These extinguishers are only useful from a distance of 3-8 feet since the gas disperses quickly.

The carbon dioxide is kept in the extinguisher as a compressed liquid, cooling the surrounding air when released. Ice will often form around the 'horn' via which the gas is ejected from the extinguisher as it cools. Continue to apply the agent even if the fire appears out because it may re-ignite.

Fire-extinguisher ratings

Most fire extinguishers available are rated according to the type of fire they extinguish:

1. Class A extinguishers - Extinguish the simplest flames, such as those ignited by wood or paper. Their numerical rating refers to the amount of water they can hold and the size of the fire they can put out.
2. Class B extinguishers - These types are advised for fires involving flammable liquids such as gasoline, oil, or grease. The numerical rating indicates how many square feet of liquid fire an unskilled individual can anticipate to put out with this equipment.
3. Class C extinguishers - These are used in the event of an electrical fire. They do not have a numerical rating; the 'C' means the extinguishing agent inside is non-conductive.
4. Class D extinguishers - These are used with combustible metals and are frequently developed for specific metals. They do not have a numerical rating and cannot put out other fires.

Furthermore, many modern fire extinguishers are labelled to indicate that they can be used on many types of fires and will be so labelled (for example, A-B, B-C, and so on)

11.2.5 Importance of Preventive Health Check-up Organised by the Hotel

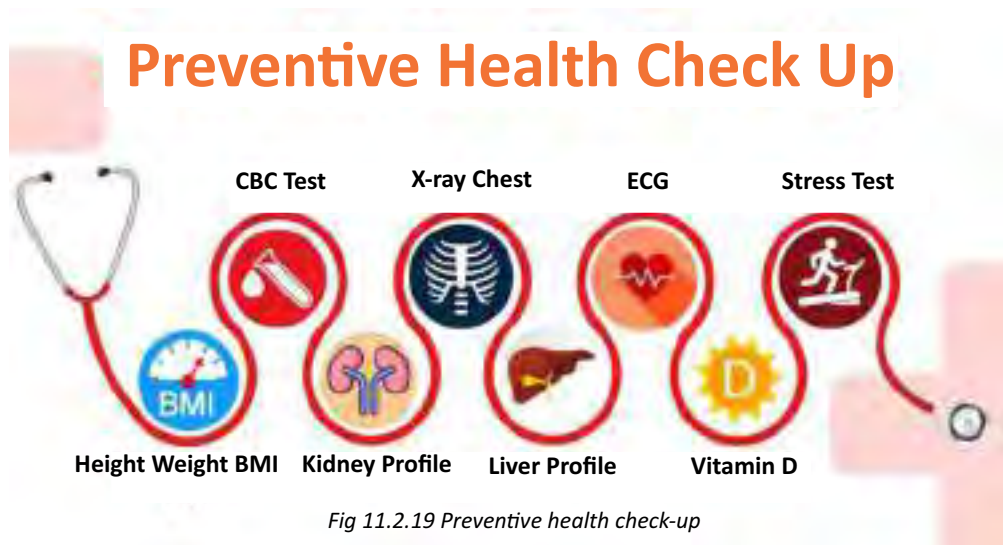


Fig 11.2.19 Preventive health check-up

- A frequent check-up can be used to determine one's overall health
- The chance of experiencing operations and other chronic medical disorders is reduced when potentially life-threatening health conditions or diseases are detected early
- Increases chances for treatment and cure. Regular check-ups help doctors diagnose the disease early, making the treatment more effective
- Reduced risks and complications by constantly monitoring existing medical disorders, a regular blood sugar and cholesterol test, for example, can inform one how likely one is to develop diabetes or high cholesterol in the future
- Overtime reduces healthcare costs as, through timely check-ups, one can avoid costly medical services
- It aids in the development of a good working relationship with a doctor, which is advantageous as therapy becomes more efficient - one gets to know the doctor and his or her treatment methods
- It is a good method to keep up with new medical information and technologies
- Prevent health problems, a regular blood sugar and cholesterol check, for example, can inform one whether one is at risk of acquiring diabetes or having high cholesterol in the future. Additionally, specialists recommend reducing the sugar intake if one has diabetes or are on the verge of becoming diabetic. As an outcome, one might be able to take control of the health
- Lower healthcare costs, getting the health checked regularly can help one save money in the long term. Preventive health screenings can also lower the chance of surgery and other chronic medical disorders
- Abolishes disease progression, cancer is a disease that can be difficult to diagnose if caught late. A routine physical examination can assist doctors in diagnosing a condition before it

becomes life-threatening

- Reduces the chance of complications during treatment, when a health disease is diagnosed early, the complexity and associated risk are lower than when diagnosed late. A frequent check-up can also aid in the recovery of the body from any health issues
- Increases life expectancy, by checking the body and health regularly, one can be confident of how healthy he/she is. Taking preventive medical advice and following the doctor's recommendations can also help him/her live longer
- Depending on the age, gender, family history, and overall health, one may need to have regular check-ups with particular tests. Unfortunately, many of us, including our forefathers and mothers, are hesitant to have routine medical examinations. Nonetheless, a preventive health check-up reveals that one is healthy, providing one with peace of mind

11.2.6 Causes of Risks and Potential Hazards In the Workplace and Ways to Prevent Them

Accidents are unplanned occurrences that result in injuries, illness, death, and loss of property and production. While it is incredible to prevent all accidents, some plans, preparations, and activities can help to limit the number of them.

Common workplace hazards

1. Working at a height and falling objects

Falls from considerable heights are among the most common and dangerous job injuries. Those who work on roofs and in high places for construction or maintenance are the most vulnerable. In a similar vein, falling objects and tools constitute a significant risk. Both can result in serious, life-altering injuries.

How to prevent falling injuries:

- If at all possible, avoid working at a height
- Vendors or public members may gain unauthorised access to ladders, scaffolding, and the site. Work at height safety equipment must always be in place, and qualified workers should be taught how to utilise it
- Ensure that equipment is inspected and re-certified regularly
- As with other labour assignments, ensure a thorough risk assessment is completed and updated regularly. As a result, the working at height policy is up to date



Fig 11.2.20 Risks and common work place hazards

- Strictly enforce safety guidelines and ensure the staff has received the training to work safely at heights

2. Machinery malfunction

Injury from incorrect work equipment use, as well as the ever-present risk of machine malfunction, can be serious and even fatal.

How to prevent machinery malfunction injuries:

- Encourage employees to report any indicators of machine failure
- Maximise efficiency, never encourage workers to use machines that are not working or are working badly
- Has he/she had the machinery repaired or replaced as necessary
- Implement procedures for checking the condition of the machines regularly. These inspections can help one avoid mishaps caused by malfunctions before they put the staff in danger

3. Electrical

Live wires and defective equipment can cause electric shocks that can be fatal without warning. Therefore, the need of implementing suitable preventive measures is underscored by the urgency and severity of electrical dangers.

How to prevent electrical injuries:

Electrical equipment that is not properly maintained might catch fire, resulting in varying degrees of burns and even death. Fire is a concern that can occur in nearly any workplace, so fire extinguishers should be readily available and maintained regularly.

4. Fire

Electrical equipment that is not properly maintained might catch fire, resulting in varying degrees of burns and even death. Fire is a concern that can occur in nearly any workplace, so fire extinguishers should be readily available and maintained regularly.

How to prevent fire injuries:

- Fire extinguishers should be kept in a variety of easily accessible locations. In addition, fire-resistant workwear should be available, and flammable products should be handled with caution.

5. Confined spaces

Working in confined areas can be hot and uncomfortable and deprive him/her of oxygen. Furthermore, working with fume-emitting materials in locations without enough ventilation can be dangerous.

How to prevent injuries In confined spaces:

- Work in tight locations should be limited as much as feasible
- If it is inevitable, take extreme measures and give skilled and equipped employees access to handle the environment
- Even if it means making greater modifications to the way one works, it is always best to arrange operations to prevent the necessity for work in enclosed places

6. Physical

Uneven surfaces and congested workspaces can cause slips, stumbles, cuts, and other physical injuries. These are the most prevalent and, in most cases, the least dangerous work-related dangers. Nonetheless, the risk of more catastrophic injury is always present. Furthermore, it puts the team's older and disabled members at higher risk.

How to prevent physical injuries:

- Ensure that the workroom is clean and orderly: no spills, loose cables, or dim illumination, for example
- Encourage a work environment where employees are encouraged to be organised and clean up after themselves at all times. Making the office clean, for example, is not only about establishing a neat and professional culture; it is also about keeping everybody as safe as possible

7. Ergonomic

Due to repetitive tasks and unnatural postures, sprains, bodily tiredness, and wear can build up over time due to repetitive tasks and awkward postures. Employee morale can be severely harmed as a result of them. Furthermore, persons who suffer from these conditions will link their agony to their jobs.

How to prevent ergonomic injuries:

- Integrate ergonomic ideas into the core of the business, such as providing training and lectures on appropriate posture to prevent strains and bodily pains
- Encourage the use of ergonomic tools such as chairs and adjustable computer equipment
- Invest in training the employees to take better physical care of themselves

8. Chemical

Cleaning products, solvents, carbon monoxide, gasoline, and other industrial chemicals exposed and inadequately controlled can cause skin irritation, burns, eye damage, and blindness

How to Prevent chemical injuries:

- Only authorised and trained staff should handle these compounds with caution
- If possible, keep chemicals in areas where they can only be accessed and used by authorised individuals wearing the appropriate PPE

- Properly dispose of no-longer-needed chemicals and maintain equipment that can give off chemicals under certain conditions

9. Biological

Agents that spread illnesses to humans, such as insect bites, body fluids, bacteria, and viruses, might pose biological dangers. Because of the ongoing epidemic, safety managers should be concerned about bug bites, bodily fluids, bacteria, and viruses.

How to prevent physical injuries:

- Ensure that all of the staff have received their immunisations
- Clean and disinfect the environment and securely dispose of biological waste and other bio-hazards

10. Noise

Hearing loss or damage can result from prolonged exposure to loud noises produced by heavy machinery or other loud sounds.

How to prevent noise injuries:

- Hearing protection is essential in loud locations such as airports, amusement parks, construction sites, and industrial-level companies

11.2.7 Standard Safety Procedures

Emergency measures

During an emergency, one must follow specific measures to tackle the situation in an organized manner. These measures are:

- Do not panic
- Respond to the senior immediately or escalate the matter to the concerned person
- Prepare against the emergency by keeping a fire bucket and a water source handy
- Evacuate the work area

After the emergency, one must:

- Report the situation to a senior or the concerned authority
- Undertake recovery measures

Evacuation

The only reasons for leaving a building due to earthquake are as follows:

- The building is on fire
- There is structural damage to the building (for example, newly cracked or buckling walls)
- There is a gas leak

Following emergency procedures:

When carrying out emergency procedures, remember to:

- Give the people involved in the emergency clear, concise and correct instructions, including what one wants them to do, where one wants them to go, etc.
- Carry out the role in the emergency procedure calmly and correctly
- Maintain the safety of the people involved, including the self
- Follow the established procedures for reporting the emergency

Contacting the emergency services:

The emergency strategy should include procedures for contacting the emergency services, including:

- How to contact the emergency services - for example, location of the nearest telephone, who should make the call, and the relevant telephone number to call
- What information to give the emergency services - for example, precise details of the location, details of the incident, number of casualties, the extent of injuries, etc.

Components of the first-aid kit

A well-stocked first-aid kit in the hotel is essential for dealing with small accidents and injuries. Keep the first aid kit locked and out of reach of youngsters in a cold, dry location.

A basic first aid kit may contain:

- Plasters in a varied range of sizes and shapes
- Sterile gauze dressings in sizes small, medium, and large
- Two or more sterile eye dressings
- Triangular bandages
- Crêpe rolled bandages
- Safety pins
- Disposable sterile gloves
- Tweezers
- Scissors
- Alcohol-free cleansing wipes
- Sticky tape

- Thermometer (preferably digital)
- Bug bite and sting relief creams or sprays, such as hydrocortisone or calendula cream or spray
- Antiseptic cream
- Antihistamine cream or tablets distilled water for washing wounds medications such as paracetamol (or infant paracetamol for children), aspirin (not to be administered to children under the age of 16), or ibuprofen antihistamine cream or tablets
- Eyewash and eye bath

Keeping a simple first aid guidebook or instruction booklet in the first aid box is also a good impression. Medicines should be checked frequently to ensure that they are still usable.

Basic first aid refers to the initial process of assessing and addressing the needs of someone who has been injured or is in physiological distress due to choking, a heart attack, allergic reactions, drugs or other medical emergencies. Basic first aid allows one to quickly determine a person's physical condition and the correct course of treatment.

Of course, one should always seek professional medical help as soon as possible. However, following correct first aid procedures can be the difference between life and death.

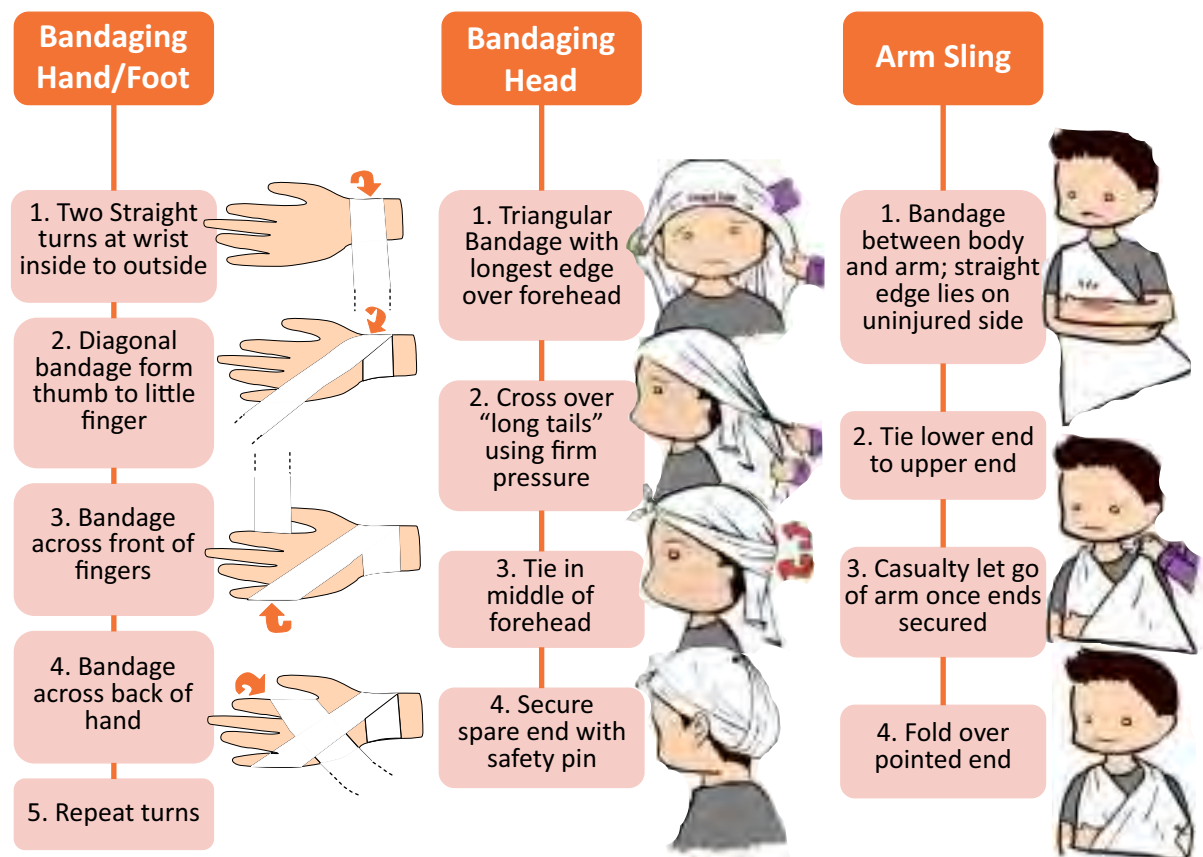


Fig 6.2.22 First Aid

Fire safety

Fires can be started by many things, including heating systems, cooking, discarded cigarettes, electricity, appliances, poor housekeeping, or the improper storage of chemicals. Quick action can prevent a small fire from becoming uncontrollable.

However, unfortunately, most people have never used a fire extinguisher or even seen one in use, let alone take the time to note where they are in their building.

Check the building procedures for the steps to take in case of fire. At least remember the following:

- Review the evacuation plan for the building
- Know the location of fire extinguishers and escape routes
- If one spots an unintended fire, sound the nearest alarm
- Use a fire extinguisher only if one has been trained to do so

In a fire, one must know the correct procedures that one needs to follow to ensure everybody gets out safely. The 'PASS' system stands for Pull, Aim, Squeeze and Sweep. It describes the stages in which a fire extinguisher should be operated and explains what each stage entails, giving enough information for the operator to use the extinguisher safely. While it is natural to panic in the event of a fire, if one can remain calm and remember the 'PASS' technique, one may well be able to put out the fire and save the self and those around him/her from serious consequences.

If a fire breaks out, sound the fire alarm. If one deems the fire worthy of professional help, call the emergency services before one tries and tackle the fire by the self.

- **Pull** – Pulling the pin breaks the tamper seal, making the extinguisher ready for use
- **Aim** – Aim at the base of the fire
- **Squeeze** – Squeeze the handle to discharge the extinguisher at the fire
- **Sweep** – Sweep from side to side, keeping the extinguisher pointed at the base of the fire until the fire has gone out. Be careful, as the fire could reignite – repeat steps 2-4 if this is the case

As well as following these steps, one must be standing at a safe distance from the fire if it becomes more extensive or reignites, should one manage to put the fire out safely. It would help if the evacuation path had been pre-established. Finally, ensure that no fire, smoke or heat obstructs the escape route.

Summary

When a guest checks into a hotel, they do so with the expectation that not only they but also their belongings will be kept safe and secure for the duration of their stay at the hotel. At the same time, ensuring the safety and well-being of the hotel's employees and property is of utmost significance. As a result, it is of the utmost importance to have a proper safety and security system in place in order to protect both the employees and the guests of the hotel, in addition to the physical resources and assets of the hotel itself, such as its equipment, appliances, buildings, and gardens, as well as the belongings of the guests. Therefore, safety and security will always come first when it comes to providing service to

guests. Guest protection from crimes such as murder and kidnapping, as well as from potential health hazards posed by outsiders, hotel staff, pests, and food poisoning, among other things. Providing staff with amenities such as lockers, insurance, health plans, and provident funds, among other things. Protective clothing, footwear, fire fighting drills, a supply of clean drinking water, aqua guards, sanitised washrooms, and other similar precautions. The guest's luggage should be stored in a safe location, and the appropriate equipment, including a luggage trolley and a bellhop trolley, should be available. Hotel equipment such as Lifts, Boilers, Kitchen Equipment, Furniture Fitting and Buildings, etc., must be protected. In order to do so, the Safety and Security should include provisions for fire safety equipment and a bomb threat security system. In addition, water floods security system, earthquake security system, safe vault safety and security system, and other similar provisions. The safeguarding of essential commodities, goods, provisions, and foodstuffs, among other things.

Along with implementing a total material management system, the safety and security system for this purpose should include systems for effective pest control and proper storage of the materials. To ensure the safety of the money, each cash bank should be kept in a separate drawer, and access to it should be restricted to just one person at a time. Every transaction needs to be documented as soon as possible. After each transaction, the cash register drawer needs to be shut and secured by the cashier. Before converting currency into different denominations for the customers, cashiers must finish the transaction being processed. In order to avoid confusion, each request for a change should be treated as a separate transaction. An unscheduled audit of the front office cash registers ought to be carried out every once in a while by a supervisor or a member of the accounting division. The hotels should implement a policy that specifies where employees are expected to place cash while processing a transaction.

UNIT 11.3: Employ Effective Waste Management

Unit Objectives

At the end of this module, participant will be able to:

1. Employ effective waste management techniques

What is waste?

There have been several definitions of waste proposed in recent years. One common thread among these definitions is the concept that waste is a material that is unwanted by its producer. For example, the unwanted materials may be by-products of a production process – fly ash from a furnace. Alternatively, they might be products, the inherent value of which has been consumed from the perspective of the current holder – for example, a newspaper that has been read, a package that has been opened and emptied of its contents, or an apple eaten to the core are all similar insofar as they have lost their original, inherent value from the consumers perspective.

What is waste management?

Waste management can be defined as all the activities required to manage waste, from collecting the waste to recycling and monitoring.

Waste in waste management refers to unwanted or unusable material produced through humans' activity and can have different forms. Waste can be liquid, solid, or gas, each having its disposal method and way of managing the waste.

Besides the state of the matter, there are also different types of waste, such as household, biological, commercial and industrial waste. In addition, some types of waste can form a threat to the environment and human health, such as radioactive and chemical waste. These types of waste are called hazardous waste.

Waste management aims to reduce the dangerous effects of such waste on the environment and human health. A big part of waste management deals with municipal solid waste created by industrial, commercial, and household activity.

11.3.1 Elements of Waste Management

1. Waste generation

Waste generation involves all the activities that identify if materials are no longer usable and can be used for systematic disposal.

2. Onsite handling, storage and precessing

After waste generation, there are activities to facilitate the more accessible waste collection, such as using dust bins and putting them at places where most waste is generated.

3. Collection of waste

Another phase of waste management is collecting waste. This, for example, includes the placement of waste collection bins, collecting the waste by vehicles and making sure the vehicles get to the correct location where they are emptied.

4. Waste transfer and transport

Waste transfer and transport is part of waste management. The focus is on all the activities involved in getting waste from the smaller collection locations to the more prominent regional waste disposal stations. Crucial for transportation is the availability of waste transport vehicles.

5. Waste processing and recovery

This part involves the facilities, techniques, and equipment needed to recover and recycle materials from the waste process. This part also improves the effectiveness of the other elements and activities in waste management.

6. Waste disposal

Waste disposal is the final step in waste management and involves all the needed activities for systematic disposal. In the following part, he/she will read about the different waste disposal methods.

Methods of waste disposal

This part will read about some of the most used waste disposal methods within waste management.

1. Landfills

One of the most popular methods used for waste disposal nowadays is throwing waste in landfills. In this process, waste is being buried in the land. This method is commonly used in the southern hemisphere and eliminates foul odours.

This method also reduces health risks and other dangers caused by waste lying around on the streets. However, using the landfills method requires some space, and due to a lack of space in some places, this method is being used less as a form of waste management.

Also, placing waste in the ground can produce methane and other gasses formed by the landfills method. These gases can be harmful to the environment. They can cause air and water pollution and affect the health of humans and animals. These disadvantages led to areas reconsidering the use of landfills in waste management.

2. Incineration

Another waste disposal method used in waste management is incineration, also known as combustion. With the incineration method, municipal solid waste is being burned at high temperatures. This process turns waste into gaseous products and other remaining materials.

An advantage of incineration, as opposed to the landfills method, is that it reduces the volume of waste

up to 30 per cent. This way, space taken up by waste is reduced, and it offers an alternative for landfills. This is why incineration is prevalent in areas where they run out of space for landfills.

3. Plasma gasification

Another form of waste management is plasma gasification. Plasma is an electrically charged gas. With this method, plasma is being used to convert solid or liquid waste into syngas. The waste is being heated, melted and then being transformed into gas.

Plasma gasification is mainly used to dispose of commercial, industrial, and hazardous waste. Compared to other methods such as landfills, the initial investment and operational costs are relatively high. However, the advantages of this method of waste disposal are that it creates renewable energy and results in less harmful emissions.

4. Composting

Composting is a waste management method and is a natural process that speeds up the decay of organic materials such as the remains of kitchen, plants and garden waste. Vital to the process are microorganisms. For these microorganisms to thrive, it is essential to create an ideal environment such as the proper temperatures, moisture and enough oxygen.

The end-product of this process is nutrient-rich soil, which is being used to grow crops, plants and trees. Composting is often used for organic farming. Composting is a relatively safe method for waste disposal. It can easily be used for waste management on a commercial level. A disadvantage could be that because it is a natural process, it does take some time, and like landfills, this method requires much space.

5. Recycling and recovery

Recycling is a process in which waste is being converted into new products. Recycling is intended to reduce energy usage, reduce new raw materials, and preserve natural resources. Also, it reduces the use of landfills, reduces water and air pollution, and reduces the emission of different types of harmful gasses.

Recycling is part of resource recovery. The extraction of natural sources is minimized, and designing a product or material focuses on sustainability, durability, reuse, and recycling.

The 6 R's in waste management

1. Refuse in waste management

Refusing is about eliminating waste from the beginning and declining offers for free stuff that would result in instant waste. People are advised to refuse free stuff such as coupons, flyers and magazines and are stimulated to find reusable alternatives for waste such as single-use plastics.

This can also be incorporated into a hotel's business strategy. For example, refusing to buy non-recyclable products can be a strategy and refusing unnecessary packaging from vendors.

2. Reduce in waste management

Reduce stands for reducing what is purchased and being aware of what one needs and wants. This goes together with refusing. What also helps is purchasing products of the best quality because they will last longer and reduce the times one will need to purchase them. Also, maintaining the products and materials, one has to make them last longer.

3. Reuse or repair in waste management

Before throwing away something and replacing it with a new one, households and businesses are advised to see if they can reuse or repair it. This can be the case with devices, clothing, and furniture. In addition, employers can stimulate employees to reuse items to limit the amount of waste produced while also saving money.

Reusing also includes donating or selling used products instead of throwing them away. Also, buying used products the self is a way to reuse someone else's items.

4. Rot in waste management

Rot stands for composting, which is also a way of reducing waste. As I have mentioned before, composting does take some time and space, so there are alternative ways of composting. In some cities, there are composting drop-off spots or even pick-up services.

5. Recycle in waste management

As a last resort, there is recycling. If one has to throw away something, recycling is the most environmentally friendly method for waste disposal. Recycling at the household or business level means throwing away materials such as cardboard, plastics, glass and aluminium separated from each other.

6. Repurpose in waste management

An additional R, Repurpose, is also used to produce less waste. Repurpose is also known as up cycling and refers to using one item for multiple purposes. This does require some creativity. An example is using wasted printer paper as scrap paper or cardboard boxes from previous deliveries to store other supplies.

11.3.2 Sources of Waste

Keeping our environment clean is essential to living healthy and comfortable lives. However, unfortunately, people, factories, processes and animals produce waste every day, so it is an inevitable part of society.

It is well known fact that there are five types of waste? Anyone hardly gives what is being thrown away a second thought, that is why it is important to discuss in this topic their types have been explained.

1. Liquid waste

Liquid waste refers to all grease, oil, sludges, wash water, waste detergents and dirty water that have been thrown away. They are hazardous and poisonous to our environment and are found in industries and households. As it is often called, wastewater is any waste that exists in liquid form.

There are two categories of liquid waste: non-point and point source waste. Manufactured liquid wastes are called point sources, and non-point source wastes occur naturally in our environment.

How is liquid waste removed?

The three methods we can remove liquid wastes from wherever they are located include;

Containment involves storing liquid waste in barrels or tanks to be removed from our surroundings. Containing liquid waste prevents it from being dumped into our environment.

Treatment: All liquid wastes do not need to be thrown away. One can treat and reuse them. For example, organic waste is composted and used to produce fertilizers in various stations in the UK.

Disposal: If no treatment can be done on liquid waste, it should be disposed of.

2. Solid waste

Solid waste is any garbage, sludge, and refuse found in industrial and commercial locations. The five major types of solid rubbish are;

Glass and Ceramics: Numerous companies readily recycle ceramics and glass. The catch here is that one has to dispose of them correctly.

Plastic waste: Plastic waste is any container, jar, bottle, and bag found in companies and houses. Plastics are non-biodegradable, and most of them cannot be recycled. Do not mix plastic rubbish with regular waste. Instead, sort them out before throwing them away.

Paper rubbish: This refers to all newspapers, packaging materials, cardboard, and other paper products. Paper is recyclable.

Metals and Tins: One can easily find tins and metals in hotels because food containers these materials are made from them. Most metals are recyclable, so take them to a scrap yard or recycling depot after use. In addition, the hotels hire dedicated services to transport the solid waste.

3. Organic waste

Organic waste refers to rotten meat, garden and food waste. This type of rubbish is commonly found in hotels. With time, they decompose and turn into manure by the action of microorganisms on them. Nevertheless, be careful; he/she should not dispose of them anywhere one likes.

When decomposing, organic waste produces methane, so it must not be thrown away with regular waste. Instead, get a green bin and properly dispose of this waste.

4. Recyclable waste

All discarded items like metals, furniture, organic waste that can be recycled fall under this category. Not all items are recyclable, so one has to be careful when putting things into the recycle bin. If one is not sure whether an item is recyclable or not, then check the item's packaging.

5. Hazardous waste

Hazardous waste includes flammable, corrosive, toxic and reactive materials. In a nutshell, they are wastes that pose a significant or potential threat to our environment.

Ways of Disposing Hazardous Waste

The four ways of disposing of hazardous waste are:

- **Recycling:** A few hazardous wastes can be recycled to form other products. For example, circuit boards and lead-acid batteries can bind to other pollutants and are later used as pavement fillings. Chemical levels are reduced when hazardous wastes are converted to new products.
- **Incineration and destruction:** Another way of disposing of hazardous waste is to destroy or incinerate them. Incineration reduces the amount of hazardous waste and can also generate energy for use in the process.
- **Pyrolysis:** Pyrolysis is an excellent way to dispose of hazardous waste in a very high-temperature arc under inert conditions. This process is used to avoid the dangers of combustion. It is preferable when dealing with PCBs, organic waste and pesticides.
- **Disposing of in a landfill:** A landfill is a disposal facility where rubbish is placed in. Land treatment facilities are not landfills.

In conclusion

Understanding the types of waste around him/her is critical to dealing with them. To reduce environmental pollution, one should take the proper steps to dispose of the types of waste we already have discussed in this chapter correctly.

Sources of waste

Sources of waste can be broadly classified into four types: industrial, commercial, domestic, and agricultural.

Industrial waste

These are the wastes created in factories and industries. In addition, most industries dump their wastes in rivers and seas, which cause much pollution.

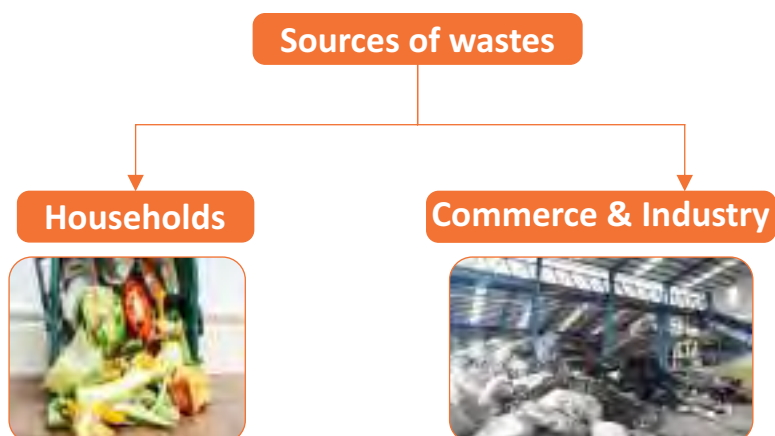


Fig 11.3.1 Sources of wastes

Example: plastic and glass

Commercial waste

Commercial wastes are produced in schools, colleges, shops, and offices.

Example: plastic and paper

Domestic waste

The other household wastes collected during cooking and cleaning are domestic wastes.

Example: leaves, vegetable peels and excreta

Agricultural waste

Various wastes produced in the agricultural field are known as agricultural wastes.

Example: cattle waste and weed husk

11.3.3 Types of Waste

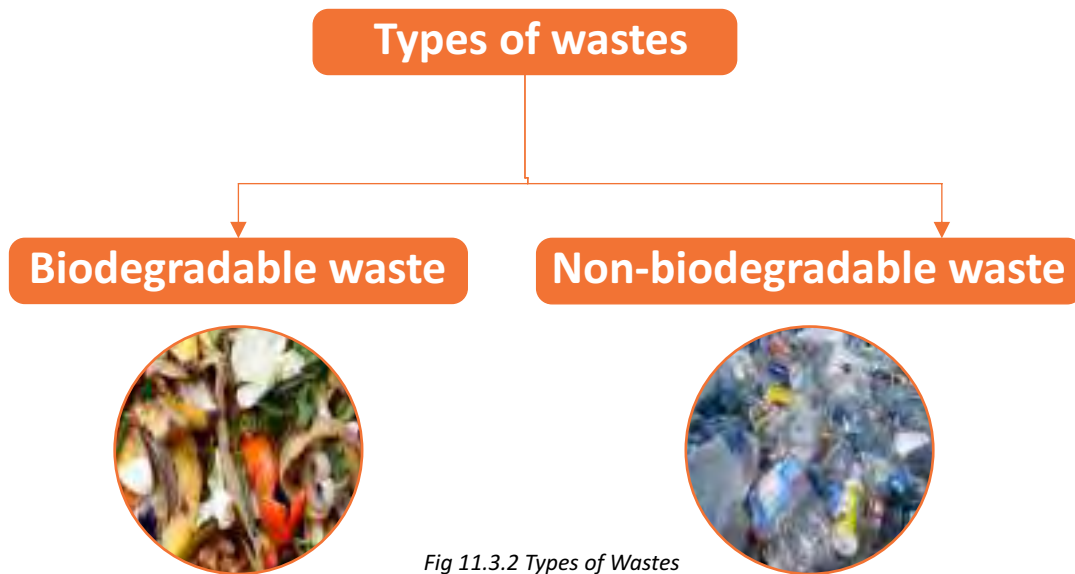


Fig 11.3.2 Types of Wastes

1. Biodegradable waste

These are the wastes from our kitchen, including food and garden waste. Biodegradable waste is also known as moist waste. This can be composted to obtain manure. Biodegradable wastes decompose themselves over some time, depending on the material.

2. Non-biodegradable waste

These are the wastes, including old newspapers, broken glass pieces and plastics. Non-biodegradable

waste is known as dry waste. Dry wastes can be recycled and can be reused. However, Non-biodegradable wastes do not decompose by themselves and hence are major pollutants.

3. Recycling of waste

Recycling waste products is critical as this process helps process waste or used products into useful or new products. Recycling helps in controlling air, water, and land pollution. It also uses less energy. Several items can be recycled like paper, plastic and glass. Recycling helps in conserving natural resources and also helps in conserving energy. Recycling helps protect the environment as it helps in reducing air, water, and soil pollution.

Decomposition of biodegradable waste

Biodegradable waste can be decomposed and converted into the organic matter with the help of different processes.

1. Composting

This is how waste can be decomposed and converted into organic matter by burying them in the compost pits. The wastes are composed of the action of bacteria and fungi.

2. Vermicomposting

This method involves the decomposition of organic matter into fertile manure with the help of red worms. This manure is known as vermicompost.

3. Chemical waste

Chemical wastes are wastes that are made from harmful chemicals which are primarily produced in large factories. Chemical wastes may or may not be hazardous. Hazardous chemical waste can be solid, liquid or gaseous and will show hazardous characteristics like toxicity, corrosivity, ignitability, and reactivity.

11.3.4 Employ Effective Waste Management

Importance of waste management in hotels

Waste management in hotels is crucial as it is getting increasingly difficult to dispose of waste. Moreover, it makes good sense to the business. When supplies are judiciously used, it saves much money on raw materials. In addition, one can generate additional income by selling old resources and reusing and recycling valuable materials.



Fig 11.3.3 4R's of Waste Management

Therefore, one decreases the cost of waste disposal as the amount of waste produced decreases.

It can start with:

- Using refillable dispensers for soaps, shampoos, and conditioners
- Using washable cloth products and dishware instead of disposable ones
- Using water filters instead of plastic bottles
- Reducing and reusing supplies packaging materials
- Reducing the number of paper products
- Switching to LED lights

Steps

Steps of effective waste management in hotels

Step 1. Characterization and quantification of waste in the hotel industry – It is essential to categorize the types and quantity of waste produced by every department of the hotel industry so that it is appropriately managed. For example, office waste (like papers, documents, brochures), a hotel kitchen Waste (jars, bottles, cardboard), organic waste (vegetable and fruit peels, flowers) can be segregated in colour-coded bins for easy and hassle-free waste management.



Fig 11.3.4 Waste management in hotels

Step 2. Understand waste hierarchy – This concept was presented by Waste on Line (2006), which provides options to manage waste by prevention, minimization, reuse, recycling, recovery and disposal, preventing much waste from going to the waste stream. Recovery is the most critical part of the process because some material value is retrieved through recycling. The last step is disposal which generally involves landfill and incineration of waste.

Step 3. Data analysis – Hotel industry generates much waste. It is often sent to landfills without being appropriately treated. The first step in managing the data analysis of waste is to perform the waste audit. Waste auditing identifies the process of productivity from waste management practices in hotels. With the help of trash compactors or industrial balers wastes, the volume of waste can be immensely reduced, making it easier to handle, and the

cost of waste disposal is reduced. Right from hospitals to hotel chains, compactors of different sizes, shapes, and convenience will prove to be perfect as a waste disposal tool.

Step 4. Furthermore, the organic waste in the hotel can be reduced with the help of a food composter. Composting is a biological process that needs sure temperature moisture, ventilation and carbon and a nitrogen ratio. In addition, compost is a beneficial soil conditioner and fertile manure.

Step 5. Model and framework development – A framework is developed to save local vendors and labour costs for handling waste. It is classified into two:

- **Profitability from recyclable and compostable waste** – This is the method of generating profit from business events. The tool to increase the total profit by any methodical plan
- **Sustainability from waste management** – Everything one needs to survive is sustainability. When the social, economic and environmental aspects are taken care of and have all the required conditions to sustain from managing waste, any framework can survive if these three aspects are within

Disposal of waste

Managing waste in hotels is one of the significant issues and ends up not being adequately treated. Therefore, hotel industries must develop a complete framework that helps optimise each waste

Two departments handle waste In the hotel

- **Housekeeping** - They collect waste/trash from all hotel's public areas, i.e. guest rooms,



Fig 11.3.5 Segregation of wastes

public toilets, other departments like FO, restaurants, etc. Housekeeping has a fixed schedule to remove garbage from all these areas.

- **Kitchen stewarding** - They exclusively handle kitchen waste. Housekeeping is not involved in this area. There is 90% food waste from the preparation area and dish wash and pot wash areas here.

There is no fixed time to remove garbage from the kitchen; this must be cleared whenever the garbage is complete. The same stewarding staff is also responsible for clearing food waste from the washing area.

The collected garbage is disposed of at the hotel's garbage room, which can be segregated to wet and dry, paper and plastic, etc., which is on hotel policy.

Mainly HK disposes of dry garbage, and stewarding disposes of wet garbage. As per the country's law, this garbage/waste will be collected by waste management trucks. Garbage sorting is the responsibility of those who dispose of it. (HK and Kitchen stewarding) The kitchen stewarding department manages the garbage room, which comes under the production department - Chef.



Fig 11.3.6 Cleanliness

11.3.5 Cleaning of Bins

If one thinks the rubbish bin inside the house smells bad, wait till one gets a whiff of the wheelie bin outside! The odour is far worse because

- It is left out in the sun all day
- It accumulates more garbage than the rubbish bin does

The combination of extra rubbish and the intense heat that leaves garbage baking inside the wheelie bin can cause a terrible stench inside. Of course, one may not pay much attention to it because he/she only have to deal with it when one takes the garbage outside.

Even then, one probably holds the breath as one quickly opens the lid and dump the bag inside. Nevertheless, it really should not be that way, nor should it get to a point where the wheelie bin is stinking up the place with the lid closed.

Yes, it is not a fun job to clean a smelly wheelie bin, but if one cleans these more often, one will not have to deal with a disgusting stench ever again! So, take a look at these comprehensive steps to clean the

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Yes, it is not a fun job to clean a smelly wheelie bin, but if he/she cleans them more often, one will not have to deal with a disgusting stench ever again! So, take a look at these comprehensive steps to clean the wheelie bin thoroughly.

NOTE: One should wear a mask and elbow-length rubber gloves while cleaning the wheelie bin.



Fig 11.3.7 Cleaning of Bins -1



Fig 11.3.8 Cleaning of Bins -2

Steps

Step 1. Remove debris (scattered pieces of rubbish or remains)

After emptying the bin, could anyone take off the lid and keep it aside? There will likely be some loose debris left inside and hardened gunk stuck to the bottom. To remove it, put the bin on its side with the bottom-placed against a wall, and use a long, hard-bristled brush to scrape off as much gunk as possible; clean out the debris and dispose of it in a garbage bag.



Fig 11.3.9 Removing debris

Step 2. Wet the interior

Stand the wheelie bin up, and wet the interiors with a hose. If the garbage has left some wetness inside, rinse the bin thoroughly by spraying the interiors with water and emptying it. One might need to soak the bottom of the bin if there is stubborn grime present; in this case, fill the bin with 5 inches of water (or more if needed), and leave it for 15 minutes. Next, rinse off the lid and allow it to soak as well by pooling water in it.



Fig 11.3.10 Wet the bin

NOTE: A high-pressure hose is generally recommended when cleaning a wheelie bin. It is more effective in blasting away stuck-on grime.

Step 3. Give the inside a light scrub

Now that the inside has been dampened and the bottom has had time to soak, get rid of the sludge by lightly scrubbing the interior of the wheelie bin with the same long-handled brush. Place the bin on its side again, and rotate it until anyone has lightly scrubbed each interior wall, including the bottom. Rinse the bin once again to remove the wet debris.



Fig 11.3.11 Scrubbing with soap and water

Step 4. Clean with soap and water

In a bucket of room temperature water, mix in ½ cup white vinegar and 1 cup liquid dish soap; give the water a few stirs to combine the ingredients and then pour it into the wheelie bin. One may need a second bucket of the cleaning solution, so keep the ingredients at hand.

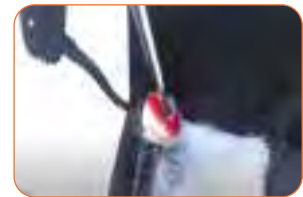


Fig 11.3.12 Cleaning with mop

Step 5. Clean with a mop

As odd as it may sound, the best cleaning tool to use to scrub the wheelie bin is a nylon string mop! It has a long handle, covers a vast area in one go, and the material is effective in scrubbing away stains. Start by tilting the wheelie bin forward (ask someone to give one a hand with this), and mop each side of the interior; rotate the bin as needed, finishing off with the bottom whilst in an upright position.

If the water becomes too dirty during this step, replace it with a new cleaning solution, and be sure to rinse the mop thoroughly too. When dealing with stubborn grime in the wheelie bin, consider using a long brush to scrub the interior before mopping inside.



Fig 11.3.13 Rinsing the bin

Step 6. Rinse thoroughly

When one has finished scrubbing the inside of the wheelie bin thoroughly, it will require a thorough rinse as well. This requires a lot of arm strength as these bins are not exactly lightweight. Enlist the help of a member or friend for this. The best way to rinse off the inside of a wheelie bin after scrubbing it clean is to lean it on its side, spray the inside with water, and lift the bottom to empty it. Again, one might need to rotate the bin while it is on its side to rinse off the cleaning solution thoroughly. This is also an excellent time to check for any missed stubborn grime, which can be spot cleaned then and there.

Step 7. Clean the lid

Since one does not have to deal with depth when cleaning the lid, a handheld scrubber or brush can be used in place of a long-handled cleaning tool. To begin, dump the water that has been soaking the lid, and rinse it off. Next, squirt some liquid dish detergent over the inner side of the lid and scrub it clean. Next,



Fig 11.3.14 Cleaning the lid

flip it over and do the same for the top before rinsing both sides clean.

Step 8. Scrub the exterior

When cleaning the wheelie bin, do not ignore the exterior, which can get a rather dirty smell. To do this, wet the surface, make a soapy solution, and scrub all sides of the bin with a scrubbing pad or brush. Next, spray the exteriors with a hose to rinse off the cleaning solution.



Fig 11.3.15 Scrub exterior

Step 9. Sanitise the wheelie bin

Any disinfectant can be used for this. Follow the directions on the label to make a solution that can be poured into the bin (just like the bucket of the cleaning solution). Again, take the mop, which should be cleaned off thoroughly by now, and mop the entire interior of the wheelie bin from top to bottom, followed by the exterior using the wet mop. Next, sanitise both sides of the wheelie bin lid using a rag and disinfectant of the choice; fix the lid back on after the bin has dried.



Fig 11.3.16 Rinsing exterior and interior

Step 10. Rinse and dry the bin

Empty the disinfectant solution and give the wheelie bin one final rinse. To dry the bin properly, turn it upside down and rest it over a low step or curb. Never place the wheelie bin flat (upside down) on the ground as this will trap moisture inside, which, in turn, encourages mould. After the wheelie bin and lid have dried completely, stand the bin upright and allow it to air out further for a few hours before reattaching the lid. After this, the wheelie bin will be ready to use again! The fact is that cleaning the wheelie bin is an unpleasant job that is made 10x more unpleasant by waiting until it has an unbearable stench!



Fig 11.3.16 Drying the bins

Tips

Waste Generation - Waste generation involves all the activities that identify if materials are no longer usable and can be used for systematic disposal.

Sources of Waste - Sources of waste can be broadly classified into four types: Industrial, Commercial, Domestic, and Agricultural.

Exercise

True False type questions

- Question 1.** A warm smile always helps the guest to open up. It makes the guest feel important and comfortable knowing that someone genuinely cares about their needs.
(A). True
(B). False
- Question 2.** Employees and clients may connect and contact one another swiftly and efficiently using telegrams.
(A). True
(B). False
- Question 3.** Enforcers of safety Rules are ineffective if they are not followed or enforced.
(A). True
(B). False
- Question 4.** A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.
(A). True
(B). False
- Question 5.** All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.
(A). True
(B). False
- Question 6.** Employee safety can be ensured by adhering to the three Es of safety: a safety education, safety engineering, and safety program.
(A). True
(B). False

Select the best alternative from the given options (MCQs)

- Question 1.** Which among the given choices are basic dues that will assure health and hygiene at the workplace?
(A) Regularly empty the trash cans
(B) Clean washrooms regularly
(C) Go for movies
(D) Take leaves regularly
- Question 2.** Which will you use to reduce the quantity of dust from outdoor?
(A) Wet area mats
(B) Dust control mats

- (C) Curtains
- (D) Vacuum cleaner

Question 3. What should be avoided to reduce the chances of Ingrowing Toenails?

- (A) Trim Straight
- (B) Trim diagonally
- (C) Do not trim
- (D) Do not use a nail filer

Question 4. When should one wash their hands to keep it clean?

- (A) Before leaving the house
- (B) When arriving at the destination
- (C) Before and after consuming or preparing food
- (D) All of the above

Question 5. Why are etiquettes needed?

- (A) It makes one a cultured individual
- (B) It teaches one how to talk, walk and most importantly, behave in society.
- (C) It teaches one to use the mobile
- (D) A and B

Notes



Scan the QR codes to watch the related videos



[Waste Types and Classification](#)












[Importance and Methods of Protecting People and Assets](#)



[Introduction to Fundamental Concepts of Fire Safety](#)

Annexure -I

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Chapter -1 Introduction to Hotel Industry and Housekeeping Activities	UNIT 1.3 Housekeeping Department and Layout of a Hotel	1.3.1 Organisation Hierarchy of a Housekeeping Department	59	https://youtu.be/gAjY30QO8Jo	 Organization Structure of Housekeeping Department
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Chapter - 2 Perform Cleaning Operations for Carpet and Upholstery	UNIT 2.1 Various Cleaning Solutions, Equipment and Carpet Types	2.1.1 Types of Cleaning Equipment	89	https://youtu.be/m8PsLBqij2g	 Types of vacuum cleaners

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Chapter - 7 Carry out the Cleaning Activities in the Guests Bathroom	UNIT 7.1 Replenish, Replace and Refill the Toiletries and Other Supplies	7.1.2 Replenish Guest Supplies	202	https://www.youtube.com/watch?v=XD0n_XlJ_o	 Guest supplies in hotel room; guest amenities
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Chapter - 8 Perform Cleaning Operations in the Common Area and Elevators	UNIT 8.1 Activities Involved in Cleaning the Elevator and Other Common Areas	8.1.3 Pest Control	231	https://www.youtube.com/watch?v=m7iTdJnmgS8&t=20s	 Pest Control in Hotel
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