



SWISSAM HOSPITALITY BUSINESS & CULINARY ARTS SCHOOL

ACCOMMODATION OPERATIONS

3. Venues cleaning. Reporting.

- Other venues cleaning.
- Trolleys' types & pantries.
- Reporting.



Let's repeat

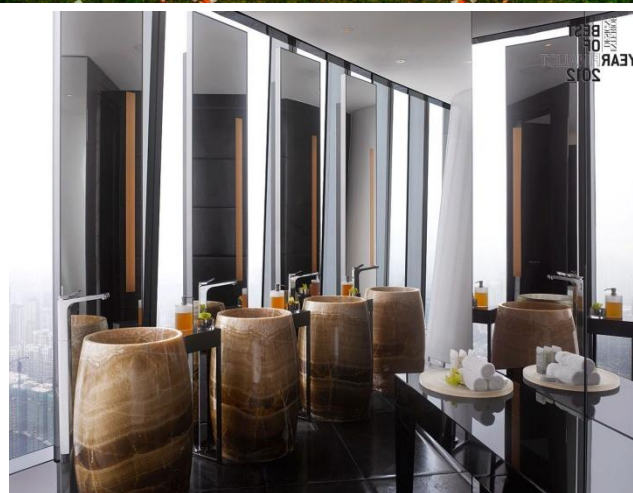
Guest rooms & Amenities. Cleaning

1. Room types (6). Room (HSK) status (4+2). FO status (2). Service status (2). Reservation status (7).
2. Why do we need room discrepancy report?
3. What is the priority in HSK assignments (7)? Which room to clean first?
4. Handicap room.
5. What amenities must be (not) in the room?
6. Room cleaning types (6) and sequence (6).
7. Any questions on assignment?



SWISSAM HOSPITALITY BUSINESS & CULINARY ARTS SCHOOL

Other venues cleaning



Other venues cleaning

Lobby

To consider:

- Weather forecast
- Lobby non-peak hours 10:30 pm – 7:00 am
- Guest socializing
- Hotel events
- Cleaning every hour OR daily



To do list

- Vacuuming carpets
- Polishing marble floor
- Dusting furniture and table fixtures
- Polishing door knobs & railings, wooden furniture
- Dusting and cleaning door jambs
- Removing finger prints or spots from walls, windows and glass
- Sweep tile and hardwood floors
- Washing windows & curtains
- Dusting vents

Other venues cleaning

Elevators

To consider:

- Weather forecast
- Traffic
- Maintenance support



To do list

- Vacuum carpet / mop floor
- Polish hand rails
- Clean glass & mirrors
- Doors inside & out
- Buttons
- Marketing materials update

Other venues cleaning

Public restrooms

To consider:

- Cleaning every hour - checklist
- Hotel events
- Make sure rest room is vacant
- Proper signs



To do list

- Sanitation & safety
- Mop floor
- Polish mirror
- Doors inside & out
- Waste bins
- Soap & lotion
- Towels & toilet paper

Other venues cleaning

Swimming pool

To consider:

- Cleaning every hour – checklist
- Water cooler
- Wet towels & dirty linen - restock
- Proper signs
- Mold
- Comfortable temperature



To do list

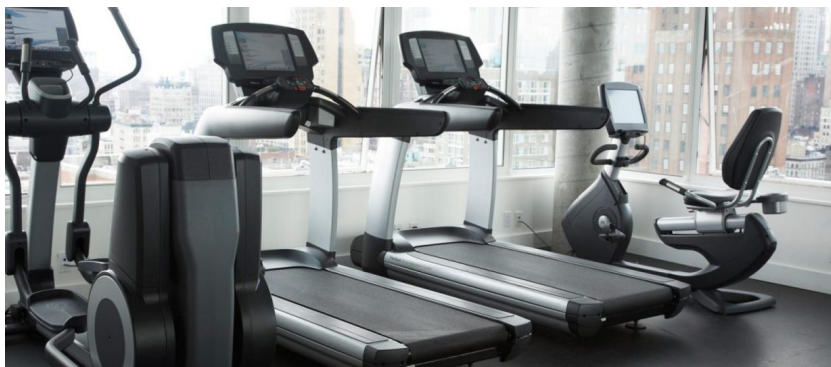
- Sanitation & safety
- Mop floor
- Waste bins
- Cleaning & straightening lounge furniture
- Report any unsafe or unsanitary areas

Other venues cleaning

Gym

To consider:

- Cleaning every day
- Water cooler
- Soiled linen – restock
- Engineering maintains the equipment
- Comfortable temperature



To do list

- Sanitation & safety
- Waste bins
- Report any unsafe areas
- Cleaning mirrors & glass areas
- Sweeping & mopping floors
- Dusting equipment & fixtures
- Spot-cleaning walls
- Cleaning & straightening any furniture

Other venues cleaning

Restaurants

To consider:

- Cleaning after closing
- Shampooing on weekly or monthly basis



To do list

- Clean phones
- Wipe down hostess station
- Spot-clean walls
- Wipe window sills
- Dust/polish furniture
- Clean upholstery
- Vacuum carpets
- Sweep & mop floors

Other venues cleaning

Events

To consider:

- Clean immediately after function
- Shampooing on a frequent basis
- High-level cleaning may require an outside service
- Third party participants



To do list

- Spot-clean walls
- Wipe window sills
- Clean upholstery
- Vacuum carpets
- Sweep & mop floors
- Clean, dust & polish furniture
- Carpet stain removal

Other venues cleaning

Back office

To consider:

- During the evening or early morning
- Staff vacation – general cleaning
- Do not touch any personal belonging
- Staff locker rooms
- Storage areas
- Security issues key



To do list

- Spot-clean walls
- Wipe window sills
- Vacuum, sweep & mop floors
- Clean, dust & polish furniture
- Carpet stain removal

Other venues cleaning

Exterior hotel area

To consider:

- Weather / Season
- Parking, Beach, Lawns, Patio, Entrance
- Outside furniture & heaters
- Smoking areas
- Plants



To do list

- Spot-clean walls
- Clean windows
- Clean, dust & polish furniture
- Sand removal
- Pick up any garbage (papers, leaves, plastic bags, etc.)

Other venues cleaning

Major cleaning rules

Item	What to do
<ul style="list-style-type: none">• Doors• Floor• Walls• Ceiling• Furniture• Fixtures• Equipment• Waste bins• Decorations• Soiled linen	<ul style="list-style-type: none">• Vacuuming• Polishing• Dusting• Removing finger prints / webs• Washing• Swiping• Wiping• Stain removal• Sanitizing• Restocking

Other venues cleaning

Group task!



Try to explain **advantages** and **disadvantages** of using **electric hand dryer** and **paper towels** in public toilet.

Other venues cleaning

Group task!



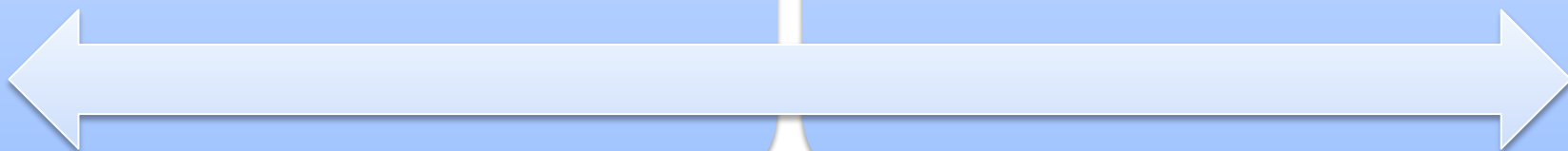
Paper towels

- Need space to stock
- Not eco friendly
- Bacteria are transferred from hands to towel when rubbing
- Faster to dry hands
- Used to refresh face skin
- Used to hold door knob



Hand dryer

- Dusty air
- Spread germs
- Cause queue
- Less expensive
- No waste



Other venues cleaning

Frequency Schedule:

- indicates how often hotel premises shall be cleaned.



Areas that must be cleaned on a **daily or weekly basis** become a part of a **routine cleaning cycle**.



Other items which must be cleaned **monthly or less** frequently are inspected on a daily basis but they become part of scheduled **special cleaning projects**.



Other venues cleaning

Frequency Schedule

Routine cleaning cycle

- Daily:
 - Ashtrays
 - Waste bins
 - Disinfect telephone, door knobs, buttons, handrails
 - Remove finger print
 - All glass surfaces and windows
 - Carpet and furniture upholstery vacuuming
 - Sweep and mop lobby floor

Special cleaning projects

- Weekly:
 - Wash down wall in restrooms
 - Polish drinking fountains
 - Clean guest elevator tracks
 - Clean vents
 - Clean outside guest elevators (twice a week), etc.
- Monthly:
 - Wax floor
 - Wash windows
 - Shampoo carpets (twice a month), etc.
- Yearly:
 - Façade / furniture cleaning
 - Mattress rotation, laundry curtains (twice a year)
 - Shower head cleaning, etc.

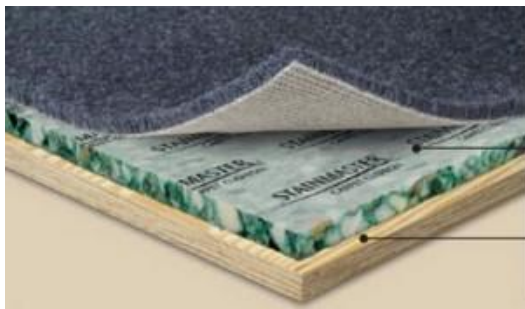
Preventive maintenance:

- A systematic approach to maintenance in which situations are identified and corrected on a regular basis. This will help to control costs and keep larger problems from occurring.

Other venues cleaning

Preventive maintenance example

Preventive maintenance: The best way to give carpets a longer life is by a preventive maintenance programme. It is better to forestall damage than respond to it. Carpets are shampooed periodically; aired to keep them dry to avoid mildew; furniture moved so that they do not create permanent indents; underlay provided to protect carpets from surface water seepage and pests; pest control programmes; using runner and mats in heavy traffic areas; and regular vacuuming of carpets.



Other venues cleaning

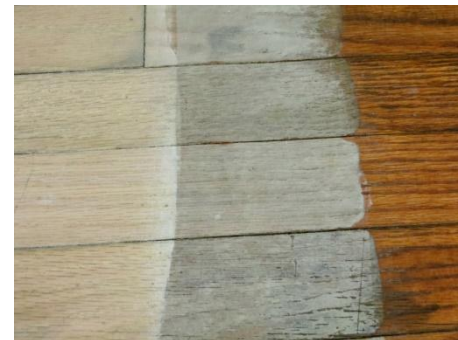
Routine maintenance:

- Activities related to the general upkeep of the property that occur on a regular basis.

Other venues cleaning

Routine maintenance example

Replacement fused light bulbs, furniture polishing, whitewashing wooden floors, grass cutting, snow shoveling, leaves sweeping.



Trolleys' types & pantries

Trolleys – different types



Trolleys' types & pantries

Housekeeping trolley



- Bed sheets in one shelf, towels in another, bathroom amenities in a separate drawer.
- Heavy – down, light – up.
- Well organized and well stocked before starting each shift. Maid is responsible to load trolley at the end of her shift for tomorrow.
- Secure.

Trolleys' types & pantries

Laundry trolley



- Separate for clean and dirty.
- Separate for textile purpose (SPA, restaurant, rooms).

Trolleys' types & pantries

Minibar trolley



- Should be kept locked.
- Items inventoried.

Trolleys' types & pantries

Public area trolleys

**Regular
Bucket**



**Twin
Buckets**



- Heavy duty.
- Big size.
- Stable.



Public area cart



Mop wringer trolley

Trolleys' types & pantries

Trolleys – how to select

Environment	Tasks	Load	Workers
<ul style="list-style-type: none">• Floor gradient• Stairs• Space / Storage availability	<ul style="list-style-type: none">• Distance• Moving items• Force (push & pull)	<ul style="list-style-type: none">• Carrying items to / from• Springs	<ul style="list-style-type: none">• Characteristics (height, age, gender, etc.)• Cart should be light weight, easy to clean and easily manoeuvrable

Trolleys' types & pantries

Pantries



Trolleys' types & pantries

Pantries

Linen pantry

Housekeeping
pantry





Other venues cleaning

Home task!

Student name and group:						
SPECIAL CLEANING PROJECT						
		Weekly	Twice a month	Monthly	Twice a year	Yearly
WEEK	MONTH					
1	January					
2						
3						
4						
5	February					
6						
7						
8						
9	March					
10						
11						
12						
13						

Compose **special cleaning project** for a hotel of 70 rooms. Be ready to justify your decision.
Excel file you will find in Intranet. Please submit your work 48 hours prior to next lesson.



Reporting & check lists

HOUSEKEEPING MONTHLY REPORT

Hotel: CBR

Month: April 2015

ROOMS PRODUCTIVITY	
Total number of occupied rooms cleaned	3244
Total number of vacant dirty cleaned	847
General cleaning Rooms number	97
Total rooms cleaned	4091
Number of cleaners - Room Attendants	14
Monthly average no of rooms cleaned per RA per day	16.0

STAFFING LEVEL	
Manning Guide	25
Staffing for the Month	22
Staff on Vacation	3

SPECIAL PERIODIC CLEANING PROGRAM	
General Cleaning	Guest Rooms 91
Hard floor polishing	Lobby Done
Carpet shampooing	Bqt Hall Done
Public Areas	General cleaning Done
Shower head cleaning	156
Other activities:	Floor corridor carpet shampooing - floor 1-6 Done
	Lobby side table cloth change All
	Guest rooms bed skirting washing 20 rooms
	Mattress pad washing 25 rooms

DECORATION / PLANTS	
New plants purchased	8 pcs
Old plants' maintaince	Done



Reporting & check lists

Pest control

PEST CONTROL SHEET							
Date	Time	Description of Pest problem	Location of Pest Found	Date of pest treatment Appointment	Job Completed on date	Staff Accompanied	Signature



Reporting & check lists

Logbook

GUEST CALL REGISTER								
Sr.No.	Date	Room No.	Guest Name	Call/Request	Time to Deliver	Forwarded To	By	Status



Reporting & check lists

Guest loan

GUEST LOAN REGISTER

Sr.No.	Date	Room No.	Guest Name	Req	Time to Deliver	Time to Recover	Delivered By	Recovered By	Status



Reporting & check lists

Lost & Found

LOST AND FOUND REGISTER

Sr.No.	Date	Item	Description	Found By	Found At	Picked up By	Addr	Contact Number	Sign

Group assignment status



Hotel assignment

- DONE?

Areas to clean

- DETECTED?

Staff needed

- CHECKED?

Please be ready for presentation by the end of November, 2016. All details you may find in Intranet.



Routine cleaning sequence and cleaning types.

Resume

1. Public areas in a hotel.
2. Difference between preventive and routine maintenance.
3. Pantry allocation.
4. Housekeeping reporting system.
5. Home task! 48 hours prior to next lesson.



Thank you!

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