Unit-3

• Cleaning Procedure and frequency schedule
Objective

• You will be able to understand:
  Trolley set-up
  Routine cleaning
Main point

- Trolley set
- Cleaning of Guest Rooms
- Cleaning Public Areas
- Handling VIPS
PREPARING TO CLEAN
1. Report for morning briefing
2. De-briefing after the shift is over

ASSEMBLING SUPPLIES
1. Cleaning agent and supplies
2. Waste of time in running for supplies
CLEANING OF GUEST ROOM

- **BLOCK CLEANING** - finishes same task in all rooms.
- **RE-SHEETING**
- **ORTHODOX CLEANING** – all cleaning task in each room.
- **TEAM CLEANING** - staff work as a team
CLEANING OF A DEPARTURE ROOM

• S.O.P. of opening the door
• Insert dummy card & open the curtains.
• Search for L/F, missing, damage items.
• Check for maintenances. Switch off lights.
• Remove soiled linen & garbage. Make bed.
• Clean mini-bar counter.
• Clean the bathroom
• Replenish guest supplies. Vacuum the room.
• Switch on lights & A/C. Draw the curtain.
• Mop the vestibule area and come out of the room.
CLEANING OF OCCUPIED ROOM

• Follow S.O.P. of cleaning a departure room.
• Balcony door found open
• Hard cash or costly ornaments
• Scanty baggage, no luggage, Sleep out.
• Take care of guest belongings while dusting.
• Take care of guest belongings while stripping off linen from bed.
• If telephone rings, do not pick. It is not for you.
• If guest returns when room attendant is cleaning.
BED MAKING

• Stripping of linen.
• Flip- flop & check the mattress protector.
• Spread lower sheet. Tuck in from all sides & mitre at all four corners.
• Spread second sheet with wrong side up
• Spread blanket over the second or top sheet
• Place crinkle sheet over the blanket.
• Tuck in at foot side and mitre at the bottom corners.
• Put the pillow cases and bed spread
CLEANING OF BATHROOM

• Caddy with all cleaning agents stocked.
• Remove soiled & garbage.
• Apply R6 to W/C bowl.
• Check for cobwebs & maintenances.
• Clean tumblers ashtrays & bathroom tiles.
• Clean the vanity counter.
• Clean the shower curtain & bath-tub.
• Clean W/C & bidet.
• Check for supplies, mop the floor & come out.
DUSTING

• Spray the dusting solution on the duster. Never spray the solution directly on the surface being cleaned as it can stain or cause stickiness.

• Dusting should be done starting from the main door and clockwise around the room.

• Begin dusting from the highest surfaces so that items does not fall on the items already cleaned.

• The duster should not be unfolded in the room after dusting nor be shaken outside the window. Carry the duster to the place where it can be washed and dried.
TURNDOWN SERVICE

• Follow S.O.P. of opening of door.
• Switch on the lights.
• Fully draw the curtains.
• Remove bed spread.
• 90° fold on the second sheet, blanket and Crinkle sheet.
• Open T.V. cabinet door
• Switch of lights except bedside & passage area lamps.
• T.D.S. in bathroom
A turndown service is available on request – please contact Housekeeping.
We hope you have a pleasant stay.
DEEP CLEANING

- It is the intensive or specialized cleaning undertaken in guest rooms or public areas.
- They may be scheduled monthly, quarterly, half yearly or annual frequencies.
- Work may be done in coordination with maintenance department.
- Time consuming requiring special equipment, techniques, expertise & group effort.
SECOND SERVICE

• It is provided on guest request.
• The guest room has already been serviced as per the day schedule and requested for service again.
• It may be chargeable servicing or cleaning.
• Request for putting the room in order due to some party being held or is expecting some visitor.
CLEANING PUBLIC AREAS

• Public area is a place where public has access.
• Quality of cleaning in public areas can be judged by two types:
  • 1. Quality in fact (defined & measured quality)
  • 2. Quality in perception (what people think)

SAFETY

• 1. Caution signs
• 2. Chemicals & equipments must be kept near the public area attendants
• 3. Children need to be cautioned
CLEANING PUBLIC AREAS

- Difficult due to elaborate wall & floor coverings.
- Cleaning is done in night.
- Coffee shop is also cleaned in night.
- Banquet halls & meeting areas.
- Restaurants.
- Each shift consists of housemen & cleaners.

FRONT OF THE HOUSE AREAS
DOORS
LOBBY
FRONT DESK
ELEVATORS
CORRIDORS
POOL AREAS
POOL EQUIPMENTS
DINING ROOMS
HEALTH CLUB

Gautam Singh, Hospitality Trainer, 07830294949
ADMINISTRATION & SALES OFFICES

Gautam Singh, Hospitality Trainer, 07830294949
SAUNA & SOLARIUM

Gautam Singh, Hospitality Trainer, 07830294949
V.I.P. ROOMS

• VIPs are categorized into following categories according to the degree of importance. They are:
  • **A. VIP 1-** include heads of state, ministers and celebrities.
  • **B. VIP 2** – These are Presidents and CEOs of large companies, the management & directors of the hotel itself, well known personalities & other high ranking officials.
  • **C) VIP 3** – They are regular repeat guests of the hotel & guests known to the management of hotel.
  • **D) VIP 4-** They include ‘HANDLE WITH CARE’ guests and guest known to hotel managers. They also include group leaders, tour leaders, Journalists.
<table>
<thead>
<tr>
<th>VIP-1</th>
<th>VIP-2</th>
<th>VIP-3</th>
<th>VIP-4</th>
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<tbody>
<tr>
<td>FULL BAR</td>
<td>PARTIAL BAR</td>
<td>MINERAL WATER</td>
<td>MINERAL WATER</td>
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<tr>
<td>VODKA BEER</td>
<td>(BEER, SOFT DRINKS &amp; WATER)</td>
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<td>COCKTAILS</td>
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<td>MIXERS</td>
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<td>SODALIME</td>
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<tr>
<td>CORDIAL &amp; WATER</td>
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<tr>
<td>SNACKS</td>
<td>SNACKS-Assorted Biscuits</td>
<td>SNACKS-Assorted Biscuits</td>
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<tr>
<td>(Assorted nuts biscuits)</td>
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<tr>
<td>PETIT FOURS</td>
<td>PETIT FOURS</td>
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<tr>
<td>ASSORTED CHOCOLATES</td>
<td>ASSORTED CHOCOLATES</td>
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<tr>
<td>LARGE FLOWER ARRANGEMENT</td>
<td>MEDIUM SIZE</td>
<td>MEDIUM SIZE</td>
<td>MEDIUM SIZE</td>
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<tr>
<td>LARGE FRUIT BASKET</td>
<td>MEDIUM</td>
<td>SMALL</td>
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<tr>
<td>BATHROBES</td>
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<td>SOFT SLIPPERS</td>
<td>SOFT SLIPPERS</td>
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<tr>
<td>COMBS &amp; HAIR BRUSHES</td>
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<td>COMBS &amp; HAIR BRUSHES</td>
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<tr>
<td>DENTAL &amp; SHAVING KIT</td>
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<td>DENTAL &amp; SHAVING KIT</td>
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<tr>
<td>BATHFOAM ASSORTED SOAPS &amp; EAU-DE-COLOGNE</td>
<td>BATHFOAM ASSORTED SOAPS &amp; EAU-DE-COLOGNE</td>
<td>BATHFOAM &amp; EAU-DE-COLOGNE</td>
<td></td>
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<tr>
<td>CRINKLE SHEET IN THE BED.</td>
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EXTRA FACILITIES GIVEN TO V.I.P.

• Cleanliness of V.I.P. rooms is personally checked by assistant housekeeper or executive housekeeper. WHITE RAGGING is applied.
• The room may be located in the floor where entry may be restricted by special elevator keys that allow access to only authorized guests.
• Front office informs well in advance about the room numbers given to the V.I.P guests. These rooms are made well in advance
• Facilities provided to V.I.P. guests depends on from hotel to hotel
• V.I.P. guest may receive personalized stationary, matchboxes, oversize bath towels, scented soap or special amenities.
EXTRA FACILITIES GIVEN TO V.I.P.

• The V.I.P. are also provided butler service.
• Standard magazines & a letter signed by the General manager thanking the guest for choosing that particular hotel is also kept on the writing table.
Review

Maids trolley set up
Cleaning Procedure of room division area.
Exercise

• How you set a trolley for daily cleaning?

• What is evening service?

• What is valet service?
Thank you