Unit-5

Floor rules
Objective

- You will able to understand:
  - Rules to be followed at guest floor
  - Types of keys
  - Types of flooring and its cleaning procedure.
Main points

• Guest floor rules

• Different types of keys used in hotel

• Different types of floor and its cleaning procedure.
GUEST FLOOR RULES

- Communication
- S.O.P of entering a guest room.
- DND rooms.
- Door should be open while cleaning.
- Parking of maid’s trolley.
- Greet the guest.
- Suspicious movements.
- Product knowledge
- Guest is always right.
GUEST FLOOR RULES (CONT'D.)

- If the guest returns while cleaning.
- Floor telephones.
- Lost & found items.
- Refused service.
TYPES OF KEYS (For rooms)

- Emergency keys
- Grand master keys
- Pass key/ master key
- Floor master key
- Sub-master or section master keys
- Individual room key.
TYPES OF KEYS (For back areas)

- Office keys
- Store keys
- Emergency key
<table>
<thead>
<tr>
<th>DATE</th>
<th>KEY CODE</th>
<th>NAME</th>
<th>SIGNATURE OUT</th>
<th>TIME BY</th>
<th>ISSUED IN</th>
<th>TIME BY</th>
<th>SIGN</th>
<th>REMARKS</th>
</tr>
</thead>
</table>

Gautam Singh, Hospitality Trainer, 07830294949
KEY CONTROL TIPS

- Possession
- Don’t open the door for anyone
- If guest enters while room is cleaned.
- If the key is lost
- Responsibility of handling keys
- Left keys by guest in rooms should be returned to the reception.
LOCK CHANGE PROCEDURE

- Lock change form in triplicate
- The form denotes the room number, lock cylinder number, date, time & the name of the housekeeper.
- Request made in morning is handed over to locksmith (pink copy is retained by locksmith)
- Request made in the night shift, the form is retained by security & handed over to locksmith next day.
SELECTION FOR FLOORING

- Appearance
- Comfort
- Durability
- Life expectancy
- Safety
- Ease of cleaning
- Cost
SUBFLOOR/TYPES OF FLOORINGS

- **SUBFLOORS:**
  - The base on which the floor covering rests is called as sub-floor.
  - It is of two types: 1. Suspended timber floors 2. Concrete floors.

- Flooring is of following types:
• Types of floor
GRANOLITHIC
RESIN FLOORING
MAGNESITE FLOORING
WOOD

- Strip Wood Floor
- Wood Block or Parquet Basket Pattern
- Wood Block or Parquet Herring Bore

Gautam Singh, Hospitality Trainer, 07830294949
SEMI HARD FINISHES

- They are durable, smooth but less permanent than hard floor finishes.
- They are resilient except thermoplastic tiles
- They are easy to clean and resistant to pests.
THERMOPLASTIC FLOOR TILES
VINYL FLOOR FINISHES

- Vinyl floor finishes are made from PVC i.e. polyvinyl chloride, synthetic resins, inert fillers & pigments.
- They are more resistant to wear and tear as compared to other types of semi-hard floorings.
RUBBER FLOORING

- It is available in sheet or tile form.
- The rubber mixed with pigments, filling materials are subjected to vulcanization process to harden the rubber.
- Vulcanization means rubber is hardened by treating it with sulphur at a high temperature.
- They are soft, resilient and comfortable to walk but are harmed by acids, alkalis, cigarette ends.
- Used in bars. Canteens & entrance halls.
LINOLEUM

- Linoleum is made by mixing oxidized linseed oil, pigments, resins, grounded cork, wood flour.
- The mixture is placed on a jute canvass or on asphalt & subjected to heat treatment & further treated to harden it.
- It is sensitive to dent, scratching. It must be sealed otherwise it will absorb stain.
- It is harmed by alkalis, abrasives.
- Used in linen rooms, study bedrooms, offices, corridors, bathrooms & canteens.
CORK TILES

- Tiles are made from granulated cork.
- The powdered cork is moulded into blocks by exposing high temperature & pressure.
- They are absorbent, burnt by cigarette ends & very less resistant to dents.
- They are used in offices, bathrooms.
- They can be untreated cork tiles or cork tiles coated with PVC surface.
GENERAL CARE & CLEANING

- DAILY CLEANING
- SPECIAL CLEANING
- PERIODIC CLEANING
FLOOR CLEANING METHODS

- MOPPING
- BUFFING & BURNISHING
- SCRUBBING
- STRIPPING & REFINISHING
- SPRAY BUFFING & CLEANING.
SPECIAL SERVICES

- FRESHEN – UP SERVICE
- BABYSITTING
- VALET SERVICE
Review

• Basic rules of guest floor
• Various keys
• Various types of floor
Assignment

Collect various floor finishes from local market.
Thank you