

# Unit-5

## Floor rules

# Objective

- You will be 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(CONTD.)

- 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

# KEY REGISTER

DATE

KEY CODE	NAME	SIGNATURE OUT	TIME BY	ISSUED IN	TIME BY	SIGN.	RE-MARKS



# 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:
  - 1. Hard finishes 2. Semi hard finishes 3. Soft floor coverings.

- Types of floor

# GRANOLITHIC



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# MARBLE





# CERAMIC TILES



# RESIN FLOORING



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# BITUMASTIC FLOORING



# MAGNESITE FLOORING



# WOOD



STRIP WOOD  
FLOOR



WOOD BLOCK  
OR  
PARQUET BASKET  
PATTERN



WOOD BLOCK  
OR  
PARQUET HERRING  
BONE

# 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

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A collage of motivational text boxes and a portrait of a man in a suit. The text boxes are arranged in a grid-like pattern with various colors and 3D effects. The text inside the boxes includes:

- YOUR CAREER (blue box)
- YOUR FUTURE (pink box)
- YOUR ABILITY (red box)
- YOUR SUCCESS (green box)
- YOUR DREAMS (teal box)

On the left side, there is a green telephone icon followed by the number 0 7830294949. On the right side, there is a portrait of a man in a dark suit, white shirt, and red tie, standing with his arms crossed.

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