



Prifysgol Cymru  
Y Drindod Dewi Sant  
University of Wales  
Trinity Saint David

200  
1822 - 2022

# *International Hotel Management*

## *Operating Hotel Facilities*

*BMIH4006*

*Week Three*

*Man Geni Addysg Uwch yng Nghymru  
Where Higher Education Began in Wales*

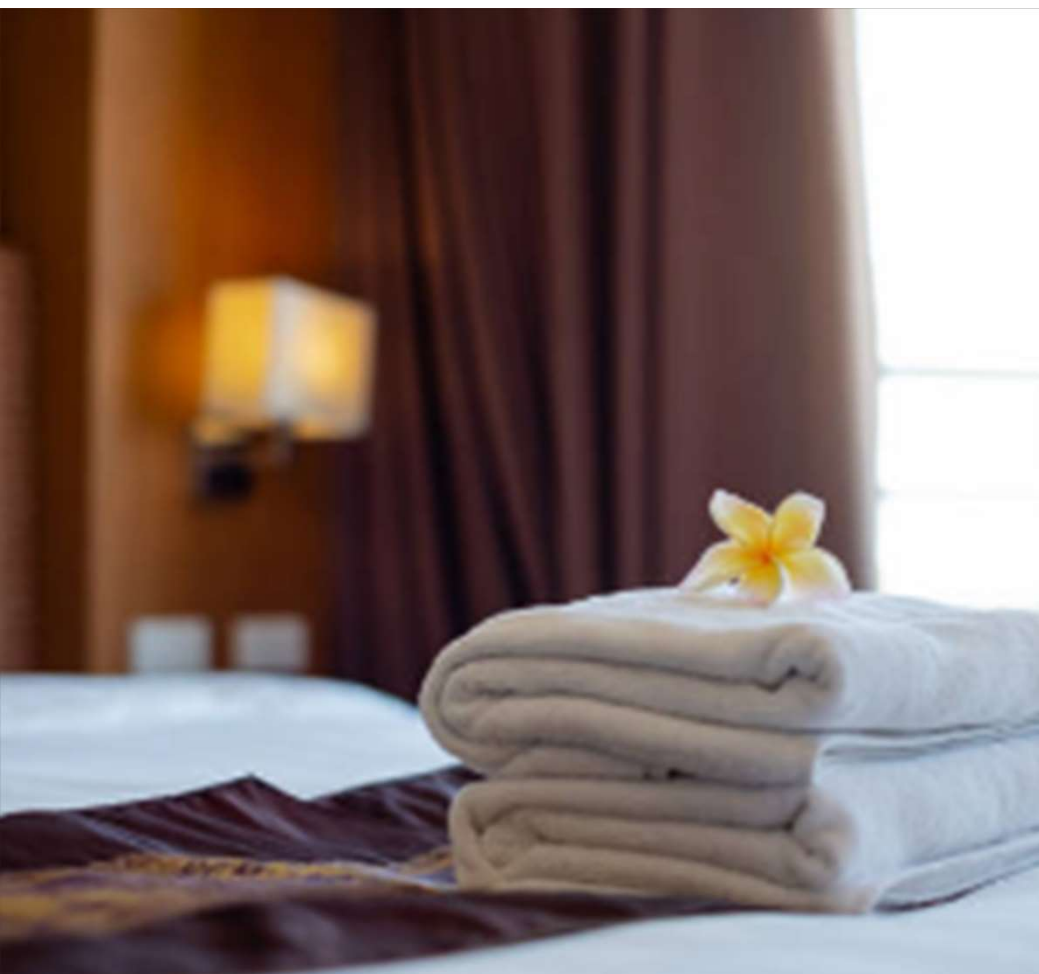
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# Outcomes of the session



- Housekeeping fundamentals
- The different roles in the housekeeping department
- The importance of personal hygiene
- Housekeeping best practices



# Housekeeping Department

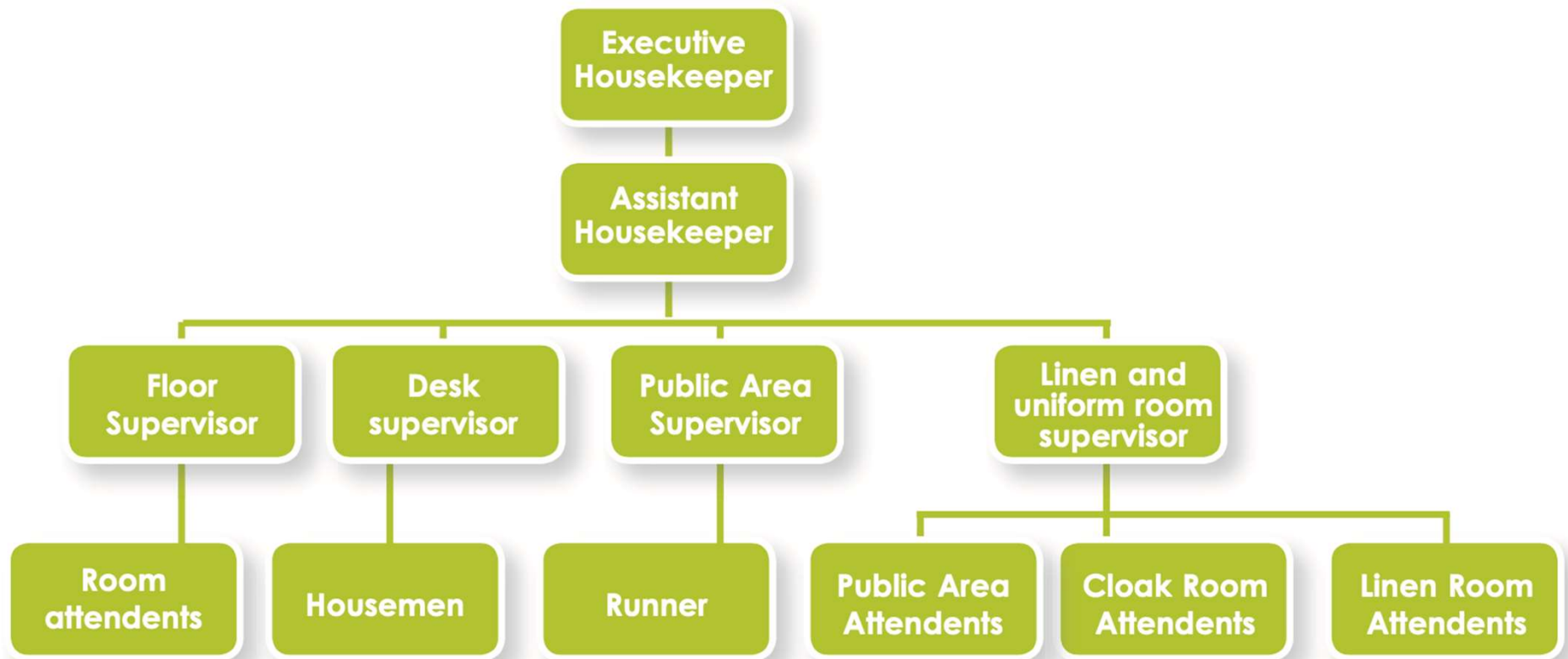
# Group Activity:



Answer the following question:

- **How many different Housekeeping positions are there?**

# Positions in the Housekeeping Department



# Positions in the Housekeeping Department

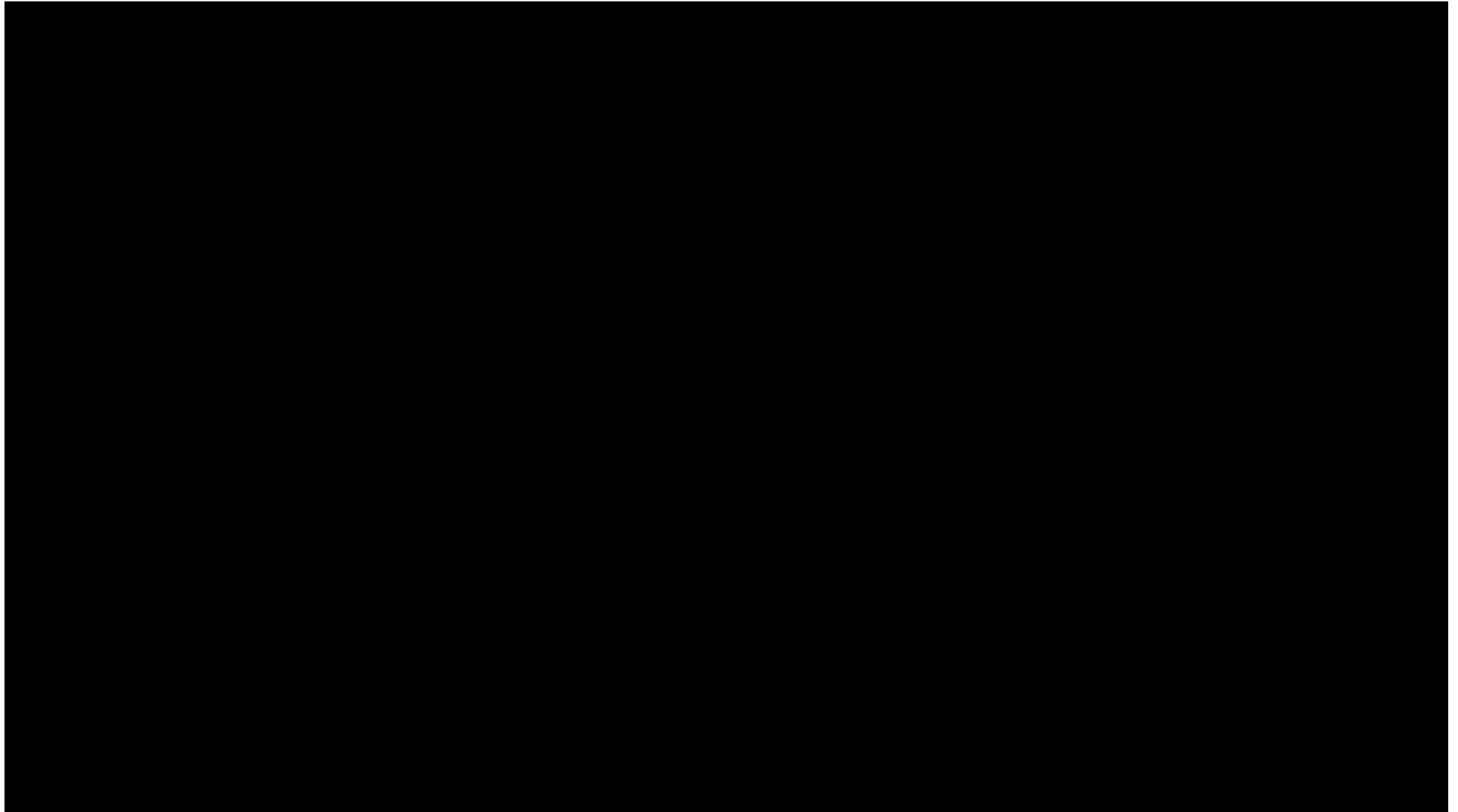
## **The Executive Housekeeper**

This is the person overall in charge of the housekeeping department in a medium to large hotel and will report directly to the general manager or to the Rooms Division manager.

## **Job Summary**

Supervises all housekeeping employees, has the authority to hire & manage employees, plans and assigns work assignments, informs new employees of regulations, inspects housekeeping personnel work assignments, requisitions supplies and can source new suppliers.

# Executive Housekeeper



# Positions in the Housekeeping Department

## Assistant Housekeeper

- Responsible for the overall housekeeping department and carries out work delegated by the executive housekeeper in his/her absence.
- The assistant housekeeper supervises all housekeeping employees, has the authority to hire / manage, plans and assigns work assignments, informs new employees of regulations, inspects housekeeping personnel work assignments and requisitions supplies.
- All the duties and responsibilities of assistant housekeeper will be as same as that of executive housekeeper in his/her absence.



# Positions in the Housekeeping Department

## Housekeeping Supervisor duties and responsibilities:

- Supervise housekeeping staff when they are performing their duties
- Supervise laundry staff duties
- Stock and maintain any housekeeping supply rooms
- Determine and process all guest complaints
- Check all guest rooms are ready for arrival
- Check that all common areas are hazard free and ready for guests
- Conduct daily morning meeting with housekeeping staff and organise all staff daily
- Ensure high level of customer service is maintained at all times
- Assist guests with all questions and reasonable requests
- Maintain clean and tidy work area



# Positions in the Housekeeping Department

## Floor Supervisor Duties and responsibilities:

- Assign duties to the housekeepers.
- Inspect each room completed by Housekeepers, according to specified room checklist and ensure that they meet the standards of the establishment in terms of cleaning, functional and aesthetic value.
- Check stocks of linen and guest supplies and cleaning supplies on floors and ensure timely delivery of soiled linen to laundry and requisition for fresh linen from linen room and guest supplies / cleaning supplies from the stores.
- Train Housekeepers and Housemen for maximum productivity and standards of efficiency.
- Submit performance appraisals periodically for each staff under his / her control.
- Check all safety systems on the allotted floors.
- Liaise with security on security aspects on guest floors.
- Account for movement of linen from his or her floors.
- Prepare housekeeping occupancy lists for front Office.
- Check all maids' carts to ensure it is well stocked with linen and supplies and as per standards stipulated.
- Follow upon maintenance orders sent to Engineering.



# Positions in the Housekeeping Department

## Public Area attendant

- This person keeps all lobbies and public facilities (such as lobby restrooms, telephone areas, the front desk and offices) clean and tidy.

## Duties and responsibilities:

- Cleans and maintains all lobbies and public restrooms
- Sweeps carpets
- Empties ashtrays and rubbish bins
- Polishes furniture and fixtures
- Vacuums and polishes elevators
- Keeps the front of the hotel free from rubbish

# Positions in the Housekeeping Department

## Linen and Uniform Attendant

- This person is responsible for storing and issuing uniforms, bed linen and table linen. He or she also takes stock and maintains linen room supplies.

## Duties and responsibilities:

- Sorts items and counts and records number if items soiled
- Places linen and uniforms in containers for transport to laundry
- Examines laundered items to ensure cleanliness and serviceability
- Sends torn articles to the seamstress for repair
- Stores laundered linen and uniforms on shelves after verifying numbers and type of articles
- Issues linen and uniforms, which are both to be exchanged on a clean-for-soiled basis only
- Counts and records linen to fill requisitions

# Positions in the Housekeeping Department

## The Room Attendant

### Duties and responsibilities:

- Enters and prepares the room for cleaning
- Makes the bed
- Dusts the room and furniture
- Replenishes guest room and bath supplies
- Cleans the bathroom
- Cleans the closet
- Vacuums the carpet
- Checks and secures the room



# Room Attendants

# Housekeeping at Premier Inn



# Group Activity:



Answer the following question:

- **What characteristics and attributes are required for a housekeeper?**

# Any Questions?



# Characteristics

## Characteristics of Housekeeping personnel

Housekeeping staff should have the following valuable characteristics:

Tact, diplomacy and discretion

- Etiquette and good manners
- Politeness and civility
- Pleasing personality
- Honesty and dedication
- Willingness to be of genuine service
- Attention to detail
- Good Communication Skills
- Efficient



# The housekeeper mindset



## HOUSEKEEPING PRINCIPLES

### Housekeeping Position Description

The following is a generic position description that outlines the role and responsibilities of a Housekeeping Room Attendant.

### Purpose

The purpose of the housekeeping department is to provide and complete high-level cleaning and room-attendant services so that the housekeeping department contributes to an exceptional experience that shows our guests we truly care for them.

| KEY RESULT AREAS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  1. CLEANING OPERATIONS                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  2. WH&S                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  3. COMPETENCIES                                                                                                                                                                                             |
| <ul style="list-style-type: none"><li>• Keep facilities and common areas clean and maintained</li><li>• Perform a variety of cleaning activities such as sweeping, mopping, dusting and polishing in hotel lobbies, stairways, elevators and lounges as well as guest rooms</li><li>• Organize work schedule from the room status list, arrivals and departures</li><li>• Distribute linen, towels and room supplies</li><li>• Restock room amenities</li><li>• Laundry operations to policy</li><li>• Inspect and turn mattresses to operation policy</li></ul> | <ul style="list-style-type: none"><li>• Safe use of cleaning agents and chemicals</li><li>• Safe use of cleaning equipment</li><li>• Monitor safe work practices</li><li>• Safe use of housekeeping cart</li><li>• Monitor working equipment</li><li>• Ensure confidentiality and security of guest rooms</li><li>• Follow all company safety and security procedures</li><li>• Report any maintenance issues or safety hazards</li><li>• Observe and report damage of hotel property</li><li>• Follows policy personal hygiene standards</li></ul> | <ul style="list-style-type: none"><li>• Attention to detail</li><li>• Customer focus</li><li>• Reliability</li><li>• Listening skills</li><li>• Adaptability</li><li>• Planning and organizing</li><li>• Team work</li><li>• Integrity</li><li>• Honesty</li><li>• High energy levels</li></ul> |



# Attributes and qualities of a HK Team

## **Dress Codes and Uniforms of house keeping:**

- Most establishments provide their staff with uniforms.
- It makes you easily-identifiable to guests
- It protects your own clothing from getting dirty or damaged
- It may protect you from chemicals and other related materials you work with
- It ensures that you look smart and professional – improving the image of the housekeeping department and the establishment it.

# Name Badges

- Why do we wear them? What are the benefits?



# Any Questions?



# Personal Hygiene and Grooming



## 5 STEPS TO WASHING YOUR HANDS



Wet your hands with running water.



Apply antibacterial soap.



Rub soap over hands, between fingers, and under fingernails for at least 20 seconds.



Rinse your hands with running water.



Wipe your hands dry with paper towels.

## WHEN TO WASH YOUR HANDS

### BEFORE:



PREPARING FOOD



EATING



TREATING A CUT OR WOUND

### AFTER:



SMOKING OR A BREAK



THE TOILET



BLOWING YOUR NOSE, COUGHING, OR SNEEZING



TOUCHING GARBAGE OR SOILED LINEN



PREPARING FOOD



TREATING A CUT OR WOUND

# Hair and nails

Your establishment will make mention of this in the personal appearance policy.

## **You must at all times:**

- Have clean, well-kept hair
- Wear your hair in such a way that it does not interfere with doing your job properly.
- In the event that that your hair falls out a lot, that you wear something to prevent it.
- Some establishments may require you to wear a head scarf.
- Make sure that your nails are tidy at all times.



## Jewellery and Cosmetics

Once again the requirements will differ from one establishment to the next. Most establishments adhere to the following basic standards:

- No jewellery, except for a wedding band and possibly a watch is allowed
- A watch may be quite a handy tool for a housekeeper to assist him/her with time keeping
- Chains around the neck, dangling earrings and loose bracelets are usually not allowed, as they may pose a safety risk.
- Some establishments only allow basic day make-up to be worn by housekeepers – for the sole purpose of looking neat and tidy
- Be careful of very strong smelling perfume as the smell may hover in the guest room long after you have left and may not necessary be pleasant to the guest.

Example of good practice



Use the following Personal Presentation Checklist to assess yourself:

| Personal Presentation Self-Appraisal Checklist         | Yes | No | Comments |
|--------------------------------------------------------|-----|----|----------|
| Is your personal hygiene up to the standard required?  |     |    |          |
| Is your hair clean and tidy, and tied back if required |     |    |          |
| Are your fingernails clean and neat                    |     |    |          |
| Are your clothes clean?                                |     |    |          |

# Housekeeping in Action, Fairmont Jakarta





# Cleaning agents

- Washing-up liquids
- Drain-cleaning products
- Disinfectants
- Toilet cleaners
- Bleach
- Sanitisers
- Descalers



# Group Activity:



Answer the following question:

- **What equipment does a housekeeper require?**
- **Name different Items they need on the Housekeeping Trolley?**

# Housekeeping equipment



## Things to consider with the housekeeping trolley:

- Separate bags for rubbish and soiled linen
- Multiple shelves for organisation
- Compartments for amenities and refreshments
- Smooth multi directional wheels and brakes
- Vacuum bracket and holder

# Any Questions?



# Cleaning tips



# HOUSEKEEPING PRINCIPLES

## Housekeeping General Daily Checklist

**HOTEL**



### DAILY ROUTINE



#### ARRIVAL

Uniform

Name badge

Sign in

Morning brief

Prioritise your board of rooms

Prepare housekeeping cart

Collect keys

#### CLEANING SHIFT

Prepare a guest room for cleaning

Prepare and clean guest bathroom for cleaning

Clean guest room

Replace amenities

Final check

#### END OF SHIFT

Clean and return equipment

Return your completed housekeeping allocation board

Log and store any lost property

Return & sign back in your housekeeping keys

Sign out

# Security:



Housekeeping



The main security concerns are:

- Lost and Found
- Guest Theft
- Employee theft
- Suspicious activity

# Test your understanding!

Mentimeter



## Instructions

Go to

[www.menti.com](https://www.menti.com)

Enter the code

7912 3771



Or use QR code



# Please review the Module Handbook



You can find this on:  
**Moodle**

# Component One

**Student Journal (Learning Log) 750 words (+/- 10%)**

Answer the following question:

***What are the key skills required when working in the housekeeping team?***

**DEADLINE**

**Friday 10<sup>th</sup>**

**March**

**23H55**

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Began in Wales

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- You must include **personal reflections** and link your work to **industry examples** and **where applicable experience**.
- Describe how you will be able to apply theoretical knowledge whilst working in industry. Discuss why the topic is important in the hospitality industry.

## ASSIGNMENT SPECIFICATION

### HOSPITALITY & TOURISM MANAGEMENT

|                   |                                                                                           |                                                      |                                                |
|-------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------|
| Student name:     |                                                                                           | Student number:                                      |                                                |
| Programmes:       | BA International Hotel Management                                                         |                                                      |                                                |
| Module:           | Operating Hotel Facilities                                                                | Module Level (4, 5, 6):                              | 4                                              |
| Module code:      | BMIH4006                                                                                  | Contribution to Overall Module Assessment (%):       | 25%                                            |
| Lecturer:         | Laurence Blake<br>Ffion Cumberpatch<br>Tristan Hawkins<br>Kathryn Roberts<br>Lisa Bassler | Internal Verifier:                                   | Lola Villard                                   |
| Assignment Title: | <i>Student Journal (Learning Log)</i><br>750 words (+/- 10%).                             | Component No:                                        | 1 of 3                                         |
| Hand Out Date:    | w/c 09 <sup>th</sup> of January 2023                                                      | Submission deadlines:                                | Friday 10 <sup>th</sup> of March 2023 by 23h55 |
| Draft Deadline:   | Wednesday 1 <sup>st</sup> of March 2023                                                   | Return date of provisional marks & written feedback: | 07 <sup>th</sup> of April 2023                 |

# Component Two

In this scenario – – You have just been promoted to team leader for a floor within the hotel.

A guest complains that on their arrival, their room had not been properly cleaned. Create an action plan and answer the following questions.

- Why did it happen?
- What are you going to do?
- How will you prevent this from happening in the future?
- What measures would you introduce to improve team effectiveness?

You must use the template provided on Moodle, ensure that this component is written in action plan format.

| ASSIGNMENT SPECIFICATION         |                                                                                           |                                                      |                                                |
|----------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------|
| HOSPITALITY & TOURISM MANAGEMENT |                                                                                           |                                                      |                                                |
| Student name:                    |                                                                                           | Student number:                                      |                                                |
| Programmes:                      | BA International Hotel Management                                                         |                                                      |                                                |
| Module:                          | Operating Hotel Facilities                                                                | Module Level (4, 5, 6):                              | 4                                              |
| Module code:                     | BMTM4006                                                                                  | Contribution to Overall Module Assessment (%):       | 25%                                            |
| Lecturer:                        | Laurence Blake<br>Ffion Cumberpatch<br>Tristan Hawkins<br>Kathryn Roberts<br>Lisa Bassler | Internal Verifier:                                   | Lola Villard                                   |
| Assignment Title:                | Assessment of Practical Tasks                                                             | Component No:                                        | 2 of 3                                         |
| Hand Out Date:                   | w/c 09 <sup>th</sup> of January 2023                                                      | Submission deadlines:                                | Friday 10 <sup>th</sup> of March 2023 by 23h55 |
| Draft Deadline:                  | Wednesday 1 <sup>st</sup> of March 2023                                                   | Return date of provisional marks & written feedback: | 07 <sup>th</sup> of April 2023                 |

**DEADLINE**

**Friday 10<sup>th</sup>  
March  
23H55**



# Component Three

Your task is to create and prepare a **presentation** following the detailed scenario provided below.

- Assemble a **10 slide presentation** that would take 10 minutes to present for your team.
- You must write your **training notes** at the bottom of each slide and consider what you want them to learn from them - **the learning outcomes-** and how this will be assessed.
- You must link an **employee engagement model** to a best practice industry example. This would ultimately give the team a framework of which to follow.
- This presentation **will not be presented by you** for assessment so it is essential that you provide supporting notes on how this will be delivered- what will you say?

**A presentation slide template for Hotel Trinity to be provided**

## ASSIGNMENT SPECIFICATION

### HOSPITALITY & TOURISM MANAGEMENT

|                   |                                                                                           |                                                      |                                                |
|-------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------------------------|
| Student name:     |                                                                                           | Student number:                                      |                                                |
| Programmes:       | BA International Hotel Management                                                         |                                                      |                                                |
| Module:           | Operating Hotel Facilities                                                                | Module Level (4, 5, 6):                              | 4                                              |
| Module code:      | BMIH4006                                                                                  | Contribution to Overall Module Assessment (%):       | 50%                                            |
| Lecturer:         | Laurence Blake<br>Ffion Cumberpatch<br>Tristan Hawkins<br>Kathryn Roberts<br>Lisa Bassler | Internal Verifier:                                   | Lola Villard                                   |
| Assignment Title: | Presentation                                                                              | Component No:                                        | 3 of 3                                         |
| Hand Out Date:    | w/c 09 <sup>th</sup> of January 2023                                                      | Submission deadlines:                                | Friday 10 <sup>th</sup> of March 2023 by 23h55 |
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# Any Questions?



# Outcomes of the session



- Housekeeping fundamentals
- The different roles in the housekeeping department
- The importance of personal hygiene
- Housekeeping best practices

# Thank you for Today



*I look forward to seeing you next week. If you have any questions in the meantime, please send an email [l.blake@uwtsd.ac.uk](mailto:l.blake@uwtsd.ac.uk).*