

CLEANING TRAINING IBIS STYLES HOTEL

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Housekeeping Check List Ibis Styles Hotel

Supervisor Name: Date: Room:	Yes	No
1. Changed all bed sheets		
2. Dust Furniture		
3. Dust lamps, light fixtures		
4. Dust Window ledge and blinds		
5. Clean the coffee tray and replace the gaps		
6. Clean mugs		
7. Clean and shine all mirrors		
8. Arrange the ironing board and iron		
9. Check the do not disturb leaflets		
10. Empty and replace wastebasket		
11. Vacuum carpet		
12. Clean glass surfaces		
13. Remove all dirty towels/change		
14. Clean and disinfect shower, bathtub, and sinks		
15. Clean and disinfect the toilet bowl, seat, lid, tank, flush handle and base		
16. Mop bathroom floor		



Departure

→ The departure room means that that room was vacated on that day and will be taken over by someone else, therefore the cleaning of that room includes more elements and the time duration is longer because in order to do a rigorous cleaning, it requires a longer duration. The cleaning process of departure rooms begins with the initial step:



(Pellikaan, 2023).

- Make sure that the departure rooms don't have a Digital Door Number (DND) card on the doorknob.
- Knock the door using your index finger and announce housekeeping even though it's a departure room.
- Draw the curtains, open the windows and the door to let air into the room
- Make sure to check the room for anything that's missing or damaged, if it's been stolen report to the supervisor.
- After inspecting the room, report any maintenance issues to the housekeeping desk.
- Empty the trash, fill the coffee tray if something is missing, take all the towels in the room, and replace them with new ones.
- Make the bed using fresh linens and follow the bed-making process.
- Disinfect the entire bathroom, including the sink, toilet, shower cubicle, bathroom glasses and mirror.
- Wipe the dust from the whole room, vacuum, and use the mop.

Stay Over



- Many people do not realize that a hotel's "stayover" service allows people who have no time to check out to stay in for a couple of nights. This allows them to get a room for one more night and have it cleaned.
- If the guest wants to request a do-not-disturb policy, they can do so, and housekeeping will take care of the rest. Guests are also free to leave their things behind if they wish.
- Some simple steps can help clean a stay-over hotel room:
 - ☐ Open the window and air the room
 - ☐ Arrange the bed (the client can ask for the linens to be changed, only on request)
 - ☐ Empty the trash and replace the missing items on the coffee tray.
 - ☐ In the bathroom, it is necessary to disinfect all sanitary objects (sink, toilet, mirror, and shower cabin).
 - ☐ Replace the toilet paper and towels.

Important: WE DO NOT TOUCH THE CLIENT'S THINGS (WE DO NOT MOVE THEM, WE TRY TO CLEAN AS MUCH AS POSSIBLE NEXT TO THE CLIENT'S PERSONAL THINGS).



(Pevesteyn, 2021)

The working duration of a stay-over room is much shorter.

Optimize

- The cleanliness of the facility is regarded as the most important factor that can affect the satisfaction of guests. In turn, their repeated visits are linked to this.
- The 7S of housekeeping is the most fundamental approach to improving the productivity of the hospitality industry. It involves the following seven steps:
 1. sort
 2. Organize
 3. Standardize
 4. self-discipline
 5. Sweep
 6. Safety
 7. Sustain
- The goal of the 7S approach is to improve the physical labor force's effectiveness and efficiency. #
- This can be achieved by identifying and securing the cleaning tools, keeping the facilities tidy, and maintaining the orderliness of the rooms (Lacalle, 2023).



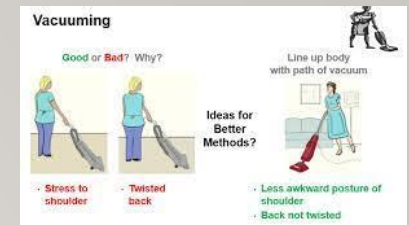
- ❖ Ensure that the SOPs are updated in a timely manner.
- ❖ Make your processes more streamlined.
- ❖ Make sure that hygiene and cleanliness are standardized.
- ❖ Make sure that the inventory is managed properly.
- ❖ Make sure that the staff is trained and rewarded.
- ❖ Investing in technology

(Joshi, 2022)



Health and Safety

- ✓ While cleaning, it's important to keep in mind that bending and lifting furniture can lead to injury. Also, using harmful cleaning agents can cause chemical burns and allergic reactions.
- ✓ Sharps and biological materials can also be dangerous. In addition to being trained and equipped with the proper equipment, all staff should be aware of the hazards they can face due to these substances. They should wear protective equipment such as gloves when handling biological waste. It is important to ensure that the materials are transported and stored in a safe manner.
- ✓ To avoid damaging the furniture, ensure that the items can be wheeled instead of lifted.
- ✓ Also, train housekeeping staff members on how to spot and report fire risks. This can be done through the use of a safety toolkit or a short guide that explains the regulations for manual handling.
- ✓ The HSE has released a new information guide on the use of manual handling in the hospitality industry. It provides a variety of resources such as a safety toolkit and a short guide on how to use protective equipment.
- ✓ The agency also offers a risk assessment tool that will help you identify potential hazards in the industry.



(Crowley-McClelland, 2019).

Conclusion

- The goal of the hotel industry's Housekeeping Department is to create a home away from home. It is committed to providing its clients with the best possible service and ensuring that the establishments are clean and well-equipped.
- A poor housekeeping performance can negatively affect a hotel's reputation and make guests feel unwelcome.
- In addition to being able to provide a clean environment, a good housekeeping policy also shows the hotel's commitment to its guests.
- A hotel's reputation can be affected if its front-of-house hygiene doesn't meet the expectations of its guests.
- According to a study conducted by Emprise, 97% of travelers consider cleanliness when booking a hotel. A negative review can affect the number of people who stay at a hotel by around 30%.

Important Standards Of Ideal Housekeeping



There are a few standards of housekeeping that help to make the guest come home over and over again. Apply a systematic approach that saves time, money and energy. Here are some steps you all should keep in mind.

1 Freshness:



Keep your all floors vacuumed and polish the surface of essential parts.

2 Orderliness:



Keep your chairs located properly and linen should be clean, folded and wrinkle-free

3 Sanitization:



Keep the area protected from pest infestation and sanitize garbage cans regularly.

4 Comfort:



Minimize distraction and provide sufficient amenities to your guests.

5 Safety:



Make sure to take precautions for any kind of fire-relevant incidents.



These systematic housekeeping standards help you to deal with almost all cleaning problems. Optimize these steps to keep your home clean and maintained.



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(Bunzl, 2018).

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