

Housekeeping Training Presentation



Student no: 2222460

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Lecturer: Muhammad Cassamo



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What is housekeeping?

- Housekeeping involves maintaining and keeping the premises of the hotel presentable, clean, and free from any hazards.
- It encompasses a wide range of tasks, including cleaning and maintaining guest rooms and public areas, replenishing supplies, laundry operations, and lost and found services.
- Housekeeping is more than cleaning. Housekeeping is about creating a warm, safe and welcoming environment that make the guest feel at home.



Customer service in housekeeping

- Greet the guest with a warm and welcoming smile
- Listen to guest requests or complaints if they occur
- Respect privacy by knocking on the doors before entering a room and honoring “Do not Disturb” signs
- Be discreet and respectful when guests are in the room



Daily shift steps

- Pre-shift meeting (15-30 minutes)
- Room assignment and preparation (30-45 minutes)
- Cleaning and servicing rooms (5-6 hours)
- End of shift tasks and debrief (30-45 minutes)



Pre-shift meeting

- Housekeeping supervisors and room attendants gather for a morning briefing before the room cleaning starts.
- During this meeting will be discussed room assignments, any special requests from guests, VIP guests and review any relevant updates.
- Prioritised rooms for early check-ins are highlighted during this meeting .



Room assignment and preparation

- A sheet with the assigned rooms is given to each staff member.
- Housekeeping cart is prepared and supplied during this phase
- The housekeeping cart should be stocked up with all the items required to clean and refill the guests rooms.
- Cleaning tools are prepared



Cleaning and servicing rooms

- As a housekeeper there are assigned between 10-14 rooms to clean or service
- The allocated time for cleaning a room is 30 minutes
- Clean the room using the checklist in the order listed
- Final self inspection
- Inform your floor supervisor when the room is cleaned and ready for inspection



End of shift tasks and debrief

- Room attendants return the cleaning equipment and housekeeping cart to designated area.
- Any maintenance issues or equipment malfunctions are reported at this phase of the shift.
- Challenges, feedback and suggestions are discussed at this phase of the shift.
- Hand in any lost and found items.



Housekeeping cart preparation

- **The housekeeping cart should include:**

- Beddings for the mattress, duvet and pillows
- Towels
- Toilet paper
- Paper napkins
- Bin bags
- Shower gel, shampoo, soap
- Tea, coffee, milk, sugar
- Water for rooms
- Cleaning cloths
- Cleaning sprays
- Bucket and mop
- Vacuum cleaner



Cleaning sprays and cloths



- Diversey Suma D2 multi purpose cleaner will be used to clean and disinfect the bedroom area.



- Diversey washroom cleaner: Sani 4in1 will be used to clean and disinfect the bathroom area.



- Red cloths to be used **ONLY** for cleaning toilets



- Blue cloths to be used for cleaning the glass surfaces, windows and general surfaces of the bedroom



- Yellow cloths to be used to clean the bathroom area **EXCEPT** toilets and glass surfaces



Cleaning standards

- To comply with hotel cleanliness standards and give clear instructions for the room cleaning procedures is supplied a checklist for all housekeeping members.
- Maintaining high standards in housekeeping departments is fundamental for the hotel's reputation and guest satisfaction as it affects immediately the guest experiences and is one the first impressions about the hotel.

ROOM CLEANING CHECKLIST					
Cleaning tasks	CHECK	ROOM NO.	DEPARTURE	STAY	NOTES
BEDROOM:					
OPEN WINDOWS&DOORS					
CLEAN WINDOW&DOORS FRAMES					
REMOVE DIRTY SHEETS					
CHECK UNDER SHEETS(HAIR, ETC)					
BED HEAD/BEDSIDE TABLES/LAMPS					
MAKE THE BED					
WARDROBE/FAN/HAIRDRIER					
HEATER					
SKIRTING BOARDS					
DESK AND CHAIRS					
CUPS AND GLASSES					
SOCKETS AND SWITCHES					
TV/REMOTE/TV BOARD					
FILL TEA/COFFEE/MILK					
EMPTY BIN					
HOOVER CARPET					
BATHROOM:					
REMOVE DIRTY LAUNDRY/TOWELS					
TOP UP SOAP/SHAMPOO					
EMPTY BIN					
CLEAN WASH BASIN&PLUG					
CLEAN SHOWER&SCREEN					
CLEAN SHOWER TRAP					
CLEAN TOILET WITH DEDICATED CLOTH					
PUT SHOWER MAT BACK IN PLACE					
REPLACE TOWELS					
CLEAN FLOOR					



Conclusion

- Housekeeping department is the backbone hotel industry. It has a huge impact on the hotel's reputations because the guests frequently associate the cleanliness and presentation of their room and hotel's public areas with the overall quality of service and professionalism.
- A well-kept room demonstrates dedication to guest wellbeing and excellence. Maintaining housekeeping high standards and offering constant quality in cleanliness is the foundation of the guest satisfaction and contributes towards hotel's reputation.



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