

HOTEL ADMINISTRATION HOUSEKEEPING DEPARTMENT

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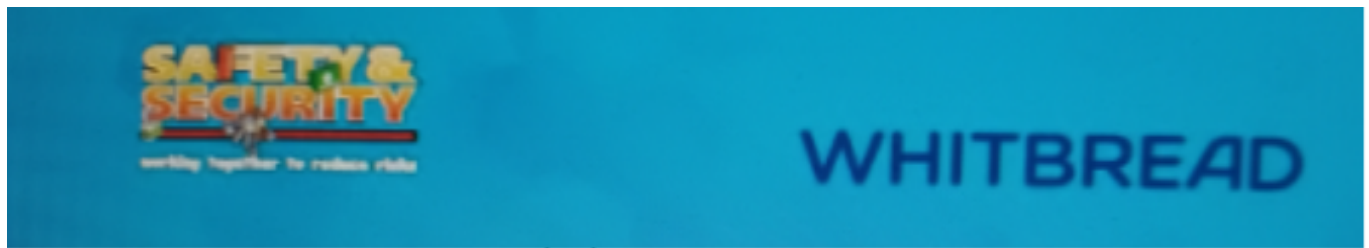
Housekeeping Placement Journal

I start my Work Placement journey at three stars hotel Premier Inn Ashford Central on 17th of January, at 9.30 AM. "Dressed for success", I meet my Line Manager-Miss Ashley Bates. First day she made to me the Induction, presented to me the other team members, we had the building tour to see all types of rooms and fire exits, I received the welcome pack and the "10 Week Work Experience journey with WHITBREAD" book. After that, we agree together about the next three weeks programme and time shift- 4 hours Monday, Tuesday, Thursday, Friday, starting at 9.30 AM. Miss Ashley Bates also presented to me the Academy Online Learning Platform. Next day's I started the learning process about housekeeping roles and importance of this department in guests' satisfaction. I read about room types and the routine of cleaning process, about chemical use, uniform standards, hygiene, fire evacuation, how to prepare and handle the "perfect trolley and caddy"- tools so necessary for making a "perfect room" and a "perfect bed." When I went to the practical part of this department I have notice that a housekeeping role require attributes like: time management, team work collaboration, communication skills, details-oriented nature, good vision, sensitive nose, good general health, problem solving skills, good manners, good hygiene, etc. My practice journey started with helping the housekeepers by strip out the linen and learning in practice how to set up the perfect trolley and caddy, following the theory rules. When I first step in the rooms I have notice about the dry cleaning of bathrooms, using specific cloths for specific chemicals, the number of consumables and towels used in each room and of course I was asking why is like that. They are set up according to the management regulations, but I could not notice that: no matter the number of the room guests, there will be just a hand towel, but each of them will have his own bath towel also, the coffee bags, sugar, milk, tea, glasses and cups are just for two guests, no matter if there are beds prepared for three or four. Of course, the guests can receive how many need, they just have to ask to the reception. I also notice that are rooms where the windows are made to not be opened never ever, which is weird, as the procedures require to open the windows first thing first before you start the room cleaning process. Next practice day's I started to do the beds and check the room with Karen, who was Had Housekeeper in charge. We had funny moments, and bad moments. Funny was to find out how creative are people, when we discovered socks and cloths around the fire alarm sensor, probably because the guests wanted to smoke there; sad was when she lost the temper, noticing about how a housekeeping lady didn't supply the soap and the shower disposals. Other days I just helped the had housekeepers (Karen or Marie) to distribute the linen in all linen room's floors. Or I just checking the clean rooms and if are set up in the right way: smells fresh, carpets are hoovered, walls are free from marks, surfaces are clean, sanitised and dust free, window and shower curtains are clean, consumables are set up correctly, hair dryer, tv remote control, air condition and lights are working properly. Challenging is when you have to finish the cleaning process in a specific time given by the system, according to number of the rooms distributed to you and you find one, two or more rooms who need more attention than others, because of the amount of rubbish who need take out or the number of the beds who you have to prepare, in some cases. Some of the 94 rooms must be prepared for three or four guests.

The housekeeping department, even if looks like is a small part of operational team, because have just a few housekeepers and one Housekeeping Supervisor, they are one of the key elements of fast paced environment when it's about the guest's satisfaction. I was pleased surprised to see that the front office team also is helping the housekeeping department to meet the deadline. The AOL platform is verry clear and concentrated on "Housekeeping Brand Standards- On the way of wonderful" about practices and tools used to create the "WOW" moment for the guests at them arrival: how to make them feel like they are the first person who stay there. The company have also a "Guide to Kindness"!!! And they didn't have any complaints from guests as long i was there. AMAIZING!!! CONGRATULATION AND THANK YOU TO ALL TEAM MEMBERS!

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Task 2



10 STEPS Set up route for cleaning rooms :

1. Prepare trolley and caddy before starting the cleaning room procedure.
Warning: Heavy liner have to be placed on the middle level of the trolley and chemicals must be placed separately from POS to avoid contamination!
2. Open the room and place the trolley in front of the door.
Warning: Pull the trolley, not push it! Use the door stop to keep the access in room clear.
3. Open and check the windows system.
4. Take out the rubbish and replace dirty cups, glasses and spoons.
Warning: Use the gloves and be careful at sharp objects.
5. Clean and replace the liner and wet curtain in bathroom. Position towels according to brand standards.
Warning: Start cleaning bathroom process with the back area to the door. Wash the floor at the end of the process.
Use the extension tools for cleaning tiles, mirrors, windows and floors!
Use protective overalls and gloves to avoid chemical contamination.
Use chemicals and cloths according to brand standard.
Never mix the chemicals.
Never stand on the bath when replacing the shower curtain.
6. Replace the liner in room and put the dirty liner in dirty laundry bin.
Warning: Do not mix the dirty liner and towels with the clean ones.
Place dirty towels and liner in different bins.
Do the bug control check around the bed and surfaces where they can be find.
Respect the three steps in two people turning mattresses according to standard procedures to avoid back injuries.
7. Add any missing POS and position to brand standard.
8. Dusting, sanitize all contact surfaces and vacuum the carpets.
Warning: Before start the vacuum procedure check equipment from broken cable or missing pieces to avoid electrical accidents. If is that case, please report to the Head housekeeper or any FOH team member. Wrap the cable back at standard to preventing cable obstruction or any accident and take the vacuum cleaner out of the room.
9. Close the windows and set lightings to the brand standard.
10. Check the remote of the air condition and tv if are functional, take a last look, close the door. WELL DONE! Take your BREAK!

AT Premier Inn we respect people private life and according with this we try to make them life easier!



Working Time Regulations

Execution is the key...

Do it once, do it right

Make the first attempt at the first time, where the answers lie.

Earn the right to do the other stuff

If you walk past it you endorse it

Effort HAS to be equitable

These would constitute a breach...

UNDER 18's

Night working 11pm - 7am

Worked **MORE THAN 40 hours in 7 days**

Rest **LESS THAN 12 hours** between shifts

Shift **MORE THAN 8 hours** a day

Shift rest break **LESS THAN 30 minutes**

Rest **LESS THAN 48 hours in 7 days**

18 AND OVER

Worked **MORE THAN 48 hours in 17 weeks**

Shift rest **LESS THAN 20 minutes** (if omitted)

Rest **LESS THAN 48 hours in 14 days**

Worked **MORE THAN 48 hours in 7 days**

Rest **LESS THAN 11 hours** between shifts

Shift **MORE THAN 11 hours** a day

The restrictions on Young Workers (under 18 years old) are tighter than others due to being PROTECTED BY LAW. For those under 18, every single breach counts towards the total breaches for your site. Remember under 18s are not permitted to work during the night hours of 11pm - 7am and must have 2 days off in a row.

For our team members over 18...

Rest **LESS THAN 48 hours in 14 days**.

This means at least two days off in a two week period. The days do not need to be consecutive. However, a day off is only a day off if no work is done during that day.

Rest **LESS THAN 11 hours** between shifts.

Provided the worker has compensatory rest between subsequent shifts, there is no breach.

A shift of **MORE THAN 11 hours** a day.

Not part of WTD, we pride ourselves on giving Team Members adequate time off and have included this measure for awareness.

At Whitbread we care about our guests and team members safety, security and health. Premier Inn have a set of regulations who can be find on the training platforms and on our website www.premierinn.co.uk. All employees must be informed about safety guidelines & rules and make sure that all are well known and followed. By not be informed or by breaking these basic rules, can end up with accidents or injuries.

Hazards experiences :

- physical,
- biological,
- chemical,
- psihical .

Accidents

- slip and fall from wet surfaces,
- chemical exposure from cleaning agents,
- Infectious disease from waste,
- back, neck and knees because of heavy lifting,
- burn because of fire,
- phisical and mental fatigue because of long programme working alone.

Injuries result

- broke bones,
- burn injuries,
- traumatic brain injuries,
- back and neck injuries,
- spinal cord injuries,
- chronic pain and,
- in the worst cases, wrongful death.

Equipment and tools

- Mops
- Vacuum
- Brushes
- Floor extended stick
- Trolley
- Caddy
- Toilette brush and cleaner
- Duster and furniture polish
- Gloves
- Microfiber Rags
- Dirty liner caddy
- Blind duster
- Scrubber
- Polishing machine
- **PLEASE KEEP ALL TOOLS AND EQUIPMENT IN GOOD SHAPE AND PLACE THEM ON DESIGNED AREA!**



Housekeeping

- Most injuries at work are due to slips, trips and falls.
- Use the correct cleaning materials.
- Report and clean all spills and leaks.
- Exits and passageways must be free of items. **EXIT**
- Put up warning signs where necessary.
- Store flammable materials in designated locations.
- Do not store items in stairwells.
- There must be at least one metre distance between piled material and the ceiling. 1m
- Inspect personal protective equipment (PPE) and tools regularly.
- All housekeeping policies should be put in writing.

TASK 3

**WORKING
TOGETHER TO
REDUCE THE
RISKS**



Housekeeping training course presentation

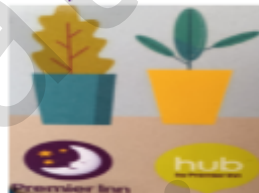
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• Hazards experiences :

- physical,
- biological,
- chemical,
- mental.



Accidents

- Slip and fall from wet surfaces,
- Chemical exposure from cleaning agents,
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Injuries

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10 STEPS Set up route for cleaning rooms :

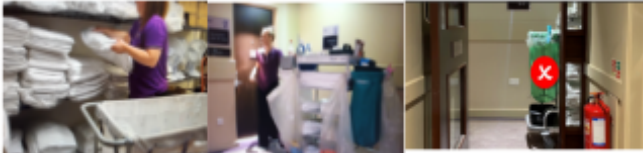
1. Prepare trolley and caddy before starting the cleaning room procedure.

Warning: Heavy liner have to be placed on the middle level of the trolley and chemicals must be placed separately from POS to avoid contamination!

2. Open the room and place the trolley in front of the door.

Warning: Pull the trolley, not push it! Do not place the trolley to block the fire exit doors or the extinguishers. Use the door stop to keep the access in room clear.

3. Open and check the windows system.



4. Take out the rubbish and replace dirty cups, glasses and spoons.

Warning: Use the gloves and be careful at sharp objects.

5. Clean and replace the liner and wet curtain in bathroom. Position towels according to brand standards.

Warning: Start cleaning bathroom process with the back area to the door. Wash the floor at the end of the process.

Use the extension tools for cleaning tiles, mirrors, windows and floors!

Use protective overalls and gloves to avoid chemical contamination.

Use chemicals and cloths according to brand standard.

Never mix the chemicals.

Never stand on the bath when replacing the shower curtain.



6. Replace the liner in room and put the dirty liner in dirty laundry bin.

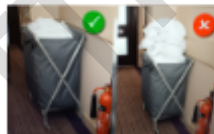
Warning: Do not mix the dirty liner and towels with the clean ones.

Place dirty towels and liner in different bins.

Do the bugs control check.

Do not overflow the dirty liner bin.

>7. Add any missing POS and position to brand standard.



- > 8. Dusting, **SANITIZE** all contact surfaces and vacuum the carpets.

• **Warning:** Before start the vacuum procedure check equipment from broken cable or missing pieces to avoid electrical accidents. If is that case, please report to the Head housekeeper or any FOH team member. Wrap the cable back at standard to preventing cable obstruction or any accident and take the vacuum cleaner out of the room. Keep the vacuum cleaner aside on the corridors to not obstruct the fire exits door. Unplugged the vacuum cleaner before empty the bag and clean it.



- 9. Close the windows and set lightings to the brand standard.

- 10. Check the remote controllers of the air condition and tv if are functional, check the smoke detector, take a last look, check the smell, close the door.
- **WELL DONE! Take your BREAK!**

Equipment and tools

- Mops
- Vacuum
- Brushes
- Floor extended stick
- Trolley
- Caddy
- Toilette brush and cleaner
- Duster and furniture polish
- Gloves
- Microfiber Rags
- Dirty liner caddy
- Blind duster
- Scrubber
- Polishing machine



- **WARNING:** PLEASE KEEP ALL TOOLS AND EQUIPMENT CLEAN, IN GOOD SHAPE AND PLACE THEM ON DESIGNED AREA!
- ANY ISSUES MUST BE REPORTED, REGISTERED AND MARK AS "OUT OF ORDER, DO NOT USE".

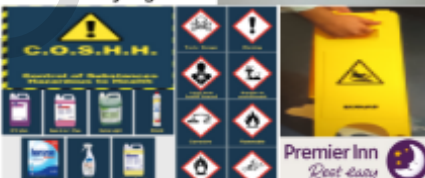


Chemicals usage instructions:

- Use safety equipment(PPE)when you use chemicals.
- Lookout for instructions to know which chemical you have to use on specific area.
- If you are not sure after you have done the COSHH training, ask help to a team member.
- Use just chemicals approved by company.
- Do not mix the chemicals.
- Do not eat when use chemicals.
- Keep all chemicals in a special caddy, away from food, liner or people who are not trained or equipped in the handling of chemicals.
- Attach a **HAZARD WARNING** label to the reckless disposals container, to make people aware of the toxic waste.
- **ALWAYS WASH YOUR HANDS** after using chemicals.

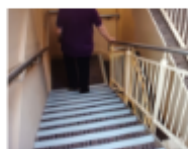
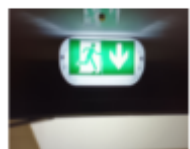
Safety signs:

- Prohibition signs
- Safe condition signs
- warning signs
- Firefighting signs
- Warning signs
- Mandatory signs



• **FIRE alarm procedure**

- Make sure that you are familiar with fire alarm emergency exits and emergency meeting point.
- Be aware about Basic Fire Safety procedure to know what kind of actions are required when you discover a fire (press the alarm bell and leave the building)
- When you hear the fire alarm, put all equipment in the next room, close the door and find the next fire evacuation exit.
- Make sure that you are informed about fire extinguishers locations and how to use them in case that is need it.
- Make sure about evacuation routes are free of obstructions.



Premier Inn
Rest easy

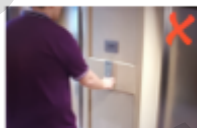
• **Fire extinguishers types and how to use them:**

- Dry Powder (blue label): Suitable for most fires, especially flammable liquids or electrical equipment.
- Foam (cream label): Suitable for combustibles and flammable liquids
- Wet Chemical (canary yellow label): Suitable for cooling oils and fats.
- Water (signal red label): Suitable for common combustibles.
- Carbon Dioxide (black label): Suitable for live electrical fires.



• **WARNING: In case of the fire alarm, take the first emergency exit to the designed area.**

• **Use the stairs, not the elevator.**



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