

Housekeeping training



Student name: Sonia-Lorena Porumb

Student number: 2233341

Component No: 3 of 3

Module: Operating Hotel Facilities

Module code: BMIH4006

Tutor name: Natalie Brailsford

Table of contents

- ▶ Housekeeping training
- ▶ Table of contents:
- ▶ What is institutional housekeeping and why is important?
- ▶ Brand standards- Ibis Styles
- ▶ Room checklist

Cleaning procedures

1. New Arrival

2. Stay over or cleaning due to the guests' stay

- ▶ How can you optimize the cleaning time?
- ▶ Health and Safety

Summary

- ▶ References

What is institutional housekeeping and why is important?

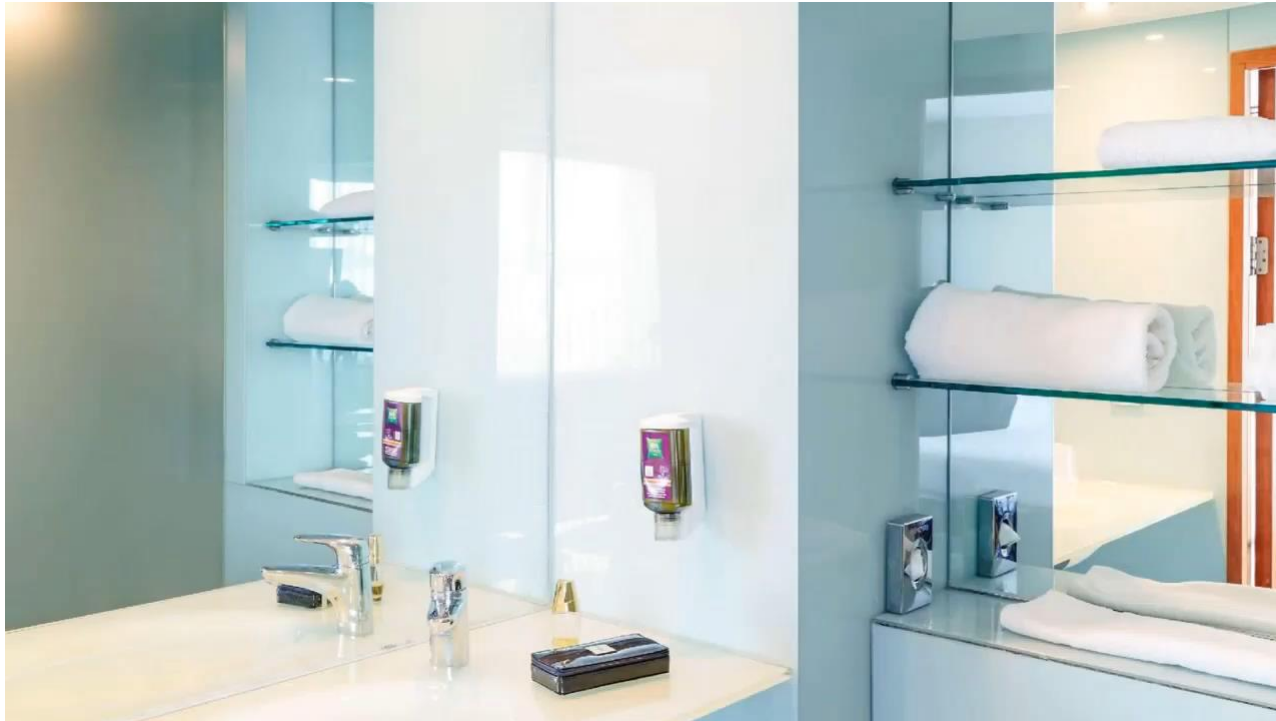


- ▶ The housekeepers of a hotel maintain a tranquil atmosphere for guests and clean public areas and rooms to meet standards for cleanliness and tidiness (Indeed, 2023).
- ▶ The success of a hotel industry can be measured by its reputation and how well it can maintain that reputation.
- ▶ The appearance of the rooms should be maintained.
- ▶ The staff should make sure that the guests feel welcomed and satisfied after making a reservation.
- ▶ The cleanliness and hygiene of the establishment's environment will make the stay memorable.
- ▶ The hotel should provide its guests with the necessary amenities to make their stay as enjoyable as possible (Hotel Staff Hub, 2023).

Brand standards- Ibis Styles



- ▶ 600 hotels in 10 years
- ▶ Creative by design
- ▶ Magic flexibility
- ▶ Guests' rooms with unique themed designs, comfortable and creative (Accor Global Development, 2022).



Room checklist



ROOM INSPECTION CHECKLIST						HOUSEKEEPING		
DATE:	ROOM ATTENDANT:					FRONT DESK		/ / X
ROOM NO:			FLOOR SUPERVISOR:			MAINTENANCE		/ / X
REMARKS			SIGNATURE:					
						CONTACT ↑		
GUEST ROOM						BATHROOM		
Desk	YES	NO	TV clean	YES	NO	Gargle Glasses (2)	YES	NO
Chair	YES	NO	Tv remote-working	YES	NO	Sink	YES	NO
Trash Can	YES	NO	Bin emptied	YES	NO	Mirror	YES	NO
Hotel Rules	YES	NO	Kettle and tray clean	YES	NO	Bathroom Wall tiles	YES	NO
Mirrors	YES	NO	Mugs (2) clean	YES	NO	Toilet Roll - With Extra roll	YES	NO
Sheer Curtain clean	YES	NO	Coffee, sugar, tea (2 each)	YES	NO	Towels	YES	NO
Drapes open properly	YES	NO	Towels	YES	NO	Soap	YES	NO
Window Cleaning	YES	NO	Iron	YES	NO	Wastebasket clean	YES	NO
Sofa cleaned	YES	NO	Hair Dryer	YES	NO	Toilet Porcelain	YES	NO
Beds Property Made	YES	NO	Ironing board	YES	NO	WC Band	YES	NO
Under table clean	YES	NO	Hangers (6)	YES	NO	Bathtub	YES	NO
Floor Lamp dusted	YES	NO	Door hanger	YES	NO	Glass shelves	YES	NO
Bed Side table Clean	YES	NO				Bathroom floor	YES	NO
Lampshade	YES	NO				Flush	YES	NO
Carpets Vacuumed	YES	NO				Shampoo	YES	NO
						Shower gel	YES	NO

Cleaning procedures

1. New Arrival

Phase 1

- Air out the room by opening the windows, turn off the air conditioning system
- Wash your hands and put on disposable gloves
- Empty out the trash cans / bins
- Strip the bed and remove dirty linens

Phase 3

- Make the bed (see specific procedure)

Phase 5

- Clean the bathroom (see specific procedure)

Phase 2

- Move on to the bathroom
- Remove dirty towels (bath towels, hand towels, face towels)
- Spray the cleaning products necessary for disinfection
- Remove your gloves

Phase 4

- Dust all surfaces such as bedside table, desk, chair, TV.
- Check TV, Air Conditioning, lights...to make sure they function properly

Phase 6

- Replace all free hotel products such as brochures, shampoo, soap.
- Vacuum the room
- Check over the room and make sure that everything is in place

Make a bed watch this video:

<https://www.youtube.com/watch?v=U3tc2erTnRk>

Clean the bathroom watch this video:

https://www.youtube.com/watch?v=5aVdII5x_qc

Cadieu (2009)

2. Stay over or cleaning due to the guests stay

1. Clean the room as previously directed

2. Check to make sure that all equipment in the room is in working order such as TV, air conditioning, and lights.

Note: follow the bathroom cleaning procedure.

Be careful with the guest's personal belongings.

A few critical points

Risks	Risk prevention
Handling the trash	Handle cautiously and wear disposable latex gloves
Contamination of clean linen	Wash your hands before handling clean linens
Toxic cleaning products  MIXING CHEMICALS IS <u>NOT</u> A GOOD IDEA	Read labels carefully and follow directions
Using the wrong product on the surface	Businesses generally use color codes to distinguish the purpose of each product
Excess fatigue and back pain	Make sure to stand with proper posture (e.g. adopt crouching position when making the bed)

(Cadieu (2009))

How can you optimise the cleaning time?



5S'

1. **SORT**- separating the reparable and unwanted items
2. **SET IN ORDER**- Placing things correctly and in the appropriate order can help to proper order for prompt usage.
3. **SHINE**- cleaning so there is no dust, dirt, or scrap anywhere.
4. **STANDARDIZE**- always aim to maintain the standard level of cleanliness, hygiene and visual control
5. **SUSTAIN**- be disciplined, follow rules, lay down targets to be achieved, improvements will be promoted, and the cost will not increase.



Health and Safety

Descriptive Statistics	
S.No	Variables
1.	Cleanliness of working area is maintained all the time
2.	Proper training is given to the staff regarding safe use of tools and equipments
3.	Adequate work space is provided
4.	Dress code is planned to provide safety at work.
5.	Machinery is securely guarded.
6.	Proper training of using fire extinguisher is given.
7.	Proper tools and equipments are provided
8.	Walkways and work areas are free from obstruction and other hazards.
9.	Floors are dry and made up of non-slippery material.
10.	Carpets are in good condition, free of tripping hazards.
11.	Chipped tiles are replaced immediately
12.	Movements of trolley are kept clear for smooth operations.
13.	Windows are repaired properly to avoid cuts while cleaning.
14.	Staff is trained in ergonomic work methods and posture.
15.	You feel back pain due to long standing/ working hours
16.	Housekeeping carts are easy to push and move.
17.	Storage layouts are planned to minimize lifting problems.
18.	Sufficient shelves are available to store supplies materials tools and equipments.
19.	Waste and scraps are cleaned and dumped properly.
20.	Sufficient Trash/ waste bins are provided.
21.	Cleaning agents are labeled properly
22.	Material safety data sheets are available for all cleaning chemicals are used.
23.	Protective gloves are provided by dealing with chemicals.
24.	Training is provided for safe handling of chemical
25.	Chemicals are tagged and stored properly at your organization.
26.	Wires are covered properly to avoid electric shocks.
27.	Electric cables are water proof.
28.	Switch boards are clear and not damaged.
29.	All electrical items are tagged properly.
30.	Extension cables are properly attached.
31.	First aid training is given to tackle any emergency situation
32.	First aid equipments and kits are available in the working area

Among the most crucial considerations that hotel proprietors must take into account when making decisions regarding the hiring or retention of workers is the implementation of safety and health protocols. The concept of occupational safety and health (OSH) refers to the various actions that are taken to improve the safety and health of workers in the workplace. These actions can be carried out through the prevention of various hazards and risks that can occur in the job environment. Some of these include exposure to various types of physical factors such as heat, noise, and vibration, as well as chemical substances such as toxins and dust (Ambardar and Raheja, 2017,p. 30).

(Ambardar and Raheja, 2017, p.25).

Summary

- ▶ When it comes to maintaining a clean and welcoming environment, housekeepers of hotels ensure that the rooms and public areas are organized. They also treat their guests with respect and dignity. A hotel's reputation is affected by the way its rooms are perceived, and the staff members should make sure that the reservation process is enjoyable for the customers.
- ▶ Ibis has 600 new hotels in its Creative by Design program. These will feature rooms with unique designs and comfortable and creative environments. Every room is in a fixed standard.
- ▶ A room checklist is important to make sure all the points are ticked.
- ▶ Are 2 different types of cleaning procedures: new arrival and stayover.
- ▶ Make sure to use the 5S': Sort, Set in order, Shine, Standardize, and Sustain.
- ▶ The most important thing is Operational Health and Safety.

References

- ▶ Ambardar, A. and Raheja, K. (2017). 'Occupational Safety and Health of Hotel Housekeeping Employees: A Comparative Study', *International Journal of Hospitality & Tourism Systems*, 10(2), pp. 22.
- ▶ Ambardar, A. and Raheja, K. (2017). *Occupational Safety and Health of Hotel Housekeeping Employees: A Comparative Study* [Table]. Available at: <https://www.proquest.com/docview/1922311233/fulltextPDF/20AE2810762D42F4PQ/1?accountid=130472/> (Accessed: 01 November 2023).
- ▶ Accor Global Development (2022) *Why invest in Ibis Styles*. Available at: file:///C:/Users/Administrator/Downloads/01_EN%20Why%20Invest%20in%20ibis%20Styles%20Brochure%20-%20Accor%20Global%20Development%20August%202022.pdf/ (Accessed: 27 October 2023).
- ▶ Becker, J.E. (2001). *Implementing 5S To Promote Safety & Housekeeping*. *Professional Safety*, 46(8), 29–31.
- ▶ Cadieu, T. (2009) 'Cleaning a room' (from the Hotellerie Restauration Ac-Versailles. 24th November. Available at: https://www.hotellerie-restauration.ac-versailles.fr/IMG/pdf/4_Cleaning_a_room.pdf/ (Accessed 01 November 2023).
- ▶ Exterior (N.D) *Holiday extras* [image]. Available at: <https://static1.holidayextras.com/libraryimages/423/Exterior.jpg/> (Accessed: 27 October 2023).
- ▶ Hotel Staff Hub (2023) *Importance of Housekeeping in the hotel industry*. Available at: <https://hotelstaffhub.com/importance-of-housekeeping-in-the-hotel-industry/> (Accessed: 27 October 2023).
- ▶ Indeed (2023) *Hotel-housekeeper*. Available at: <https://www.indeed.com/career/hotel-housekeeper/> (Accessed: 27 October 2023).
- ▶ Travel Lover (2023) *Ibis Styles BHX NEC Airport, Birmingham, United Kingdom*. Available at: <https://www.youtube.com/watch?v=yaA4ppDciKM/> (Accessed: 27 October 2023).
- ▶ Vector Stock (N.D) *Housekeeping* [image]. Available at: <https://cdn.vectorstock.com/i/1000x1000/23/59/housekeeping-house-cleaning-service-clean-home-vector-36652359.webp/> (Accessed: 27 October 2023).
- ▶ Wikimedia (N.D) *Ibis styles logo* [image]. Available at: https://upload.wikimedia.org/wikipedia/commons/c/c6/Ibis_Styles_Logo_2011.png/ (Accessed: 27 October 2023).
- ▶ 5S' today (N.D) *5's wheel diagram* [image]. Available at: <https://www.5stoday.com/content/images/custom/5S-wheel-diagram.jpg/> (Accessed: 31 October 2023).