



HOUSEKEEPING TRAINING



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Job goals

As a housekeeper you will make a guest's stay pleasant by offering a clean and welcoming room.

The quality of the housekeeping department has a huge impact on the guest's stay satisfaction and represents the image of the hotel.



Room access

- ▶ Be discreet, always knock on the room, even if it is marked as departure
- ▶ If it is a service on a stay and the guest is in the room, be polite and check with him if he is happy to reset the room while they are there
- ▶ If a room has “Do Not Disturb” sign on the door, come back later.



Uniform

Accepted

- ▶ Clean and ironed black trousers
- ▶ Clean and ironed grey top
- ▶ Clean haircut or tied at the back hair
- ▶ Black trainers
- ▶ Gloves

Not accepted

- ▶ Ripped trousers or shorts
- ▶ Coloured or inappropriate tops
- ▶ Dirty hair or untied hair
- ▶ Flip flops or slippers
- ▶ Heavy jewellery



Shift breakdown

- ▶ Shifts are usually between 8.30 AM - 3.30 PM
- ▶ Team meeting 8.45 AM
- ▶ Get the rooms assigned to you from the team leader/supervisor
- ▶ Take the room cleaning checklist
- ▶ Set up trolley with linens, room refills and cleaning supplies
- ▶ Rooms cleaning between 9.00 AM to 3.15 PM
- ▶ Shift debrief 3.15PM – 3.30 PM



Cleaning checklist

To give guidance
In the room cleaning
a checklist is
provided to all staff
members



CLEANING JOBS LIST:	ROOM NO.	DEPARTURE	STAY	NOTES
OPEN WINDOWS&DOORS				
CLEAN WINDOW&DOORS FRAMES				
REMOVE DIRTY BED LINEN				
CHECK UNDER BED LINEN				
BEDSIDE TABLES AND LAMPS				
MAKE THE BED				
WARDROBE AND HAIRDRIER				
SKIRTING BOARDS				
TABLE AND CHAIRS				
CLEAN CUPS				
SOCKETS AND SWITCHES				
TV, REMOTE AND KETTLE				
FILL TEA AND COFFEE STATION				
EMPTY&CLEAN BEDROOM BIN				
REPLACE BEDROOM BIN BAGS				
HOOVER BEDROOM CARPET				
REMOVE DIRTY TOWELS				
REFILL SOAP AND SHAMPOO				
EMPTY&CLEAN BATHROOM BIN				
REPLACE BATHROOM BIN BAGS				
CLEAN WASH BASIN&PLUG				
CLEAN SHOWER OR BATHTUB				
CLEAN SHOWER OR BATHTUB TRAP				
CLEAN TOILET				
RESTOCK TOILETRIES				
REPLACE TOWELS				
MOP BATHROOM FLOOR				
SPRAY ROOM WITH REFRESHNER				

It helps to organise the jobs throughout the shift and increase efficiency.

A list for the items that are required on the trolley is given before the shift.



Trolley set up

- ▶ Stock up mattresses covers, duvet covers, pillow covers, bed linens
- ▶ Stock up tea, coffee, sugar, milk
- ▶ Stock up toilet paper
- ▶ Stock up towels
- ▶ Stock up bin bags
- ▶ Stock up cleaning cloths
- ▶ Stock up cleaning sprays
- ▶ Stock up toiletries

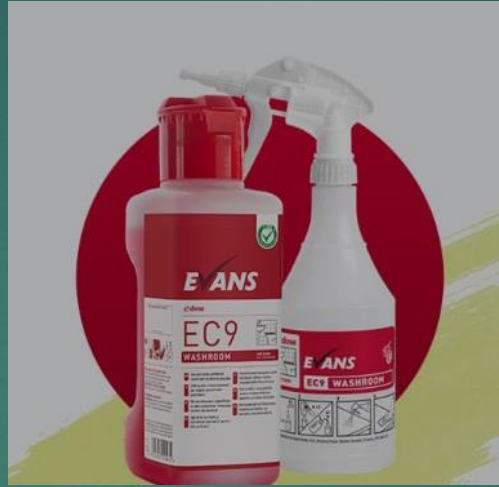




Cleaning chemicals & materials

CHEMICALS:

- ▶ EVANS EC6 ALL PURPOSE
- ▶ EVANS EC9 WASHROOM



MATERIALS:

- ▶ BLUE CLOTHS (windows, glass)
- ▶ RED CLOTHS (toilet bowl)
- ▶ YELLOW CLOTHS (general area)
- ▶ GREEN CLOTHS (bathroom)



Cleaning equipment

- ▶ Sprays
- ▶ Cloths
- ▶ Gloves
- ▶ Dust Brush
- ▶ Plastic bags
- ▶ Bucket & mop
- ▶ Vacuum cleaner



Summary

As a housekeeping team member it is important to have a smart and tidy look as you are a reflection of the hotel's image.

The work you do and how well the room is presented to the guest is also a representative image of the hotel's standards.

Applying the cleaning procedures as explained above will help reach the hotel Ibis standards regarding cleanliness and create a welcoming set up and a pleasant stay for the guest.

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