



Housekeeping Training

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Module Title: Operating Hotel Facilities

Module Code: BMIH 4006

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What is housekeeping?

- The term housekeeping may be used to describe a facility that provides a clean, safe, and appealing environment. Another definition states that it is an operational division within a hotel that is responsible for maintaining the appearance of the surrounding areas and rooms. (Setup My hotel, 2023)

The steps for a success cleaning are:

Strip cleaning route

Sanitize route

Set up route



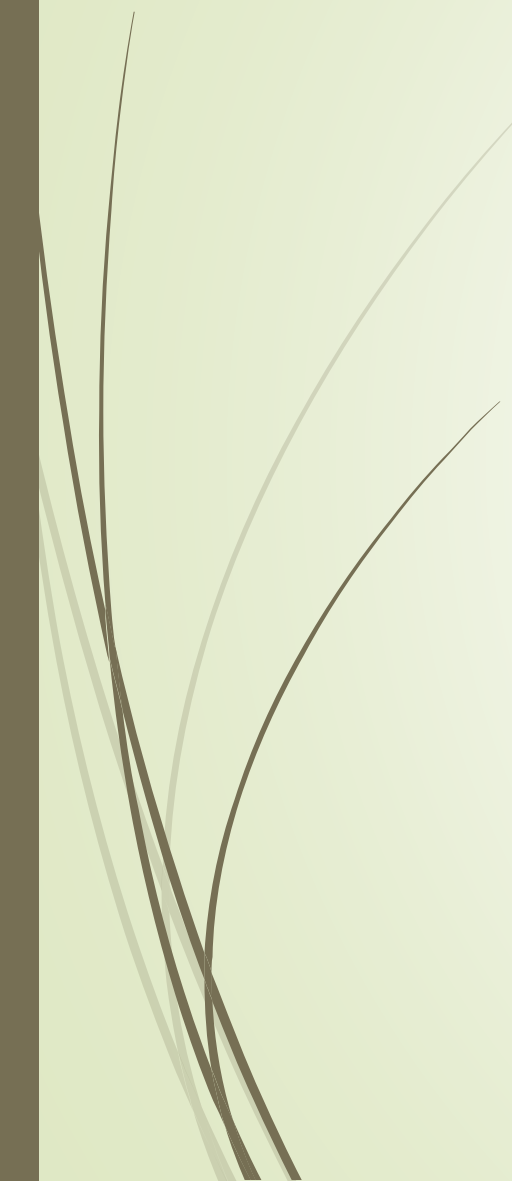
Strip cleaning route

- Step 1 is to knock on the bedroom door twice, announcing housekeeping each time loud enough for a guest to hear you. If there is no response, then enter the room and wedge the door open. If you are also sanitizing the room, place the caddy and Super mop in the bathroom. Take the toilet brush and plunge into the toilet lowering the water level then apply the required chemical around the toilet bowl.
- Step 2, Open the curtains, and the windows if applicable, this allows fresh air to circulate. Collect the Kettle, take to the bathroom.
- Step 3, Enter the bathroom and empty the water from the kettle into the sink. Check the shower curtain, if stained then remove, if not shake and open it allowing it to dry. Empty the bathroom bin and collect all towels.
- Step 4, Return to the bedroom, reposition the kettle. Remove any damaged point of sale, empty the bedroom bin then remove towels and rubbish to your trolley.
- Step 5, Strip the bed of the linen, checking the mattress protector. Check the pillow bag, if the seal is broken strip the pillows within the bag.
- Step 6, leave the room with the dirty glasses, crockery, towels, linen and rubbish.



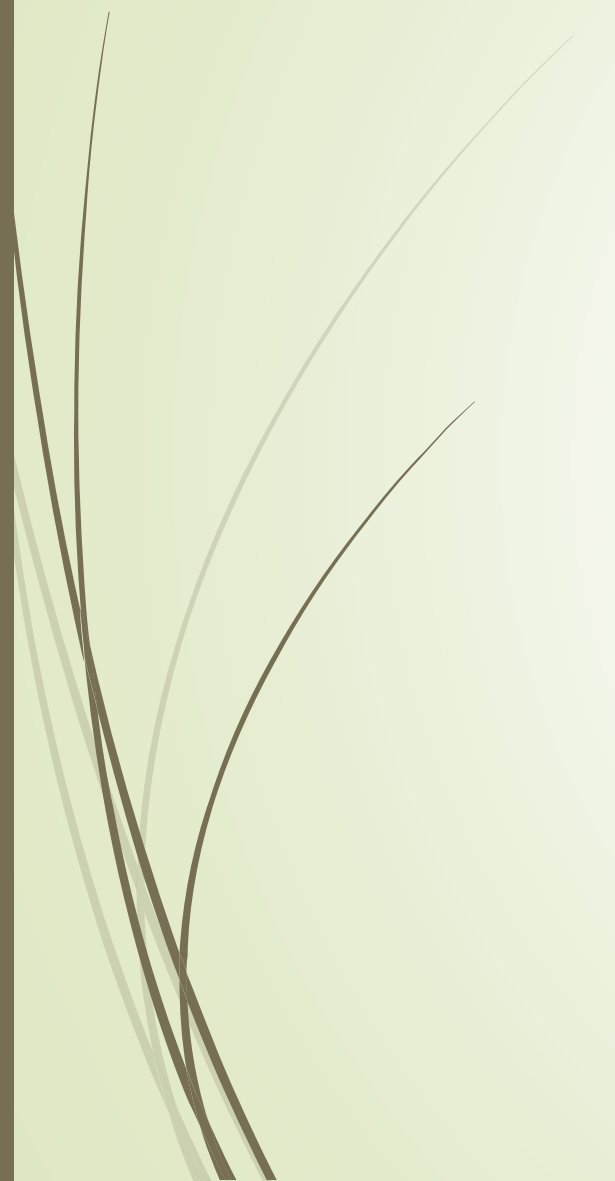
Sanitize route

- To begin the Sanitize route, if you or another Team Member has already stripped the room and you are entering for the first time follow Step 1 by knocking on the bedroom door twice, announcing housekeeping each time, then enter and wedge the door open. Place the caddy and Super mop in the bathroom. Take the toilet brush and plunge into the toilet lowering the water level, then apply the required chemical around the toilet bowl.
- Step 2, clean the headboard, lights, bedside tables, and sockets.
- Step 3, move to the window and clean the window ledge, frame, and handle. Whilst in this area, clean the aircon and fan if applicable.
- Step 4, clean the desk and all desk point of sale. Then clean the TV, the TV remote and wipe all electrical sockets, as well as the heating controls. Then clean the desk chair. Clean the tea and coffee tray often referred to as the consumables tray. Then clean the Kettle and the bin, inside and out.
- Step 5, clean the wardrobe and tidy the hangers. Check, and clean the pillow bag. Clean the hairdryer and wipe over the electrical sockets and clean any remaining point of sale.

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- Step 6, go into the bathroom.
 - Step 7, clean all bathroom tiles and inside the shower panel, if applicable, with a super mop. Once done, clean the toilet, sink, vanity unit and the bath or shower tray. Don't forget to check those plug holes! Then clean the soap and shower gel bottles and brackets checking the product levels. Finally, buff the chrome.
 - Step 8, Wipe the chemical off the bath or shower tray with water and a damp cloth.
 - Step 9, clean the toilet paper dispenser, be sure to check the underneath, clean the bathroom bin and skirting. Then, clean the bathroom and bedroom mirrors, and the bathroom and bedroom door
 - Step 10, clean the bathroom floor with a Supercop. Collect all dirty cloths.
 - The final step is step 11, out with the super mop and dirty cloths.
 - This brings us to the end of the Sanitize Route.



Set up route



- To begin the Set-Up route, follow step 1, enter the room with clean linen, towels, crockery, consumables, bin liners, shower gel, soap and toilet paper.
- Step 2, if the shower curtain has been removed, hang a fresh one, position the towels to brand standard and put a new bin liner in the bathroom bin; remember to tie the top of the bag. Top up the toilet paper, the shower gel and hand soap. That's the bathroom done!
- Step 3, put a new bin liner in the bedroom bin, reposition the clean crockery and fresh consumables;. Move over to the bed and make to brand standard. If the seal on the pillow bag was broken, put pillowcases on the spare pillows, place them back in the bag and reseal. Add any missing point of sale and position to brand standard.
- Step 4, get the vacuum cleaner and Hoover the room. Close the bedroom window and visually check how great the room looks for your guests, then collect the caddy and vacuum cleaner.
- Finally, step 5, leave and secure the door. Don't forget, clean the door handle on your way out!

- Pillow Bags
- You will have pillow storage bags in every room. You must check these and make sure there are 2 pillows, with pillowcases on inside the bag. The bag must then be sealed with a tamper seal.
- The pillow bags are to reassure Guests that our bedding is fresh and clean every time.



- Room Allocation Sheet
- The other items left to put in the room are additional bath sheets. How many will depend on the number of Guests in the room.
- You can find out the number of Guests by looking at the Bedroom Genie Room Allocation Sheet which will have been given to you at the start of your shift.
- Note: If a Guest would like extra tea bags, coffee, sugar or milk, then they can request this from reception.

Bedroom Allocation List						
Todays Date		03/11/2022		Team Member Name		Mary
Actual Start Time	9:30	Target Finish Time	13:55	Break	Actual Finish Time	Mins V Model 40
Last Night	Room No	Depart?	Incoming Set-Up	JOD Complete	Maintenance /Lost Property/Notes etc....	
Single	120	Depart	Single			
Single	121	Depart	Double			
Double	122	Change				
Single	501	Make				
Single	506	Make				
Double	507	Depart	Double			
Double	508	Depart	Single			
Family 3	509	Depart	F3+Cot			
Double+Cot	510	Make				
Single	511	Make				
Twin	512	Depart	Single			
Job Of The Day			Job 4			
Trip Advisor Rating			Team Memo:			
Cleanliness						
Service						

Work Safe

Always follow working at height practices.

Never stand on the bath when replacing the shower curtain.



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