



Ibis Brighton City Center Standards Refresher Training

THE HOTEL STAR RATING SYSTEM





We're committed to the ETI Base Code



Ethical Trading Initiative
Respect for workers worldwide

www.wgc.ltd.uk/community



Employment is freely chosen

Slavery and bonded labour are totally unacceptable. Almost 21 million people are victims of forced labour.



Freedom of association and the right to collective bargaining are respected

Tens of thousands of workers lose their jobs every year for attempting to form or join a trade union or improve working conditions. Some even lose their lives.



Working conditions are safe and hygienic

An estimated 2.3 million people die every year from work-related accidents and diseases.



Child labour shall not be used

168 million children work to support their families, missing out on education and often damaging their health. This reinforces the cycle of poverty.



Living wages are paid

Roughly half the world's population still lives on two dollars a day. If people can't feed their families on an adult's wage, they may send their children to work.



Working hours are not excessive

Long working hours are the norm for most of the world's workers. This damages people's health and undermines family life.



No discrimination is practised

Women and certain minorities are often confined to the lowest-paid jobs with no access to training or promotion.



Regular employment is provided

Most workers can be laid off when it suits the employer. This fuels poverty and insecurity and drives down wages.



No harsh or inhumane treatment is allowed

Few workers have protection against physical, verbal or sexual abuse in the workplace.

Display until: May 2020

DATE KEYS	ROOM TO CLEAN	ROOM TO CLEAN	ROOM TO CLEAN	PERIODIC CLEANING	INSPECTION	JOB OF THE DAY
	Number	Departures	Stay Over	Actions	Place cream in bath	Please clean
Rooms						
Open the window						
Removing dirty sheets						
Make tke bed						
Bedside table						Hoover the below corridors and around elevators
Picture						Floor
Desk+Chair						Floor
TV Cabinets						Cupboards to be organised
TV						Floor
Remote Control						
Sockets						LOST & FOUND & TECHNICAL PROBLEM
Telephone						Room no.
Bed head						Room no.
Bathroom						Room no.
Bin						Room no.
Remove towels						Room no.
Floor						
Compliment ary toileteers						
Bath,shower, washroom						
Bath with dedicated sponge						

Daily Reconciliation v2.4.1

Ibis Brighton City Centre - H6444

Room	Status	Done	Comments	Room	Status	Done	Comments	Room	Status	Done	Comments	Departures	80
106	AV.-CL.			509	OCC-DTY			808	OCC-DTY			Stays	51
108	OCC-DTY			510	OCC-DTY			809	AV.-CL.			ROOM RECONCILIATION	
110	OCC-DTY			511	OCC-DTY			810	OCC-DTY			R# Cleaned	+
112	OCC-DTY			512	OCC-DTY			811	AV.-CL.			R# Left Over	-
114	OCC-DTY			514	OCC-DTY			812	OCC-DTY			R# Left Over (D1)	+
201	AV.-DTY			515	OCC-DTY			814	OCC-DTY			OOS R# Cleaned	-
203	OCC-DTY			516	OCC-DTY			815	AV.-CL.			Staff R#	
205	AV.-CL.			517	OCC-DTY			816	OCC-DTY			Not Cleaned	+
206	OCC-DTY			518	OCC-DTY			817	OCC-DTY			DND	+
207	OCC-DTY			519	OCC-DTY			818	OCC-DTY			Total	=
208	OCC-DTY			520	OCC-DTY			819	OCC-DTY			LINEN CONTROL	
209	OCC-DTY			601	OCC-DTY			901	OCC-DTY			Pieces Received	
210	OCC-DTY			603	OCC-DTY			903	OCC-DTY			Pieces Rejected	
211	OCC-DTY			605	AV.-DTY			905	OCC-DTY			ROOM CONTROL	
212	OCC-DTY			606	OCC-DTY			906	OCC-DTY			R# Audited	
214	OCC-DTY			607	OCC-DTY			907	OCC-DTY			Chambermaid	
215	OCC-DTY			608	OCC-DTY			908	OCC-DTY			Score	
216	OCC-DTY			609	OCC-DTY			909	OCC-DTY			Date	
217	OCC-DTY			610	OCC-DTY			910	OCC-DTY			18/10/2023	
306	OCC-DTY			611	OCC-DTY			911	OCC-DTY			Name	
308	OCC-DTY			612	OCC-DTY			912	OCC-DTY			Signature	
310	OCC-DTY			614	OCC-DTY			914	OCC-DTY				
312	OCC-DTY			615	OCC-DTY			915	OCC-DTY				
314	OCC-DTY			616	OCC-DTY			916	OCC-DTY				
316	OCC-DTY			617	OCC-DTY			917	OCC-DTY				
318	OCC-DTY			618	OCC-DTY			918	OCC-DTY				
320	OCC-DTY			619	OCC-DTY			919	OCC-DTY				
401	OCC-DTY			620	OCC-DTY			1001	OCC-DTY				
403	OCC-DTY			701	OCC-DTY			1005	OCC-DTY				
405	OCC-DTY			703	OCC-DTY			1006	OCC-DTY				
406	OCC-DTY			705	OCC-DTY			1007	OCC-DTY				
407	OCC-DTY			706	OCC-DTY			1008	OCC-DTY				
408	OCC-DTY			707	OCC-DTY			1010	OCC-DTY				
409	OCC-DTY			708	OCC-DTY			1011	OCC-DTY				
410	OCC-DTY			709	OCC-DTY			1012	OCC-DTY				
411	OCC-DTY			710	OCC-DTY			1014	OCC-DTY				
412	OCC-DTY			711	AV.-CL.			1015	OCC-DTY				
414	OCC-DTY			712	AV.-CL.			1016	OCC-DTY				
415	OCC-DTY			714	OCC-DTY			1018	OCC-DTY				
416	OCC-DTY			715	OCC-DTY			1019	OCC-DTY				
417	OCC-DTY			716	OCC-DTY				#N/A				
418	OCC-DTY			717	OCC-DTY				#N/A				
419	OCC-DTY			718	OCC-DTY				#N/A				
420	OCC-DTY			719	OCC-DTY				#N/A				
501	OCC-DTY			720	OCC-DTY				#N/A				
503	OCC-DTY			801	OCC-DTY				#N/A				
505	OCC-DTY			803	OCC-DTY				#N/A				
506	OCC-DTY			805	OCC-DTY				#N/A				
507	OCC-DTY			806	OCC-DTY				#N/A				
508	OCC-DTY			807	OCC-DTY				#N/A				





Cleaning rooms with door closed

Lone Working

It is the right of every team member to feel safe, secure and not to be threatened while at work. Team members must not be put into difficult situations where they are approached by guests or colleagues in an inappropriate manner.

For this reason, it is important that you know what to do in an emergency or if you believe you or your safety is at risk. Working with the room door open / closed is a safe method of work if the following steps are taken.

NEVER CLEAN THE ROOM ON YOUR OWN WITH THE GUEST IN THE ROOM



Key Security

Room, floor or master keys must always be kept on a lanyard around the neck or in a belt and not left on trolleys or in the room. Dummy key-cards must be used for light switches.



Cleaning a Room with doors closed

- Knock on door and wait to ensure the guest is not in the room
- Place a sign on the door to indicate that a room attendant is carrying out their duties.
 - The sign should be provided by the hotel to conform to corporate image policy
 - The sign must be hung on the outside of the door
- The Trolley should be placed next to the entrance of the room being cleaned so linen and supplies are close to hand
- Listen out for guests re-entering and ensure you leave as soon as they enter – you do not want to be in the room at the same time.
- Do not answer the door to anyone
 - If they say they are a guest - ask the guest to use their key
 - Call reception from the in-room phone to advise
 - As a last resort – open the door walk straight out into the corridor and get your supervisor.
 - If it is your Supervisor or Housekeeper – they will have a key to open the door
- If the guest requests that the room is cleaned while they are in the room explain that you will come back later when they are out to finish the cleaning. Ask when it would be convenient to come back with your supervisor.
- Know your emergency procedures, how to raise the alarm and the safe exit route from each area of the hotel



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Reference

https://www.google.com/search?q=star+standards+for+hotels&tbm=isch&ved=2ahUKEwjF0r666r6CAxUpkScCHVWFClkQ2-cCegQIABAA&oq=star+standards+for+hotels&gs_lcp=CgNpbWcQAzoFCAAQgAQ6BwgAEIoFEEM6BwgAEBMQgAQ6CAGAEAUQHhATOggIABAIEB4QE1D7DlisYGDFZWgCcAB4AIABgwGIAC4MkgEEMjcuMZgBAKABAaoBC2d3cy13aXotaW1nwAEB&sclient=img&ei=ofZQZYX-NaminsEP1YqiyAg&bih=958&biw=1872#vhid=bUWUv5eYzEWjJM&vssid=3981:2EOHisXW-fFi7M&vwins=WylwQ0JBUWg2Y0dhaGNLRXdqWxo5Ves2cjZDQXhVQUFBQUFIUUFBUUUnII0=&Ins=W251bGwsbnVsbCxudWxsLG51bGwsbnVsbCxudWxsLG51bGwsIkVrY0tKRGN4WWpsak5tTmhMV05tT1RndE5EYzVOeTFpT0RJMExUZzBOamRsTkdkAkpEWTRPQklmWXPgcIprSXpkbUZ1U1RoUldVUnpaM0puWDBNeFVEVTVNVIZXUIhaQ1p3PT0iLG51bGwsbnVsbCxudWxsLDEsbnVsbCxbbnVsbCxudWxsLFswLDAsMTAwMDAwLDEwMDAwMF1dXQ==

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