***Ist Semester***

***Housekeeping Practical***

***Work cards***



***WORK CARD NO-01***

**Day-1 Time-2hrs**

**GENERAL CLEANING:**

**Tools & Materials Needed:**

**1. Step ladder**

 **2. Glass cleaner**

 **3. Clean cloths**

 **4. Gloves and goggles**

**Procedures:**

 **1. Position the step ladder under the light fixture to be cleaned. Be sure the step ladder is sturdy and in proper repair.**

**2. If the light fixture has the egg crate type diffusers unhook them and set aside. If the diffusers are clear plastic, unhook the panel and bring down to one side.**

**3. With the pack vacuum, vacuum the interior surface of the light fixture. Put on gloves and goggles**

 **4. Using the glass cleaner and a soft, clean cloth, damp dust the interior of the light fixture and the inside and outside of the plastic diffuser. Dry all surfaces with a soft, clean cloth.**

 **5. Relock the plastic diffuser into position, or replace the egg crate diffuser after it has been cleaned.**

 **6. CAUTION: Avoid the excessive use of glass cleaner or water.**

***WORK CARD NO-02***

**Day-2 Time-2hrs**

**WINDOW CLEANING:**

**Tools & Materials Needed:**

 **A. Window squeegee**

 **B. Clean cloths**

 **C. Window tool and bucket or Trigger sprayer**

**Products:**

**1. Window cleaner**

**2. Gloves and goggles**

**Procedures:**

**I. Purpose of Window Cleaning**

 **A. Clean windows add to the overall impression of cleanliness.**

 **B. More light comes in clean windows, improving the outlook of those inside the building.**

 **C. Windows need to be cleaned more often in colder weather.**

 **1. Condensation and temperature fluctuations encourage streaking and dust accumulation.**

 **2. Oils in exhaust and cooking deposit on the glass surface.**

**II. Procedure for Washing a Window**

**A. Put on gloves and goggles**

 **B. Open drapes and raises Venetian blinds or shades**

**. C. Remove tape or paint from glass surface.**

**D. Clear window sill of obstructions.**

 **E. Clean window sills inside and out using glass cleaner and a clean cloth.**

 **F. Cover window with window cleaner solution using a trigger sprayer or window tool.**

**G. Remove solution and dirt from window**

**1. Using squeegee**

**a. Move side to side or in a figure eight motion, or**

 **b. Move from top to bottom of glass**

**c. Wipe off squeegee with clean cloth after each stroke.**

**2. Using a clean cloth**

**a. Wipe dry with a clean cloth.**

**b. When finished, wipe off window sills with a clean cloth.**

 **c. Clean window frames with window cleaner and a clean cloth.**

**d. When complete, close drapes and put blinds or shades in place**

 **e. Clean and return tools and materials to storage area.**

***WORK CARD NO-03***

**Day-3 Time-2hrs**

**OFFICE CLEANING:**

 **Tools & Materials Needed:**

**A. Clean cloths**

**B. Trigger sprayer**

 **C. Dust mop**

 **D. Wet mop**

 **E. Two buckets with wringers or pump up sprayer and one bucket**

 **F. Vacuum cleaner**

 **G. Liners**

**Cleaning Agents:**

**1. Neutral cleaner disinfectant**

**2. Window cleaner**

**3. Dust mop/dust cloth**

 **4. Furniture polish**

**Procedures:**

 **I. Purpose of Office Cleaning**

 **A. Maintain cleanliness of the office area**

 **B. Maintain high morale of employees**

**II. Daily Procedure for Office Cleaning**

**a. Put on gloves and goggles.**

 **b. Dust furniture with a clean cloth treated with dust mop/dust cloth treatment.**

**Polish as needed.**

 **C. Damp disinfect telephone, door knobs and file cabinets.**

**d. Spot clean windows and sills with a glass cleaner.**

**e. Empty ashtrays.**

**f. Empty wastebasket and replace liner.**

**g. Dust mop, then damp mop floor, or vacuum if carpeted.**

**III. Weekly Procedure for Office Cleaning**

**A. Vacuum cloth furniture.**

**IV. Monthly Procedure for Office Cleaning**

1. **Damp dust all high surfaces with a cleaner disinfectant and a clean cloth.**
2. **Wash windows.**

***WORK CARD NO-04***

**Day-4 Time-2hrs**

**PROCEDURE FOR VACUUMING CARPETS:**

**Tools & Materials Needed:**

 **l. Vacuum**

 **2. Carpet Stain Remover**

 **3. Lobby broom & dust pan**

 **Procedures:**

* **To do a thorough job of vacuuming, first remove all surface litter.**
* **This can be done with a sweeper or lobby broom and pan.**
* **Next use the lobby broom to sweep loose dust and dirt away from the baseboard.**
* **Vacuum all entry mats and heavy traffic lanes using an upright vacuum with beater brush for best results.**
* **The entrance mats and an area 10' to 15' around them should be vacuumed two times.**
* **Traffic lanes in unobstructed areas are best vacuumed by walking behind the vacuum at a slow, constant pace.**
* **Internal offices and the core of the building will only need preventive vacuuming once or twice weekly, if the mats and traffic lanes are maintained properly.**
* **Put on gloves and goggles.**
* **Remember to remove spots and stains as you vacuum.**

***Work Card No-5***

**Day-5 Time-2hrs**

**INTRODUCTION ABOUT LINEN**

**Linen, the term is basically a type of fabric, but when used in Hotel Industry the term correlates to the various kinds of fabric, which are used for the various purposes in the hotel industry. Linen in hotel industry can be classified to various kinds such as Bed Linen, Bath Linen & Table Linen. The preferred fabric type used for above types of linen in the hotel industry is cotton due to its strength, absorption, variety in color and weave and supply. Maintenance of the same is not easy but the other benefits cover this aspect of the linen.**

**BED LINEN:**

**Bed linen comprise of the various kinds of fabric items, which are used for the making of the bed in a guest room. It comprises of :**

**Bed Sheet - It is preferably a cotton sheet. Size can be easily calculated for any kind of the bed by acquiring the dimension of the mattress. The calculation is done as Length of the sheet is equal to the length of the mattress plus two times the height of the mattress and also added two times the amount of fabric required to tuck under the mattress which is generally considered as 6" on each side. Similar calculation is employed for the width of the sheet.**

**Eg: Say the length of the mattress is 78", width is 36" & height is 6"**

**Thus calculating the length of the sheet is = 78 + 2(8) + 2(6) = 102"**

**The width of the same sheet will be        = 36 + 2(8) + 2(6) = 60"**

**In the above example the tucking has been taken as 6" on each side of the mattress.**

**In some of the international properties the top sheet of the bed is generally called out as the Night spread or the Wrinkle sheet. The reason being in the night after the turndown service it is this top bed sheet which is visible and spread on the bed. It is called as the wrinkle sheet due to the wrinkle weave which is taken so as to avoid any kind of wrinkle appearance in it after the bed cover on top of it is folded. Again the size of the night spread is always calculated in the similar way as in the case of a bed sheet.**

**The size of the bed sheet depends upon the size of the bed which in the hotel industry depend upon the policy of the company but the generally observed sizes of the bed in the hotels are as mentioned below:**

***Type Of Bed                           Length            Width***

**Queen Size Bed                        78”                   48”**

**Double Bed                              78”                   78” / 60”**

**King Size Bed                          78”                   84” / 78”**

**Single Bed                                78”                   36”**

**Duvet Cover:**

**A Duvet is a quilt made for the guest rooms with the use of a fiber in it rather than the cotton. It is latest in the hotel industry. For the duvet the hotels use the Duvet cover (In place of the two bed sheets), which are the similar to the quilt covers. The fabric used for the cover is cotton, which can be of the designed or patterned.  The sizes of a duvet cover is calculated as the size of the duvet plus two inches extra length wise and width wise to help the smooth insertion of the duvet**

**Pillow Cover / Pillow Slip:**

**Pillow covers are again of the cotton used in the industry. The sizes of the pillow covers also vary from hotel to another hotel and is dependent upon the size of the pillow which are generally 24" in length by 18" in width to 30" in length by 21 " in width. Like duvet covers the pillow covers are an inch extra in the length and the width to help the smooth and fast pull on.**

**BATH LINEN:**

**Bath Towel:**

**The bath towel is made of the cotton done in Turkish weave wherein the looped piles are left on both the sides of the towel. The piles are never cut in the towel so as to avoid the opening of the weave of the towel and appearance of the holes in it.**

**The sizes of the bath towels is 42" in length by 30" in width but can vary up to 48" in length by 36" in width. Still even if the size of the towel is larger than the specified than the towels are known as bath sheet. The general color of the towels used in the hotel industry is white.**

**Hand Towel:**

**Similar to the bath towel in description a hand towel varies in size from 30" in length by 21" in width to 27" in length by 18" in width.**

**Face Towel:**

**A face towel is similar to the other towels in its physical appearance and weaves. It varies in size from a 10" square to 12" square. Generally the F&B Service department uses cold towel, which are like the bath linen in its appearance, but the size is 10” square.**

**Bath Mat:**

**Similar to the other towels in its physical appearance and weave this towel differs from the other towel in its strength and hardness. This towel is hard and has long life compared to the other towels used. The size of bath mat can vary from 30” in length by 24” in width to 36” in length to 24” width.**

**TABLE LINEN:**

**The general items used for the table linen are also of cotton due to various advantages above the other fabric types. The Food & Beverage Manager or the Head of the department provides the sizes for the above linen.**

**A general calculation of size for length of the table linen can be done as Length of the table plus two times the desired fall from the tabletop. Standard size of the Napkins is 18" square to 24" square. The cocktail napkin is of the size of 6" square. A Naprone is colored and may be of tericott fabric, which is the blend of cotton and Terylene, and the size is equivalent to the size of the tabletop. The tablemats used in the hotel and restaurants differ in size from 24" in length by 18" in width to 18" in length by 16" in width. Now a days hotel prefer to purchase the table mats which are either of use and throw types or have plastic to provide the advantage of easy cleaning and less wear and tear. The runners used in the hotel industry in particular the banquets are of 16” to 18” in width and the length entirely depends upon the length of the banquet tables.**

***Work Card No-6***

**Day-6 Time-6hrs**

**Preparing for Bed Making:**

* **Remove soiled bed linen from the bed.**
* **Look at the mattress pad / mattress protector to see if it is stained, torn or damaged. If it is not straighten it and make sure the mattress and box spring are even.**
* **Always adjust the mattress with your leg and not with your back to avoid any injuries.**
* **If the mattress pad is stained then remove it.**
* **Get a clean mattress pad and place it on the mattress:**
* **Lay the fresh pad on the bed.**
* **Unfold the pad right-side up and spread it evenly over the center of the bed.**
* **Smooth out any wrinkles.**
* **Mattress pads / mattress protector comes in different size, be sure to use the correct size.**
* **Make sure you have the correct size sheets.**
* **Do not use a stained or torn sheet. Place them immediately in your solid linen bag.**
* **Take three fresh sheets and 04 pillow cover / slips as per the bed size.**

**Making the bed:**

* **Pull the bed a little away from the headboard.**
* **Spread the 1st bed sheet and tuck the bottom side of the bed except for the four corners.**
* **Take the loose end of the sheet, about a foot from the corner at the head of the bed and pull it straight out, foaming a flap. Pull up the flap so it is flat.**
* **Tuck in the free part of the corner.**
* **Pull the flap out toward you and down over the side of the bed. Tuck the flap in.**
* **Move to the corner at the foot of the bed on the same side of the bed and repeat the procedure.**
* **Spread the second sheet the wrong side up, from the edge of mattress.**
* **Put Quilt 6” lower than the 2nd sheet.**
* **Spread the third sheet over the quilt.**
* **Fold the second sheet above the quilt and the third sheet and make a fold approximately 6” to 8”.**
* **Tightly tuck the sheets under the mattress.**
* **Go towards the foot of the bed and tightly tuck the second sheet, quilt and third sheet together.**
* **Maitre the corners.**
* **Inset the pillows into the new pillowcase and tuck in the loose ends.**
* **Repeat this process for the other pillows.**
* **Place the pillow on the bed with the tucked edges facing the center and the tucked flaps on the other side of the pillows.**
* **Position the bedspread on the bed with equal amounts hanging over both sides and the foot of the bed.**
* **Report to the supervisor if you notice stains or tears in the bedspread.**
* **Smooth the bedspread over the pillows to the head of the bed.**
* **Tuck the remaining of the bedspread under the front edge of the pillows.**
* **Smooth the surface of the bed.**
* **Check the bedspread for evenness on both sides.**
* **Push back bed towards the side of headboard in the exact position.**
* **All the four corners of the bed is mitered properly. Bed linen is stain free and properly pressed. Bed has to be firm.**
* **Distance of the pillow from Headboard to the fold of the bed is approximately 20”.**

***Work Card No-7***

**Day-7 Time-2hrs**

**Turndown service:**

* **The evening boy takes the status report of the floor from the desk.**
* **Takes the floor key/card and sign for it.**
* **Take a round of the floor corridor to maintain it clean and tidy. Take out trolley.**
* **Vacant rooms to be serviced from 6.00 p.m. onwards.**
* **By 10.pm turn down service to be finished of all rooms.**
* **Departure rooms have to be cleared as per requirements.**

**Enter the guest room:**

* **Find out if the guest is in the room.**
* **Announce yourself before entering the guest room.**
* **In case the guest is wants you to come back later then, politely as the time for Position the maids cart in front of the guest room.**

**Turndown the bed:**

* **Enter the room, empty dustbin and ashtrays.**
* **Remove the bedcover, fold it and place in the luggage rack drawer.**
* **Remove pillow from luggage rack and place it on the head of the bed.**
* **Make 90 angles with the second sheet.**
* **Quilt and third sheet.**
* **Spread the foot mat on the side of the bed. [The side where the corner is made] and put slipper on top of foot mat.**
* **Always give turndown from the telephone side or inner side of the bed.**
* **For double occupancy, both corner to be made.**

**Place turndown amenities:**

* **According to the hotel procedure place the turndown amenities on the bed. ( Eg: Flower, Chocolate etc.)**
* **Place the Breakfast menu knob on the fold.**
* **Put on the bedside lamp.**

**Tidy the guest room:**

* **Look around the room and straighten or tidy anything that is out of order.**
* **If a room is messy it may require more extensive cleaning.**
* **Remove any room service tray, dishes and move them to the service pantry.**
* **Empty the trash cans and replace the wastebasket liners.**
* **Do a quick vacuum if required.**

**Tidy the bathroom:**

* **Neatly fold used towels.**
* **Wipe the vanity area if required.**
* **If required replace the bathing towel.**
* **Clear the dustbin if used.**

**Create a pleasant atmosphere:**

* **Turn on the bedside lamps.**
* **Close the drapes.**
* **Draw the curtains so that there is no light coming from the corners or centre.**
* **Set the A/C temperature to what was set by the guest.**
* **Double check everything, lock the room and leave the guest room.**
* **Update the status report.**

***Work Card No-8***

**Day-8 Time-2hrs**

**Make extra beds / Roll away beds:**

* **Only Sheets and blankets are used for making extra bed.**
* **Refer the room boy allocation sheet to find out which the list room numbers where the extra bed to be placed.**
* **The procedure for making a extra bed is similar to that of standard bed making.**
* **Place the blanket and tuck it and the top sheets tightly at the foot and then on both side of the bed.**
* **Bed sheets may be larger than the extra bed mattress and may require special care when tucking on all sides to give a smooth appearance.**
* **Place the pillows neatly on the bed and check the overall appearance of the bed.**

**Sofa Cum / Wall Bed:**

* **Check the room allocation sheet to find out if a wall bed to be setup.**
* **Be careful to avoid injury when opening sofa beds / wall beds.**
* **Check the room allocation sheet to find out if a wall bed to be setup.**
* **A wall bed folds up into the wall and looks like a bookshelf when folded.**
* **If a guest plans to use the room during the day time then remove the pillows from the sofa-cum bed and then fold it into a sofa.**
* **Place the pillows on the closet shelf or on the drawer below the luggage rack.**

***Work Card No-9***

**Day-9 Time-2hrs**

**Entering guestrooms:**

* **Houseman knocks the guestroom door thrice.**
* **Announce. “Housekeeping”**
* **Wait for two minutes.**
* **Open the door.**
* **Announce yourself and enter the room.**

**Greeting of guest:**

* **On seeing a guest, the staffs are greeting the guest depending on the time of the day along with a smile.**
* **Use th guest name when known.**

**Staffs have to greet the guest with a smile depending on the time of the day:**

**00.00 –  11.59 - “Good morning”**

**12.00 –  17.59  - “Good afternoon”**

**18.00 –  23.59  - “Good evening”**

**Answering guest queries:**

* **Find out the exact details required, by listening carefully and noting it down.**
* **Ask appropriate questions about requirements.**
* **Confirm all the details back to the guest at the time of enquiry to ensure correct information.**
* **Give the required information.  If it is a matter which will take time, tell the guest-specified time in which you are able to get back to him.**
* **All guest queries have to be listened to attentively and dealt immediately in a smiling, courteous manner.**
* **Staffs have to take personal responsibility for the guest queries and get back to the guest within the specified time.**

***Work Card No-10***

**Day-10 Time-2hrs**

**Trolley or Maids cart setting**

* **Houseman / Housemaid sets his trolley as per the standard, like bed sheets in one shelf, towels in another, bathroom amenities in a separate drawer.**
* **Maids cart can be compared as a giant tool box, It should be stocked with all the required amenities to complete a complete shifts room cleaning.**
* **The maids cart should be spacious enough to carry all the required supplies for one shifts work.**
* **The cart should be light weight, easy to clean and easily maneuverable.**
* **The cart has to be always well organized and well stocked before starting each shift.**
* **A well stocked maids cart will avoid unnecessary trips to the floor pantry.**
* **The amount of supplies loaded on to the cart depends upon the number of rooms, type of rooms to be serviced on the assigned floor.**
* **The carts are normally stocked from the floor pantry.**
* **Never over stock or under stock the cart: Overstocking will increase the risk of accidents or damage to the supplies. Whereas under stocking can slow down the efficiency of cleaning because of the regular trips to the floor pantry to collect the required items.**
* **Record the items loaded on the cart on the Room assignment sheet.**

**Few examples of supplies loaded on the maids cart:**

1. **Shampoo**
2. **Moisturizer**
3. **Mouthwash**
4. **Foam bath**
5. **Sewing kit**
6. **Shower cap**
7. **Shoeshine**
8. **Detergent**
9. **Loofah**
10. **Disposal bag**
11. **Toilet rolls**
12. **Tissue box**
13. **Soap dish**
14. **Bath towel**
15. **Hand towel**
16. **Face towel**
17. **Bathmat**
18. **Bed spread**
19. **Pillow covers etc.**

**The cleaning supplies are kept is a separate hand caddy, below are few items stocked on the hand caddy.**

1. **Toilet cleaning solution**
2. **Bowl brush**
3. **Toilet brush**
4. **All-purpose cleaner**
5. **Cleaning clothes**
6. **Rubber gloves**
* **On one end of the cart there will be a bag for storing the dirty / soiled linens.**
* **There will be a garbage bag in one corner of the maids cart with a lid on it.**
* **Once the shift is over the maids cart / maids trolley to be moved back to the floor pantry and all the shelves to be locked.**

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