

**Yashwantrao Chavan
Maharashtra Open University**



V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)
**HTS 203: Accomodation and Front Office
Foundation - II**

YASHWANTRAO CHAVAN MAHARASHTRA OPEN
UNIVERSITY

HTS203: Accommodation & Front Office Foundation -II

V101: B. Sc. Hospitality and Tourism Studies
(2016 Pattern)

V102: B. Sc. Hospitality Studies and Catering Services
(2016 Pattern)

Developed by Dr Rajendra Vadnere, Director, School of
Continuing Education, YCMOU

UNIT 1 Cleaning Science.....	9
UNIT 2 Housekeeping Procedures.....	97
UNIT 3 Basic Front Office Operations.....	137
UNIT 4 The Guest Room Servicing.....	202

SYLLABUS

HTS203 : Accommodation & Front Office Foundation -II

(Theory: 4 Credits; Total Hours =60, Practical: 2 Credits, Total Hours =60)

Unit – 1 Cleaning Science: Cleaning Agents, Characteristics of a good cleaning agent, PH scale, Types of cleaning agent, cleaning products (Domestic and Industrial), Cleaning Equipment: Types of Equipment, Operating Principles, Characteristics of Good equipment (Mechanical/Manual), Storage, Upkeep, and Maintenance of equipment, Care and Cleaning of Different Surfaces: Metal, Glass, Leather, Rexene, Ceramic, Wood, Wall and floor covering, Stain Removal.

Unit – 2 Housekeeping Procedures: Cleaning Schedules, Cleaning Methods, Briefing, Debriefing, Proceeding for Days work, Keys & Their Classification, Inventory of Housekeeping Items, Indenting from Stores, Housekeeping control desk: Importance, Role, Co-ordination, check list, key control. Handling Lost and Found, Forms, Forms and registers used in the Control Desk, Paging systems and methods, Handling of Guest Requests, General operations of control desk.

Unit – 3 Basic Front Office Operations: Front desk operations & functions, Equipments used at front office – Room Rack, Mail Message, and Key Rack, Reservation Racks, Information Rack, Folio Trays, Account Posting Machine, Voucher Rack, Cash Register Support Devices, Telecommunications Equipments, rooms and plans, Basis of Room charging, Tariff fixation, Introduction to the guest cycle, Reservation: Concept, importance, types, channels and systems, Procedure of taking reservation, Overbooking, amendments and cancellations, Group Reservation: Sources, issues in handling groups. Procedure for guest check in, and baggage handling,

Unit – 4 The Guest Room Servicing: Cleaning of Guest Rooms & Bathrooms: Daily cleaning of (Occupied/ Departure/ Vacant/ Under Maintenance/VIP rooms (Systematic Procedures), Special Cleaning, Weekly Cleaning /Spring Cleaning, Evening service/ Turn Down Service, System & procedures involved, Forms and Formats, Replenishment of Guest supplies and amenities, Use of Maids Cart & Caddy.

Practical (NOT COVERED IN THIS VOLUME)

1. Identification and familiarisation with cleaning equipments and agents.
2. Cleaning of different surfaces e.g. windows, tabletops, picture frames under beds, on carpet, metal surfaces, tiles, marble and granite tops.
3. Develop an understanding about basic Housekeeping procedures like Briefing, De Briefing, dealing with Lost & Found, Key Control, Forms & Registers at Control desk of Housekeeping
4. Identification and familiarisation with front desk equipments and Performa's.
5. Skill to handle front desk operations i.e guest reservations, guest arrival (FIT and groups) including baggage handling
6. Skills to handle to telephones at the reception- receive/ record messages.
7. Skills to handle guest departure (fits and groups)

8.Preparation and study of countries, capitals, currencies, airlines and flags chart

9.Role play:

a.At the porch, Guest driving in Doorman opening the door and saluting guest; Calling bell boy

b.At the Front Desk: Guest arriving; greeting & offering welcome drink and guest interactions.

c.Servicing of guestrooms, placing/ replacing guest supplies and soiled linen

Note: For focused inputs of accommodation the practical hours may be split up i.e first Two for Front Office and next Two for Housekeeping, thus completing 4 practical lab hours per week of two credit equivalence.

CONTENTS

UNIT 1 CLEANING SCIENCE.....	9
1.00 BEFORE WE BEGIN	10
1.01 UNIT OBJECTIVES	10
1.02 CLEANING SCIENCE.....	10
1.03 WATER	11
Sources of water	12
Hard water and soft water	12
Effects of hard water.....	12
Methods of softening water.....	13
1.04 DETERGENTS	14
Active ingredients.....	15
How detergents work.....	15
Anionic detergents	16
Cationic detergents	17
Non-ionic and zwitterionic detergents.....	17
Builders.....	18
Additives.....	20
Types of detergents.....	20
The ideal detergent	24
1.05 ABRASIVES	25
Types of abrasives	25
1.06 REAGENTS	26
Types of reagents	26
1.07 ORGANIC SOLVENTS AND DISINFECTANTS	28
Disinfectants and Bleaches.....	29
Type of disinfectants	29
1.08 GLASS CLEANERS.....	30
1.09 DEODORIZERS AND TOILET CLEANERS.....	30
Toilet Cleaners.....	30
1.10 POLISHES.....	31
Classification of polishes	31
1.11 FLOOR SEALERS.....	36

Types of floor sealers	37
Selecting the right sealer.....	38
Applying floor sealers.....	38
1.12 FLOOR STRIPPERS AND CARPET CLEANERS.....	39
Carpet Cleaners	39
1.13 SOME COMMON CLEANING AGENTS.....	39
Selection of Cleaning Agents.....	41
Storage of Cleaning Agents	41
Issuing of Cleaning Agents.....	42
1.14 Cleaning Equipment	42
Advantages of Cleaning Equipment	44
1.15 BRUSHES	44
Basic parts of a brush	45
Types of brushes	45
Care and cleaning of brushes	46
1.16 BROOMS	46
1.17 BOX SWEEPERS	48
1.18 DRY MOPS.....	48
1.19 WET/DAMP MOPS	51
1.20 CLOTHS	52
1.21 FLOOR CLOTHS	53
1.22 POLISH APPLICATORS.....	55
1.23 CONTAINERS	56
1.24 SUNDRY EQUIPMENT	62
1.25 VACUUM CLEANERS/SUCTION CLEANERS	64
1.26 GENERAL-PURPOSE FLOOR MACHINES (SCRUBBING ARID POLISHING MACHINES).....	67
Wet-extraction systems	69
Carpet shampoo machines.....	69
1.27 HIGH-PRESSURE WASHERS.....	70
Scarifying machines.....	70
Self-propelled scarifiers.....	70

1.28 STORAGE, DISTRIBUTION, AND CONTROL OF CLEANING EQUIPMENT.....	71
Selection of Cleaning Equipment	72
Other Machines.....	73
1.29 Care and Cleaning of Different Surfaces	73
1.30 METALS	73
Silver	74
Types of Silver	74
Sterling Silver.....	74
Silver-Plated (EPNS).....	74
Cleaning Procedures.....	74
Steel.....	76
Cleaning Procedures for Steel	77
Copper.....	78
Cleaning Procedure for Copper.....	78
Brass	78
Cleaning Procedure for Brass	78
Bronze	79
Aluminum.....	79
Cleaning Procedure for Aluminum.....	79
Iron.....	79
Cleaning Procedure for Iron	80
1.31 GLASS.....	80
Flat Glass	81
Fibreglass.....	81
Obscured Glass.....	81
Hollow Glassware	82
Safety Glass	82
Cut Glass.....	82
Cleaning Procedure (Flat Glass).....	83
Cleaning of Hollow glassware & other articles.....	83
Chandelier Cleaning	83
1.32 PLASTICS	84
Cleaning & Maintenance Procedures.....	86
1.33 CERAMICS	86
a) Earthenware.....	87
b) Porcelain	87
c) Bone China	87
Cleaning Procedure	88
1.34 WOOD.....	88
A. Solid Wood.....	88
B. Wood Boards.....	89

c. Woven Stems	90
d. Cork	90
Protective Treatments for Wood	90
Care & Cleaning	91
1.35 LEATHER	92
Cleaning Procedure	92
1.36 STONE	93
Maintenance & Cleaning	94
1.37 SUMMARY	94
1.38 END QUESTIONS.....	94
1.39 REFERENCES	96
UNIT 2 HOUSEKEEPING PROCEDURES.....	97
2.00 BEFORE WE BEGIN	97
2.01 UNIT OBJECTIVES	98
2.02 HOUSEKEEPING PROCEDURES	98
Standard Operating Procedure For Entering The Guest Room	98
2.03 CLEANING SCHEDULES	99
Guest Room Cleaning Frequency Schedule.....	99
2.04 CLEANING METHODS.....	101
Setting Chambermaid’s Trolley	101
Standard Operation Procedure for Setting the Chambermaid’s Trolley.....	101
SOPs for Cleaning the Guest Room	102
SOPs for Cleaning the Guest Bath Room.....	103
SOPs for Cleaning Balcony / Patio	103
SOPs for Do-Not-Disturb (DND) Rooms.....	103
Public Area Cleaning SOP	104
SOPs for Cleaning the Lifts	104
SOPs for Cleaning the Front Office and Lobby	104
SOPs for Cleaning Parking Area.....	104
SOPs for Keeping the Garden	105
SOPs for Cleaning the Dining Area	105
SOPs for Cleaning the Swimming Pool	106
SOPs for Spring Cleaning	106
Procedure for Shower curtain Cleaning:	107
Cleaning Bathtub:.....	107
Procedure of Cleaning Sink and Vanity area	108

Standard operating procedure for Cleaning Bathroom tiles and Mirror	109
2.05 BRIEFING, DEBRIEFING	110
Briefing	110
Debriefing.....	111
SOPs for Closing Down the Shifts	111
2.06 PROCEEDING FOR DAYS WORK	112
Procedure for Making Bed	112
2.07 KEYS & THEIR CLASSIFICATION	113
2.08 INVENTORY OF HOUSEKEEPING ITEMS.....	115
Inventory Control	115
Par Levels	115
2.09 HOUSEKEEPING CONTROL DESK.....	120
Importance of Housekeeping Control Desk	120
Functions of Housekeeping Control Desk	121
Coordination of Housekeeping with Other Departments	121
Important Registers Maintained by Housekeeping.....	123
Checklists and Reports in Housekeeping.....	126
2.10 KEY CONTROL	128
Issuing floor keys to room maids:	128
Collect keys at the end of each shift:	128
Handle grand master keys and section master keys:	128
Control Emergency Key:	128
Handle Lost keys:.....	128
Take regular key inventory:.....	128
2.11 HANDLING LOST AND FOUND	129
Procedures for handling lost and found items.....	129
Types of items	130
2.12 PAGING SYSTEMS AND METHODS.....	131
2.13 HANDLING OF GUEST COMPLAINTS	131
Procedure for taking notes.....	132
2.14 SUMMARY	134
2.15 END QUESTIONS.....	134
2.16 REFERENCES	136
UNIT 3 BASIC FRONT OFFICE OPERATIONS	137

3.00 BEFORE WE BEGIN	137
3.01 UNIT OBJECTIVES	138
3.02 BASIC FRONT OFFICE TERMINOLOGY	138
3.03 FRONT DESK OPERATIONS & FUNCTIONS: Room Selling Techniques.....	159
UPSELLING ROOMS	159
3.04 BASIC FRONT OFFICE PROCEDURES: REGISTRATION.....	160
INTRODUCTION :	161
Various Types Of Registration Records	161
F.I.T (Free Independent Traveller) ARRIVAL PROCEDURE	170
FORMATS.....	170
3.05 EQUIPMENTS USED AT FRONT OFFICE.....	173
Different Racks Used In The Front Office	173
3.06 BASIS OF ROOM CHARGING	175
Hotel Tariff	175
Basis of charging room rates	175
Types of Rate Codes used in hotels.....	176
3.07 TARIFF FIXATION	178
How to Accurately calculate Room Count in hotels.....	178
How are the tariffs calculated?	179
Hubbart’s Formula	181
3.08 INTRODUCTION TO THE GUEST CYCLE	183
1. Pre - Arrival.....	183
2. Arrival	184
3. Occupancy	184
4. Departure	185
3.09 RESERVATION: CONCEPT, IMPORTANCE, TYPES	185
Types of Hotel Reservation Systems	185
The Role of Internet in Reservation	188
Sources of Reservations	188
Managing Reservations	188
3.10 AMENDMENTS AND CANCELLATION	190
How is Reservation Cancellations Handled in hotels	190
3.11 PROCEDURE FOR GUEST CHECK IN, AND BAGGAGE HANDLING	191
Tips for Blocking/Allocating rooms for expected arrivals	191
Activities at the bell desk on arrival:	192
How to Handle Walk In Guest or Guest Without Reservation in hotels	193

How to Handle VIP and VVIP arrivals in hotels.....	194
3.12 SAFE DEPOSIT BOX PROCEDURES	195
3.13 FLOOR LIMIT OR HIGH BALANCE GUEST IN HOTELS.....	198
3.14 SUMMARY	199
3.15 END QUESTIONS.....	199
3.16 REFERENCES	200
UNIT 4 THE GUEST ROOM SERVICING.....	202
4.00 BEFORE WE BEGIN	202
4.01 UNIT OBJECTIVES	203
4.02 THE GUEST ROOM SERVICING	203
4.03 CLEANING OF GUEST ROOMS & BATHROOMS:	205
Preparing room for cleaning	205
4.04 DAILY CLEANING OF GUEST ROOMS DURING CHECK-IN, OCCUPIED, CHECK-OUT PHASES.....	206
Cleaning the Check-In Room	206
Cleaning an Occupied Room	206
Cleaning the Check-Out Room	207
4.05 SUPER CLEANING	207
4.06 WEEKLY CLEANING /SPRING CLEANING,	209
Rules for Spring Cleaning.....	209
4.07 EVENING SERVICE/ TURN DOWN SERVICE,.....	212
SOP for Evening/Turndown service:.....	213
4.08 FORMS AND FORMATS,	214
Room attendant report:.....	214
Room Inspection Checklist	215
4.09 REPLENISHMENT OF GUEST SUPPLIES AND AMENITIES.....	217
List of Supplies for Guest Room	217
List of Supplies for Guest Bathroom.....	218
Items Provided on Request	219
4.10 USE OF MAIDS CART & CADDY	220
Care & maintenance:.....	221
SOP for setting up maid cart	221

4.11 SUMMARY	222
4.12 END QUESTIONS.....	223
4.13 REFERENCES.....	224

UNIT 1 CLEANING SCIENCE

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS203 : Accommodation & Front Office Foundation -II

Structure

- 1.00 BEFORE WE BEGIN
- 1.01 UNIT OBJECTIVES
- 1.02 CLEANING SCIENCE
- 1.03 WATER
- 1.04 DETERGENTS
- 1.05 ABRASIVES
- 1.06 REAGENTS
- 1.07 ORGANIC SOLVENTS AND DISINFECTANTS
- 1.08 GLASS CLEANERS
- 1.09 DEODORIZERS AND TOILET CLEANERS
- 1.10 POLISHES
- 1.11 FLOOR SEALERS
- 1.12 FLOOR STRIPPERS AND CARPET CLEANERS
- 1.13 SOME COMMON CLEANING AGENTS
- 1.14 Cleaning Equipment
- 1.15 BRUSHES
- 1.16 BROOMS
- 1.17 BOX SWEEPERS
- 1.18 DRY MOPS
- 1.19 WET/DAMP MOPS
- 1.20 CLOTHS
- 1.21 FLOOR CLOTHS
- 1.22 POLISH APPLICATORS
- 1.23 CONTAINERS
- 1.24 SUNDRY EQUIPMENT
- 1.25 VACUUM CLEANERS/SUCTION CLEANERS
- 1.26 GENERAL-PURPOSE FLOOR MACHINES (SCRUBBING AND POLISHING MACHINES)
- 1.27 HIGH-PRESSURE WASHERS
- 1.28 STORAGE, DISTRIBUTION, AND CONTROL OF CLEANING EQUIPMENT
- 1.29 Care and Cleaning of Different Surfaces
- 1.30 METALS
- 1.31 GLASS
- 1.32 PLASTICS
- 1.33 CERAMICS
- 1.34 WOOD
- 1.35 LEATHER
- 1.36 STONE
- 1.37 SUMMARY
- 1.38 END QUESTIONS
- 1.39 REFERENCES

1.00 BEFORE WE BEGIN

In this unit we will learn about the science of cleaning. There are three major themes of this unit. First we will learn about the cleaning agents. Second, we learn about the cleaning equipments and last we learn about cleaning specific surfaces. We will present the science of cleaning. We will study how various cleaning agents work. We will see the categories of the agents and differentiate among them. We will also seek to understand how various cleaning equipments are used, what are their categories, how to use, store and maintain them. We will also try to understand various material like metals, alloys, stones, glass etc, their properties and specific needs in terms of the cleaning such surfaces.

Cleaning is one of the most important activities of the Housekeeping in terms of human resources and time involved. Hence it is important for a Housekeeping professional to understand the cleaning inside out.

1.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the concepts of cleaning agents and cleaning equipments
- Explain the classification of cleaning agents and cleaning equipments
- Describe various cleaning agents
- Describe how various cleaning agents work
- Explain how cleaning agents are used
- Discuss how various cleaning equipments are classified
- Explain how various cleaning equipments are used, stored and maintained
- Describe ways to clean various surfaces used in hotel rooms and amenities.

1.02 CLEANING SCIENCE

Cleaning is an important part of the housekeeping activities. The guest would visit your hotel again, if they find it clean, tidy, sanitized, free of bad odor and full of positive ambience. If the hotel rooms and public area are not clean and sanitized there is a risk of health hazards for the guests and workers.

Cleaning is primarily the removal of dust and dirt. Dust, being composed of loose particles, is removed comparatively easily by the use of various types of equipment. Dirt however, due to its adherence to surfaces by means of grease, oily substances or moisture, requires the use of cleaning agents along with the right equipment if it is to be removed efficiently.

Cleaning agents in general can be defined as natural or synthetic substances which are used to help the removal of dirt and grit and the maintenance of a clean appearance on the surface.

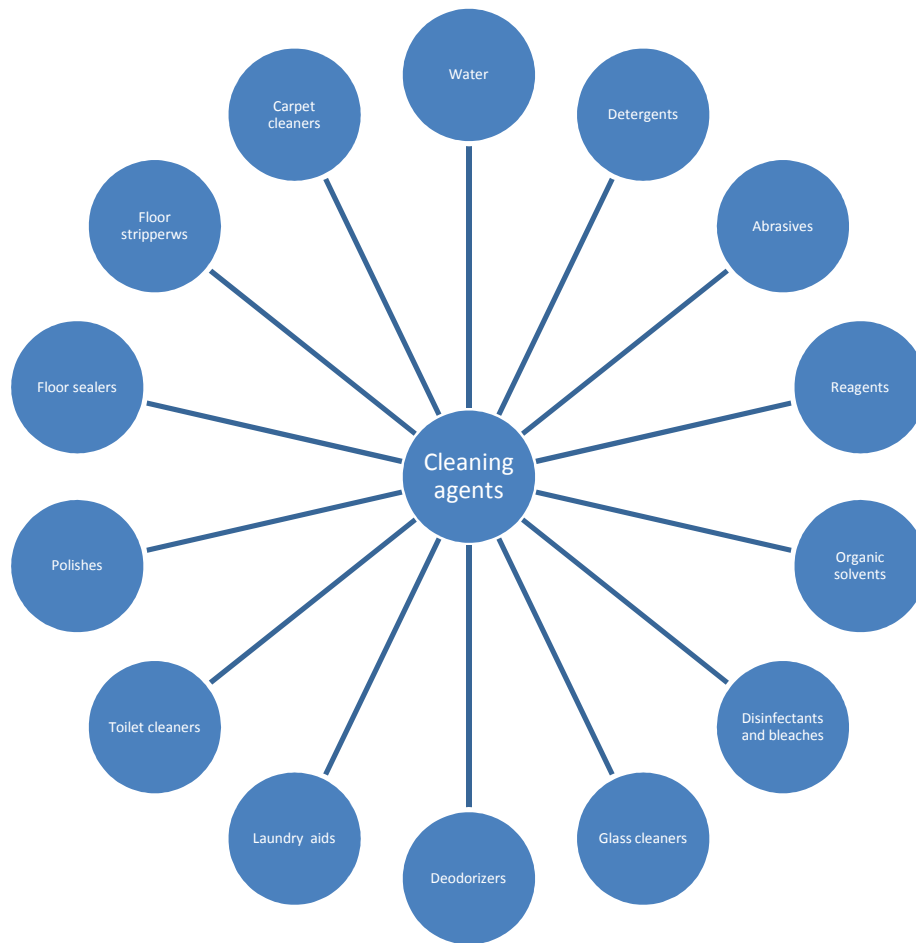


Fig 1.01 Various types of cleaning agents

We will study each of these in details in the following sections.

CHECK YOUR PROGRESS

What is meant by cleaning?

What are some of the types of cleaning agents?

Draw a diagram showing the classification of cleaning agents

1.03 WATER

Also known as the universal solvent, this is the prime agent in the cleaning process. The stains of various nature get dissolved in water and you can clean various stains simply by cleaning with water. However, water alone is not a sufficiently effective cleanser to meet the standards most hotels require. As a matter of fact, it does not even wet a surface properly, as its property called ‘surface tension’ prevents it from spreading easily. This is because the water molecules like to mingle with their own kinds and do not get

close to the textile or other material on which the grease or stain is attached. You may have observed water on the petals of lotus or on the plastic or glass plate. It does not make these surfaces wet. If you pour water on glass plate and pour back, you will not find any presence of watery wetness on its surface.

For water to be effective in cleaning, it must be used along with other cleaning agents like detergents, soaps, and so on. From the viewpoint of cleaning, there are two types of water—hard and soft. Soft water is best for cleaning purposes and also to be used as diluting agent of other cleaning agents.

Sources of water

Water is available in abundance in many parts of the country, but is inadequate in others. Sources of water may be surface, sub-soil, or deep-soil.

Surface water Obtained from streams, rivers, and lakes, it may contain impurities in large amounts. The impurities may be both organic and inorganic

Sub-soil water It comes from shallow wells and springs. It may have some gases and minerals dissolved in it but is largely un-contaminated with suspended matter and organic impurities.

Deep-soil water It is pumped up from deep well. As the water has percolated through much soil and rock to reach its resting depth, it has a very high content of minerals such as calcium, magnesium, iron, sulphur, phosphates, and silica as well as dissolved gases such as nitrogen, carbon dioxide, and oxygen. Such mineral salts dissolved in this water make it “hard water” and unsuitable for cleaning purposes.

These days most cities, towns, and some villages have running water supplied by the public works department (PWD). This water is filtered and chlorinated before being piped.

Hard water and soft water

If the calcium and/or magnesium dissolved in a water sample is less than 60 parts per million (ppm), you call such sample as soft water. Otherwise the sample of water is called hard water. For the mineral content in the range of 61-120 ppm, the water sample is said to be moderately hard and if it exceeds 180 ppm, the water is referred to as very hard. However, water from all sources contains varying amounts of calcium and magnesium, usually in the form of bicarbonates, sulphates, and chlorides. It is their relative proportions that determine how 'hard' the water is and in what way. Hardness may be temporary or permanent.

Temporary hardness Such hardness which can be removed by simply heating the water to a temperature above 72°C is known as temporary harness. This is caused by bicarbonates of calcium and magnesium being dissolved in water.

Permanent hardness Such hardness which can not be removed by simply heating the water to a temperature above 72°C is called permanent harness. This is caused by sulphates and chlorides of calcium and magnesium dissolved in water. It can be removed by chemical treatment.

Effects of hard water

Calcium and magnesium salts dissolved in water keeps lather from forming when soaps and detergents are used in hard water. You have to use more detergent to precipitate out the calcium and magnesium

before cleaning can occur. Not only that, this process causes a lot of scum to be formed, which may further soil the surface. When hard water is used for laundering, for instance, it causes premature ageing of fabrics due to constant friction with the deposits from hard water. The fabrics also lose texture and become coarse and uncomfortable to wear. Hard water also causes scale and fur to be deposited in boilers, pipes, and various appliances. Iron and sulphur salts can cause fading of color. Sulphur also causes an odor similar to rotten egg. Dissolved phosphates, on the other hand, can actually enhance the cleaning power of some detergents!

Methods of softening water

Water samples which have hardness more than 50 ppm need to be softened. As already discussed, temporary hardness can be removed by boiling the water (or heating above 72°C). In the reaction that takes place at these temperatures, dissolved bicarbonates decompose with the liberation of carbon dioxide and the carbonates precipitate out as scum or 'fur'.



Carbon dioxide is gas which escapes and carbonates precipitates. We remove the scum by filtration before using the water for cleaning.

In the case of magnesium bicarbonates, the resultant carbonate further decomposes into magnesium hydroxide.



It is however advised to remove hardness by chemical treatment. This is done in one of the following ways:

Alkali method The alkali calcium hydroxide is used to remove the hardness from water in this method.

Lime soda method In this method, sodium carbonate and calcium hydroxide are used to remove the hardness.

Additions of sequestering/chelating agents: What is sequestering? The sequestering agents are organic or inorganic compounds which react with metallic ions and form a complex. These resulting metallic ions will be present in the water, but they do not react with soap or detergents. This is so because they are held in the complex formation. Thus the water becomes soft. The most popularly used sequestering agents are EDTA (ethylene diamine tetraacetic acid), NTA (nitrilo triacetic acid), and sodium hexametaphosphate.

Ion-exchange method or zeolite process: Let us first see what zeolites are. Zeolites are hydrated silicates of sodium and aluminum. In this method, hard water gets percolated through the zeolite. In the resulting chemical ion-exchange reaction, any hardness present is almost completely removed. Ion-exchange units are available as attachments that can be fitted into the plumbing system at the point where the water supply enters the hotel.

Organic base-exchange method: In another exchange method, organic-base exchangers are used. These are synthetic resins containing the sulphonic and carboxylic acid groups. When hard water is passed through these resins, the acids react with the calcium and magnesium salts to produce products which are non-reactive.

When the last two methods are used in succession, they yield very soft, pure water.

CHECK YOUR PROGRESS

How does water work as a cleaning agent?
What is hard water?
How is water treated to remove hardness?

1.04 DETERGENTS

We have seen that water will not be able to remove dirt or stains or grease, if it cannot 'wet' the surface of the fabric or material. Wetting would take place if the water molecules are able to move close to the material surface and interact with the material molecules. All liquids have a property called surface tension, which is why the drops of liquid are spherical in shape. The surface of liquid gets tense due to liquid molecules interacting strongly among themselves and less strongly with that of the surface on which they are placed. This is why it is called surface tension. In fact mercury has so much surface tension that it does not wet any substance at all. Water has fairly large surface tension and hence may not wet some material fast enough. We need to have some material which will reduce the surface tension.

Surfactants are compounds that lower the surface tension (or interfacial tension) between two liquids or between a liquid and a solid. Surfactants may act as detergents, wetting agents, emulsifiers, foaming agents, and dispersants.

A detergent is a surfactant or a mixture of surfactants with "cleaning properties in dilute solutions." Detergents are more soluble in hard water in comparison to the soap. This is because detergents are usually alkylbenzenesulfonates while soaps are polar carboxylate. The polar sulphonates bind more easily with calcium or magnesium ions of the hard water.

In common household parlance, the term detergent by itself refers specifically to laundry detergent or dish detergent, as opposed to hand soap or other types of cleaning agents. Detergents are commonly available as powders or concentrated solutions. Detergents, like soaps, work because they are amphiphilic: partly hydrophilic (polar) and partly hydrophobic (non-polar). If you find these words difficult, remember that 'ambi' means 'both', 'philic' means 'loving' and phobic means 'hating'. Thus, hydrophilic means 'part which loves water', and hydrophobic part is that which hates water and moves away from water molecules. Amphiphilic means part of molecule loves water and other part hates it (hence ambi: both, philic: loving).

Their dual nature facilitates the mixture of hydrophobic compounds (like oil and grease) with water. Because air is not hydrophilic, detergents are also foaming agents to varying degrees.

The detergents do three things: wetting, emulsification and suspending. It wets the material by lowering the surface tension of the water. Then it attaches or emulsifies with the grease or dirt substances and surrounds it from all sides. It then suspends such emulsions in the liquid so that the emulsion or the greasy part does not go back on the cloth.

Active ingredients

In soapy detergents, the active ingredient is obtained from natural oils and fats. These are composed of long fatty-acid chains. The fatty acids commonly found in nature are the palmitic, stearic, oleic, and linoleic acids. These fatty acids occur in nature as triglycerides. The active ingredients in synthetic detergents are the surface-active agents or surfactants obtained from petrochemicals.

You might think water gets you wet—and it does. But it doesn't get you nearly as wet as it might. That's because it has something called surface tension. Water molecules prefer their own company so they tend to stick together in drops. When rain falls on a window, it doesn't wet the glass uniformly: instead, it sticks to the surface in distinct droplets that gravity pulls down in streaks. To make water wash better, we have to reduce its surface tension so it wets things more uniformly. And that's precisely what a surfactant does. The surfactants in detergents improve water's ability to wet things, spread over surfaces, and seep into dirty clothes fibers.

Surfactants do another important job too. One end of their molecule is attracted to water, while the other end is attracted to dirt and grease. So the surfactant molecules help water to get a hold of grease, break it up, and wash it away.

How detergents work

It is the surface-active agents or surfactants in the detergent that are responsible for the three basic properties of detergents. Each molecule of the surfactant has a hydrophilic ('water-loving') head and a hydrophobic ('water-hating'), oleophilic ('grease-loving') tail. In other words, the hydrophilic head is attracted to water, whereas the hydrophobic tail is attracted by grease and repelled by water. When the detergent is added to water, the following actions take place:

Wetting action The detergent lowers the surface tension of the water. The surfactant molecules tend to arrange themselves at the water-air interface. The hydrophobic tails of the surfactant molecules are repelled by water, creating a pull in the opposite direction to that of the inward pull of the water molecules.

Emulsifying action The hydrophobic tails of the surfactant molecules are also oleophilic in nature, that is, they are attracted to grease. The tails thus penetrate the grease and lift it off the fabric surface. The dirt also gets lifted away as it is entrapped in the grease.

Suspending action Since the grease molecules are entrapped by the surfactant molecules, their contact with other surfaces is prevented. The grease (with the embedded dirt) is thus held in a stable emulsion in the water. This is also partly due to the fact that the hydrophilic heads at the other end from the grease molecules are attracted to water. Most of the surfactants now carry a mild charge, that is, they ionize and repel each other. This also aids in the suspending power of the detergent.

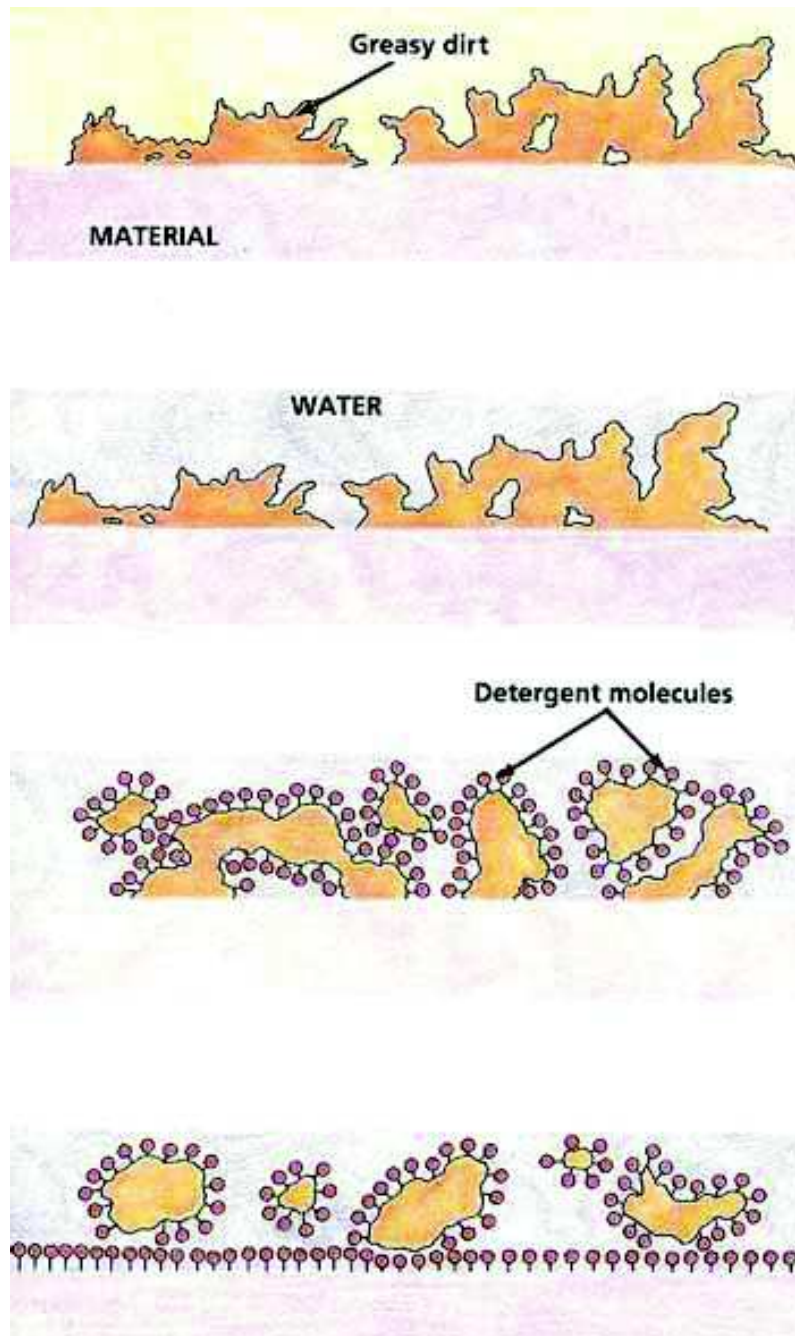


Fig 1.02: How detergent removes dirt

Surfactants are of four types.

Anionic detergents

Typical anionic detergents are [alkylbenzenesulfonates](#). The alkylbenzene portion of these [anions](#) is lipophilic and the sulfonate is hydrophilic. Two different varieties have been popularized, those with

branched alkyl groups and those with linear alkyl groups. The former were largely phased out in economically advanced societies because they are poorly biodegradable. An estimated 6 billion kilograms of anionic detergents are produced annually for domestic markets.

Bile acids, such as deoxycholic acid (DOC), are anionic detergents produced by the liver to aid in digestion and absorption of fats and oils.

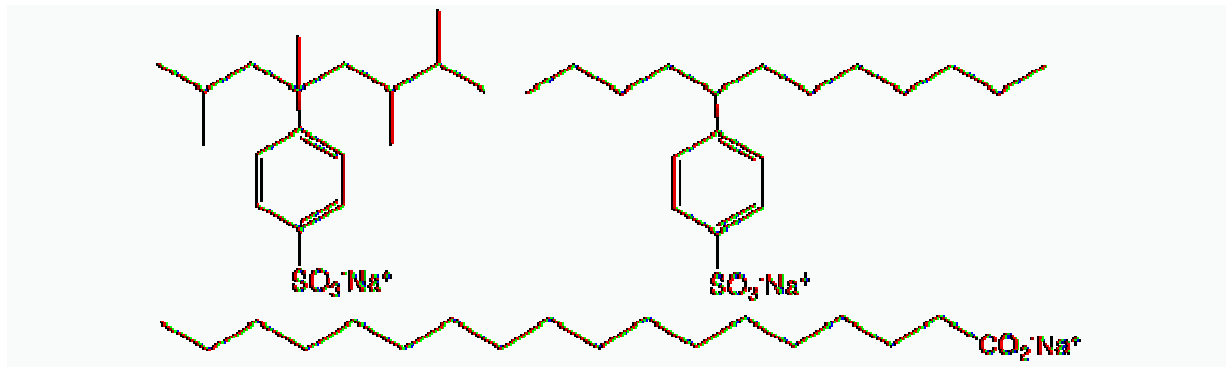


Fig 1.03: Three kinds of anionic detergents: a branched sodium dodecylbenzenesulfonate, linear sodium dodecylbenzenesulfonate, and a soap.

Cationic detergents

Cationic detergents are similar to the anionic ones, with a hydrophobic component, but, instead of the anionic sulfonate group, the cationic surfactants have quaternary ammonium as the polar end. The ammonium center is positively charged.

Non-ionic and zwitterionic detergents

Non-ionic detergents are characterized by their uncharged, hydrophilic headgroups. Typical non-ionic detergents are based on polyoxyethylene or a glycoside. Common examples of the former include Tween, Triton, and the Brij series. These materials are also known as ethoxylates or PEGlyates and their metabolites, nonylphenol. Glycosides have a sugar as their uncharged hydrophilic headgroup. Examples include octyl thioglucoside and maltosides. HEGA and MEGA series detergents are similar, possessing a sugar alcohol as headgroup.

Zwitterionic detergents possess a net zero charge arising from the presence of equal numbers of +1 and -1 charged chemical groups. Examples include CHAPS.

They are summarized in the following Table.

Table : Types and properties of surfactants

Anionic	Cationic	Zwitterionic	Non-ionic
Ionizes in water, Hydrophobic part contains negative charge.	Ionizes in water, Hydrophobic part contains positive charge.	Contain both positively and negatively charged groups in the molecule.	Do not ionize in water. Hydrophobic part contains no charge.
Good wetting power.	Very weak cleansing	Used to impart softness	Have good emulsifying

	power, so never used alone. Used to impart softness and counteract anionic detergents in combination.	and as dye fixers.	powers.
Suspending power: Limited Lather: very well.	May be blended with non-ionics to give anti-static and sanitizing properties.	Have some germicidal properties.	Lather: not very well.
About 20% of all detergent including soaps are anionic. Examples: soaps, alkyl aryl sulphonates (such as alkyl benzene sulphonate, the most widely used synthetic surfactant), sulphonated olefins, and so on.	Application: fabric softeners, water repellents, and sanitizers. Example: quaternary ammonium compounds.	Application: fabric softeners, dye-fixing agents, and other textile auxiliaries.	Application: low-foaming detergents, best for use in scrubbing machines. They constitute about 6-12% of liquid synthetic detergents and about 2% of most powdered detergents. Include ethylene oxide condensates.
Anionic detergents account for 80% of all neutral synthetic detergents—washing powders, washing liquids, floor cleaners, and carpet shampoos. Should be diluted before use. pH is 7-9.	Cationic detergents are used as neutral detergent sanitizers in hospitals and food-preparation areas. They do not have any smell. They are also used in dusting solutions. pH is below 7.	Amphoteric detergents are neutral detergents. They are expensive and are incorporated into speciality formulations such as metal cleaners and oven cleaners.	Non-ionic detergents are also used as neutral detergents. They should be used in solutions of the strength recommended by the manufacturer. Rinsing these detergents away is easier, since there is less lather to remove. pH is 7.

Builders

In detergents the surfactants alone are not used. Other substances like builders are also added. These give bulk to the detergent. A builder is a compound that has no surface-active properties but increases the efficiency of the detergent. They also may help bring down the cost of the product due to dilution. They are added to facilitate better handling and dilution. In case of liquid detergents, the diluents can be water; in the case of powders, sodium sulphate is used. Builders can be inorganic or organic. The various types of builders are summarized in the following narration.

Inorganic Builders

Sodium sulphate

- it is an inert filler, making an expensive powder cheaper.

- Makes the powder free-flowing properties.

- Enhances foam formation.

Phosphates (e.g., di- and trisodium phosphates)

- Soften water

- Act as sequestering agents.

- Chloridated trisodium phosphate has bleaching and sterilizing properties

Silicates (e.g., sodium sesquisilicate)

- Enhance the detergency of the detergent by softening water, acting as buffers emulsifying grease, and helping in the suspending action.

- Sodium silicate prevents corrosion of aluminium in the body of washing machines and solution tanks.

Carbonates (e.g., sodium carbonate and bicarbonate)

- Sodium carbonate works as an alkaline builder, i.e., a cheap source of alkalinity.
- It is also a good absorbent as it absorbs large quantities of liquid on its surface and still remains dry.
- Softens water.
- Sodium bicarbonate lowers the pH of the product.

Sodium perborate

- On dissolving in water, liberates hydrogen peroxide, which is a bleaching agent.
- Effective at temperatures of 85-100°C.
- Helps remove stains such as those of tea and coffee.

Borax (chemically sodium tetraborate)

- Works at a low pH as a water softener.
- In pentahydrate form, helps improve the free-flowing property of powders.

Sodium chloride

- Helps increase viscosity of an anionic detergent.
- Enhances detergency property, especially in case of blood-stained fabrics and of woollen
- Works as a bulk filler.

Magnesium sulphate

- Works as a stabilizer for sodium perborate
- Helps eliminate stickiness in powders using alkyl benzene sulphonate.

Organic Builders

CMC (carboxymethyl cellulose)

- Mainly helps in improving the suspending power of detergents.
- Works as a thickening agent. • SCMC (sodium carboxymethyl cellulose) is especially effective on cotton.
- Ethyl hydroxyethyl cellulose is effective on synthetics.

PVP (polyvinyl pyrrolidone)

- Prevents re-deposition of dirt and grime

Tetra acetyl ethylene diamine (TAED)

- Used as a new bleaching agent because of the need for high temperatures for other agents.

Additives

In addition to the builders, some other substances are also added. These may be bleaching agents, blueing agents, brighteners, enzymes, and so on. Optical brighteners or fluorescent whiteners are used to counteract the yellowing of fabrics that occurs with age. They are compounds that absorb ultraviolet light and reflect it back as blue light, creating an illusion of whiteness. Photo-activated bleaches, on the other hand, have an action that is chemical and not physical: They convert oxygen to the nascent form when activated by sunlight. Chelating agents are compounds capable of binding the mineral salts that make water hard. EDTA (ethylene diamine tetraacetic acid) and NTA (nitrilo triacetic acid) are chelating agents used in small amounts in detergents. They chelate calcium and magnesium salts. DTPA (diethylene triamine penta acetic acid) is used to chelate iron salts. Zeolites are also being used in some detergents. Hydrothropes help when, due to the presence of inorganic salts, the solubility of the liquid detergent decreases. Hydrothropes help to keep all the materials in solution. Enzymes such as proteases, lipases, and amylases are incorporated into detergents to attack stains of different kinds. Advanced research has led to the development of enzymes that are stable up to temperatures of 60°C and a pH of 10.5-11. Their action is very slow and therefore they require a soaking time of 30 minutes or so. *Perfumes* are added to cover up the unpleasant smell of some synthetic detergents. *Dyes*, usually blue and green, are used to colour up the powdered detergents and make the product more attractive. *Ground pumice* is added to detergents to create a coarse texture so that stubborn dirt may be removed due to friction.

Types of detergents

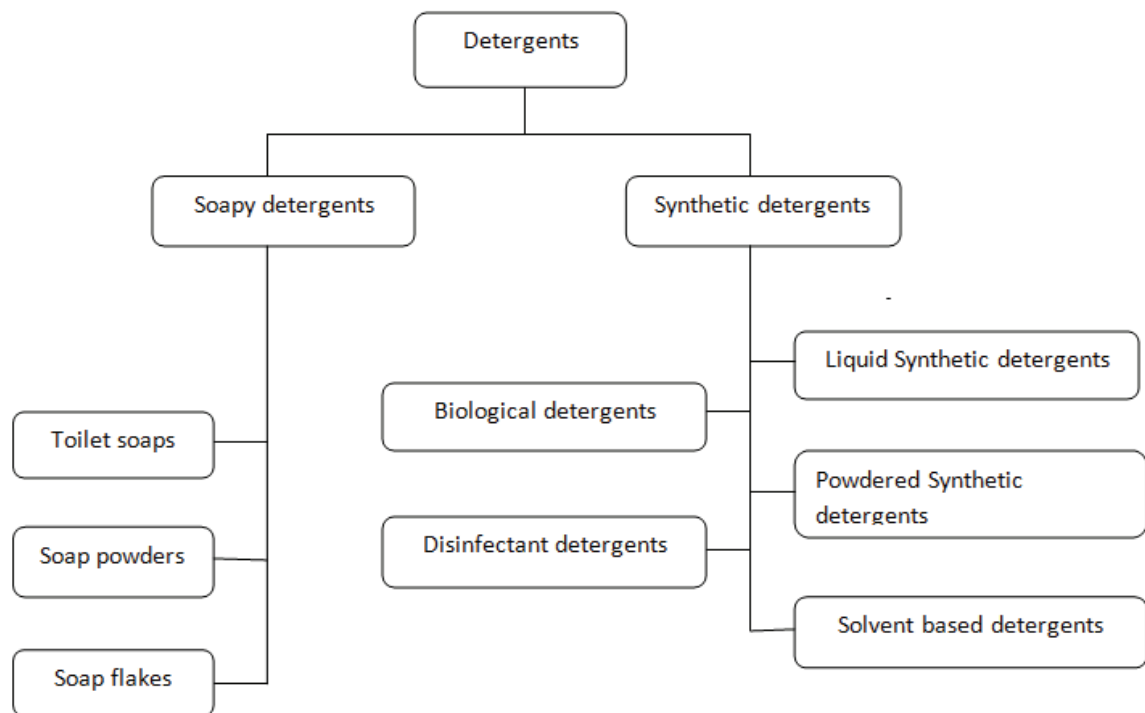


Fig 1.04: Types of Detergents

We have already noted that detergents are the cleaning agents which are basically surfactants. We have in our discussion included the soaps as special cases of detergents. Let us see various types of detergents.

Soapy detergents/soaps These are obtained from a process known as saponification, in which fat/oil is treated with an alkali. Soaps are relatively cheap. Soaps are, however, effective only in soft water; in hard water they form a scum that is difficult to rinse away.



Fig 1.05: A collection of decorative soaps, as often found in hotels

In chemistry, a soap is a salt of a fatty acid. Household uses for soaps include washing, bathing, and other types of housekeeping, where soaps act as surfactants, emulsifying oils to enable them to be carried away by water. In industry they are also used in textile spinning and are important components of some lubricants.

Soaps for cleaning are obtained by treating vegetable or animal oils and fats with a strong base, such as sodium hydroxide or potassium hydroxide in an aqueous solution. Fats and oils are composed of triglycerides; three molecules of fatty acids attach to a single molecule of glycerol. The alkaline solution, which is often called lye (although the term "lye soap" refers almost exclusively to soaps made with sodium hydroxide), brings about a chemical reaction known as saponification.

In this reaction, the triglyceride fats first hydrolyze into free fatty acids, and then these combine with the alkali to form crude soap: an amalgam of various soap salts, excess fat or alkali, water, and liberated glycerol (glycerin). The glycerin, a useful by-product, can remain in the soap product as a softening agent, or be isolated for other uses.

Soaps are key components of most lubricating greases, which are usually emulsions of calcium soap or lithium soap and mineral oil. Many other metallic soaps are also useful, including those of aluminium, sodium, and mixtures of them. Such soaps are also used as thickeners to increase the viscosity of oils. In ancient times, lubricating greases were made by the addition of lime to olive oil.

Detergents from this category used in housekeeping are:

Toilet soaps They are used in different kinds of packaging for guestrooms and cloakrooms. They contain perfume, dyestuffs, and antioxidants such as vitamin E. They do not contain any builders.

Soap powders They are used to clean clothes and dissolve rapidly in water and lather well, and may have upto 40 % of builders.

Soap flakes The simplest of all detergents; they dissolve easily and are used for delicate fabrics washed at lower temperatures.

PEARS'
Soap.



BATH NIGHT

OR

THE KNIGHT OF THE BATH.

Fig 1.06: Advertisement of Pears Soap (1888)

Synthetic detergents These are soap-free and have replaced the use of soaps in many cleaning processes. They are not affected by hard water and have good suspending powers. Based on their chemical nature, they may be neutral detergents (anionic, non-ionic, cationic, or amphoteric) or alkaline detergents as we have seen above. Alkaline detergents are widely used in the housekeeping department, as they are very strong detergents, best for removing grease. They have a pH of 9-12.5. Though they do not foam much, they require thorough rinsing because of their slippery nature in solution. They will also patch the cleaned surface if not rinsed well. They are used on heavily soiled surfaces and for removing water-based floor polishes. Since they have such a high pH, they are harmful to the skin and therefore the staff must take special precautions while using them. However, the various categories of synthetic detergent in common use in housekeeping are:

Liquid synthetic detergents These are light-duty detergents for hard surfaces and lightly soiled fabrics. They contain 20 % anionic surfactants and 6-12 % non-ionic surfactants. They are neutral in reaction with pH 7.0.

Powdered synthetic detergents These are heavy-duty detergents suitable for heavily soiled surfaces and fabrics. They contain 20 % anionic surfactants, 2 % non-ionic surfactants, about 33 % alkaline builders, 9 % bleach, 20 % fillers, SCIVIC (sodium carboxymethyl cellulose), brighteners, and 15 % water.

Solvent-based detergents These contain water-miscible solvents, builders, and anionic solvent. Their pH is around 12 and they are used for stripping spirit-based wax floor polishes. They are also used for cleaning areas with a heavy accumulation of grease, as in the kitchen and on machinery.

Biological detergents These are powdered detergents to which enzymes have been added. They are used for removing organic stains at a temperature of 40-50°C.

Disinfecting detergents/sanitizers These are based on cationic surfactants, mainly 'quats' (quaternary ammonium compounds). They have good germicidal and anti-static properties. They are available as cleaning gels, air fresheners, and fabric conditioners, They may be used on floors walls equipment, and areas that come into contact with wood.

The ideal detergent

When we go and buy a detergent we are normally looking for a detergent which serves all the purposes of cleaning. We are concerned about minimum cost, maximum efficacy, best results, all-weather products. You can say that we look the following properties in a detergent:

- good wetting, emulsifying, and suspension powers
- Ability to readily dissolve in water, irrespective of hardness.
- Ability to cleanse quickly with minimum agitation;
- effectiveness in all ranges of hard water, without producing scum;
- effectiveness over a wide range of temperatures;
- harmless to the skin and the surface to be cleaned;
- ease to rinse away; and
- Bio-degradable nature.

Various 'all-purpose detergents' are now available that combine most of the above qualities. However, buying the very best detergent will be of no use if the staffs are not trained to use them in the correct way. Certain points to consider when using detergents are listed below:

- dilute as per the manufacturer's recommendations, using the measuring scoops and dispensers provided.
- use the right detergent for the surface to be cleaned.
- use protective gloves when using strong detergents.
- dissolve the detergent thoroughly before use.
- rinse away all traces of detergent from the surface and any cleaning equipment employed.
- label detergent containers neatly.
- store detergent containers in a dry, well-ventilated storage area.

- wipe up any spilled detergent, as it may be a safety hazard.

CHECK YOUR PROGRESS

What is meant by Detergents?
 How do the detergents work?
 What are their various types?
 What is an ideal detergents?

1.05 ABRASIVES

If the stains are very stubborn, you have to rub the surface of fabric to get the dirt out. You also use abrasives which are substances or chemicals that depend on their rubbing or scratching action to clean dirt and grit from hard surfaces. They are used to remove very stubborn stains on various surfaces.

Types of abrasives

Based on the scale of hardness for various substances shown in the following Figure.

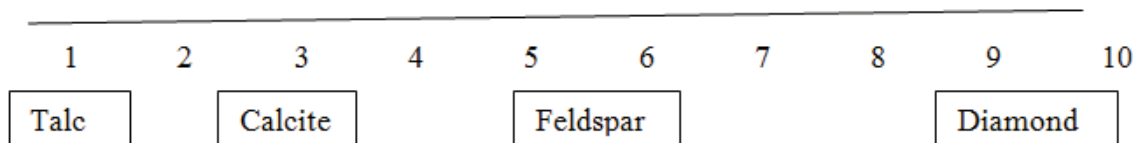


Fig 1.07: Seale of hardness

Fine abrasives For example, precipitated whiting (filtered chalk) and jeweler’s rouge (a pink oxide of iron) used for shining silver. They are also constituents of commercial silver polishes.

Medium abrasives Examples include rotten stone, salt, scouring powder, and scouring paste. Scouring powders are made up of fine particles of pumice mixed with a soap detergent, an alkali and a little bleach.

Hard/coarse abrasives like bath bricks, sandpaper, pumice, steel wool, and emery paper.

Glasspaper, calcite, sandpaper, fine ash, emery powder and paper, jeweller's rouge (a pink oxide of iron), powdered pumice, precipitated whiting (filtered chalk), feldspar, ground limestone, sand, carborundum, steel wool, and nylon scourers are some commonly used abrasives.

We don’t use abrasives as a sole cleaning agent. For example, a cream or paste designed for cleaning utensils contains about 80 % of finely ground limestone, along with other substances such as bleaches, anionic surfactants, alkaline builders, and perfumes. The use of various abrasive agents for cleaning different surfaces is summarized in following Table.

Table: Use of abrasives in cleaning different surfaces

Surface	Abrasive	Surface	Abrasive
---------	----------	---------	----------

Brass	emery.	Leather	De-grease with care and then abrase with glass paper.
Ceramics	carborundum and water.	Silver	fine emery.
Copper	emery.	Steel, iron	emery.
Glass	carborundum.	Stone	wire brush.
Gold	fine emery	Wood	glass paper or fine steel-wool.
Lead, tin	fine emery.		

CHECK YOUR PROGRESS

What is meant by Abrasive?
 What are their various types?
 How are they used?

1.06 REAGENTS

You must have come across the concept that the bathrooms and tiles are cleaned using ‘acids’. What is acid? It is not detergent or soap. Thus we have a category of cleaning agents which we call as reagents.

These make cleaning possible by a chemical reaction requiring a distinctly low or high pH. They thus include acids and alkalis that aid in the cleaning process. To understand the action of acids and alkalis one must have knowledge of the term pH. The pH is a measurement of the level of acid or alkali in a solution or substance. In the pH range of 0 to 14 a reading below 7 shows an acid and one above 7 shows an alkali.

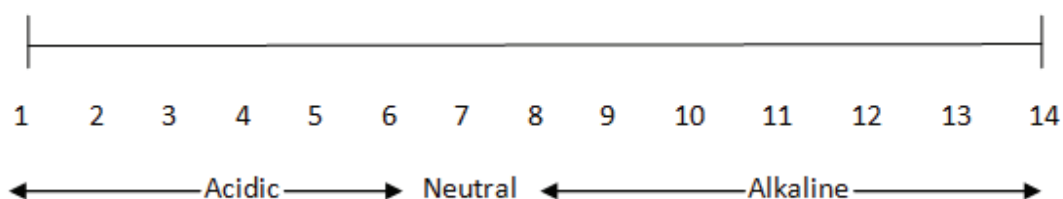


Fig 1.08 pH scale

Types of reagents

There are two type of Reagents: acids or alkalis.

Acids: Acids used as cleaning agents may range from mild acids (such as acetic acid) with a pH of 3 to strong acids (such as dilute or concentrated hydrochloric acid) with a pH of 1. Mild acid substances used commonly in cleaning include lime, vinegar, tamarind, and buttermilk. Acids may be used in solution alone or may be part of some special formulations, as in toilet cleaners. Housekeeping staff need to be

trained in the safe handling of strong acids, as they are highly corrosive. They literally ‘eat away’ dirt. Rubber gloves should always be used while handling them. They should be used in very small quantities as they give out toxic fumes as well. Strong acids should be thoroughly rinsed away after the cleaning process. Table below summarizes the use of different acids in cleaning.

Table : Acids and their use in cleaning

Acid	pH	Uses
Concentrated HCl (once referred to as 'spirits of salt')	1	Removes stubborn hard-water deposits.
Dilute HCl	1	Removes stubborn scales and deposits from sanitaryware. Removes excess cement from newly cemented tiled areas.
Oxalic acid	2	Removes stubborn hard-water deposits.
Acetic acid	3	Removes tarnish and stains from metals such as copper and brass (the acid must be washed off quickly). Neutralizing alkalis used in cleaning. Preventing colours from running during washing.
Sodium acid sulphate	5	Removes hard-water deposits and scales from toilets.

Alkalis These are used as cleaning agents in the form of liquids and powders. They are particularly useful in the laundry. Very strong alkalis should be used with the utmost caution as they are corrosive and toxic. These are known as caustic alkalis. Many alkalis act as bleaches. Caustic soda-based cleaning agents are used to clear blocked drains and to clean ovens and other industrial equipment. Ammonia is a strong grease emulsifier and should also be carefully used as it emits strong fumes. It is also added to abrasive formulations. Toilet cleaners to which bleach has been added are very effective. It should be kept in mind that sodium chlorite bleach should never be used with an acidic toilet cleaner, however, as it will release toxic chlorine gas. The use of alkalis in cleaning is summarized in following table.

Table : Alkalis and their use in cleaning

Acid	pH	Uses
------	----	------

Sodium hydroxide (caustic soda)	14	Removing stubborn grease from ovens and equipment. Clearing blocked drains.
Ammonia	11	Removing stubborn grease.
Sodium carbonate (washing soda)	10	Used as an alkaline builder in synthetic and soapy detergents. Clearing blocked drains
Sodium perborate	10	Removing stains and whitening due to bleaching action at higher temperatures (above 40°C).
Sodium hypochlorite	9	Removing stains and whitening due to bleaching action on various types of surfaces. Works as disinfectant.
Sodium bicarbonate (baking soda)	8	Removing stubborn grease from smooth, delicate surfaces. Removing stains such as tea, coffee, and fruit juice.
Sodium pyroborate (borax)	8	Same as above.
Sodium thiosulphite	7	Removing iodine stains.

CHECK YOUR PROGRESS

What is meant by Regents?
 What are their various types?
 How are they used?

1.07 ORGANIC SOLVENTS AND DISINFECTANTS

We have seen in the beginning of this unit that water is the most common cleaning agent. You have to use water along with other cleaning agents like detergents. Thus the dirt gets removed from the surface of fabric and gets suspended in the soapy solution which can be thrown away. However, some stains are not water soluble.

Some such stains are greasy. Grease is not soluble in water but is soluble in organic solvents such as carbon tetrachloride, acetone, turpentine, and methylated spirit. Thus, these organic solvents are used extensively in the removal of grease, dry-cleaning of fabrics, and stain removal. Solvents are also useful in cleaning surfaces that may be harmed by water. There is one more point. Organic solvents evaporate rapidly from a surface and are therefore best for cleaning glass surfaces such as mirrors and windows. Organic solvents should be handled with care as they are harmful to the skin, flammable, and poisonous.

Disinfectants and Bleaches

Even though we defined cleaning as removal of dirt or stain, it is desirable that the microbial control should also be achieved. If you have clothes which have harmful bacteria or virus on a surface which looks clean, you may not like it. Disinfectants aid in the cleaning process by bringing about varying ranges of microbial control (see following Table). The term 'disinfectant' is now used as a general term that covers all kinds of agents that bring about germ control. Most disinfectants have a strong smell and therefore should be used only in recommended amounts in areas where germ control is required.

Table: Varying ranges of microbial control

Microbial control	Action
Disinfection	Kills most microbes, but not their spores.
Bactericidal	Kills most bacteria, but not their spores.
Bacteriostatic	Making the environment non-conducive for the growth and reproduction of bacteria.
Antiseptic	Making the environment non-conducive for the growth and reproduction of disease-causing (pathogenic) microbes.
Sanitation	Reducing the microbial count to an acceptable level.
Sterilization	Kills all kinds of microbes as well as their spores.

Type of disinfectants

Disinfectants can be categorized in terms of their chemical action and composition:

Phenols These are hydroxyl derivatives of the aromatic hydrocarbon benzene. They are used in dilute or high concentrations to disinfect surfaces in hospitals especially. In hotels, diluted phenols are used with their sharp smell masked by other additives.

Halogens The elements chlorine and iodine may be used as disinfectants. Chlorine is used both as a bleach and as a disinfectant on many surfaces. Iodine is not often used to disinfect surfaces because it tends to leave brown stains.

Quaternary ammonium compounds ('quats') These are cationic surfactants useful as bacteriocides.

Natural pine oils Pine oils are obtained from pine trees. They are germicidal to some extent, but are mainly added to cleaning formulations for their pleasant smell.

Guidelines for using disinfectants

Certain points are to be considered while using disinfectants are given below:

- Clean the surface with detergent and rinse with soft water only before using disinfectants.
- Rinse away the detergent solution thoroughly before using a disinfectant on the surface.
- Use the correct disinfectant for the range of disinfection required.
- Use of correct dilution for the effective disinfection is important. Different surfaces may require different dilutions of the same disinfectant.
- Allow the recommended time for the disinfectant to act. Bleaches used in cleaning of hard surfaces are stabilized alkaline solutions with a high pH. The alkali sodium hypochlorite works as a powerful bleach and is used on WCs and sinks for the removal of stains.

CHECK YOUR PROGRESS

What is meant by Disinfectants?

What are their various types?

What points are to be remembered when they are used?

1.08 GLASS CLEANERS

There is a number of glass materials in the hotel. They are cleaned using cleaners which are usually in a spray. These are composed of an organic, water-miscible solvent such as isopropyl alcohol and an alkaline detergent. Some glass cleaners also contain a fine, mild abrasive. They are sprayed directly onto windows, mirrors, and other glass surfaces or applied on with a soft cloth and rubbed off using a soft, lint-free duster. A special glass cloth is best for the purpose, it does not leave mark of its own. Soft water to which some methylated spirit or vinegar is added is an inexpensive glass cleaner that can be readily made in the housekeeping department.

1.09 DEODORIZERS AND TOILET CLEANERS

Even though deodorizers are not cleaning agents as per the strict definition of cleaning agent, as they do not remove dirt or stains, they are used during the process of cleaning, hence we will study them here, Deodorizers helps in the cleaning process by counteracting stale odors and sometimes also introducing a fragrance to mask them. They are applied in restrooms, guestrooms, guest bathrooms, cloakrooms, and public areas such as lobbies. Some deodorizers do not leave a trace of perfume cover-up. They are usually available as aerosol sprays, liquids, powders, and crystalline blocks. The crystalline blocks are effervescent and manufactured using the principle of time-released aromatic chemicals. Naphthalene balls also serve as effective deodorizers. It is said that if thorough cleaning and good ventilation are provided, money need not be spent on expensive deodorants.

Toilet Cleaners

We use toilet cleaners in the toilets. The need for disinfection, odor removal and sanitation is most important factors here. Hence Toilet Cleaners are strong, concentrated cleaning agents designed to clean and disinfect WCs and urinals. They are available in liquid, powder, and crystalline forms. They are acidic in nature as their main function is to remove stubborn stains and lime scale and also to disinfect.

Liquid toilet cleaners These contain dilute hydrochloric acid, a bleach, and pine oil. Adequate protective gear should be worn by the user while using such a toilet cleaner.

Crystalline toilet cleaners These contain sodium acid sulphate, anionic surfactant, and pine oil.

Powdered toilet cleaners These cleaners contain a soluble acidic powder, chlorinated bleach, a fine abrasive, and an effervescing agent to help the active ingredient spread in water.

The toilet cleaners, irrespective of their forms, should never be mixed with other cleaning agents since harmful gases may be produced in the resulting reaction.

CHECK YOUR PROGRESS

What is meant by Toilet Cleaners?

What are their various types?

How are they used?

1.10 POLISHES

We use polishes for various purposes. These chemicals generate a shine by providing a smooth surface from which light is reflected evenly. Polishes are mainly applied to a surface to form a hard, protective layer and thus guard against finger marks, stains, and scratches. They also create an attractive sheen on the hard surface.

Classification of polishes

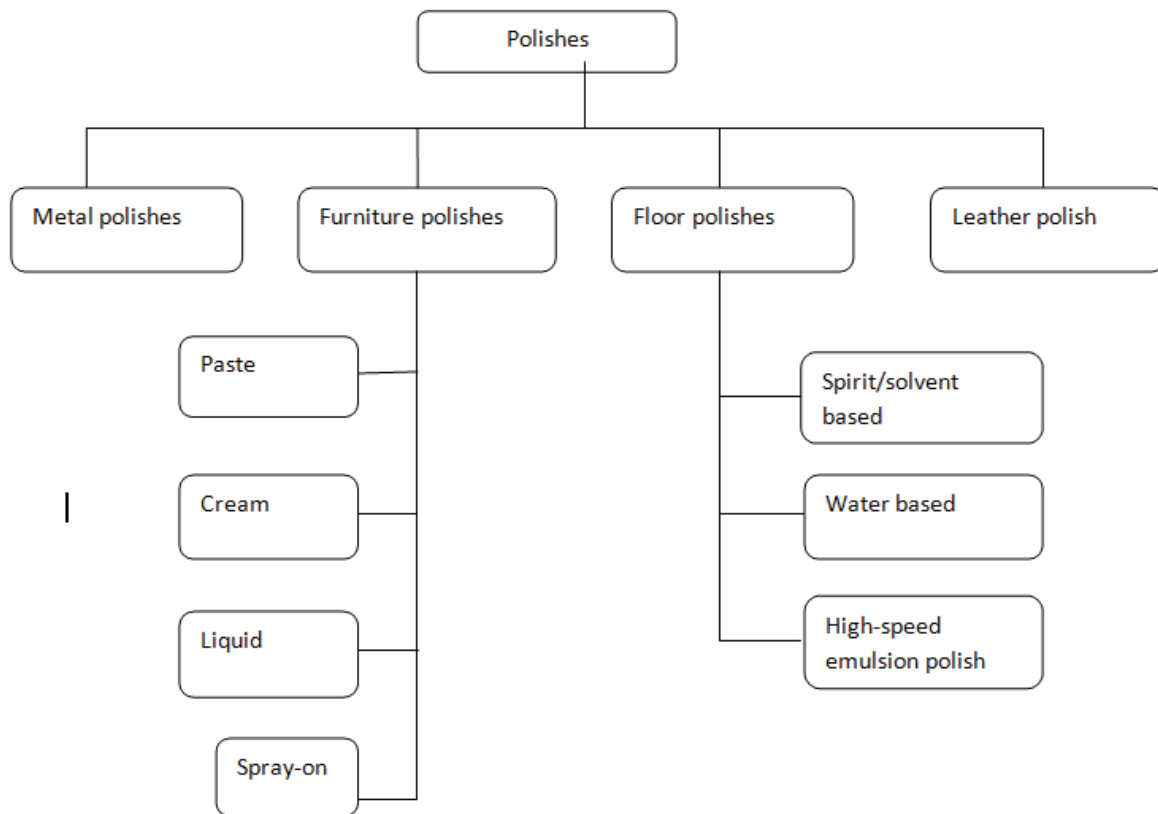


Fig 1.09: Classification of Polishes

Polishes are applied on metal, furniture, and flooring and are classified according to the type of surface they are used on. When applied on metals, they may smooth out any unevenness on the surface of the article and in case of flooring and furniture; they provide a smooth protective layer.

Metal polishes They remove the outward tarnish that forms on metal surfaces due to the attack of certain compounds in the air and some foodstuffs. These polishes also eliminate any scratches on the metal. They consist mostly of a very fine, mild abrasive, generally either precipitated whiting or jeweler's rouge. Most polishes also contain a fatty acid, a solvent, and water. On buffing, they remove tarnish and produce a shine. In most hotels, hard surfaces where metal polishes are used include door-plates and handles, foot rails in bars, staircase banisters, ashtrays, bathroom fittings, tableware, and cutlery. In metal polishes like Brasso and Silvo, the grease solvent or acid mixed with the abrasive powder aids in the removal of tarnish. There is another type of polish known as long term polish. Long-term polishes contain some ingredients that cover the surface of the metal and retard the process of tarnishing in future. Metal polishes can be found in the form of milky or clear liquids and of powders. You should be careful in applying the correct polish as polishes designed for hard metals may damage the surface of soft metals. Because of their solvent content, metal polishes have a strong smell and should be used in a well-ventilated room to let fumes dissipate. The container should be closed immediately after pouring out the polish into the polishing tray. If it is not done, the solvent in the polish will evaporate, making it ineffective.

Certain recommendations on the use of metal polishes are given below:

- You should cover the surrounding area with newspaper or protective sheets before use.
- Do the polishing work in a well-ventilated room.
- Use an appropriate polish applicator or disposable rags.
- Use a cocktail stick covered with a rag to apply polish in narrow, hard-to-reach nooks and corners.
- Remove polish with cotton or a soft, dry cloth.
- Buff the polish with rags and dusters, preferably with ones with a napped surface.
- Wash any polished cutlery in warm detergent solution before use.
- Leave the area and equipment clean and tidy after polishing work is complete. Dispose of the rags and newspapers used.

Furniture polishes They contain a wax or resin, a solvent, water, and a silicone. The wax or resin helps to keep the furniture surface supple. It also protects against abrasion and absorption of stains and spills. The main role of the wax, however, is to provide a smooth surface from which light is reflected evenly, producing an attractive sheen. The most commonly used waxes are carnauba, beeswax, ozokerite, and paraffin wax. The solvent and water are used to remove grease stains and water-soluble stains, respectively. Silicone is used to make the polish easier to apply. It has an added advantage that it gives an added gloss and improves resistance to moisture, heat, dust, and smears. Silicones thus give a harder and longer-lasting finish. Furniture polish needs to be applied frequently only in the case of untreated, unvarnished wood. Painted and varnished furniture should not be polished too often. Most pieces of furniture manufactured these days are polished with a permanent synthetic resin and thus do not require further application of polish. As a preventive maintenance activity, they can be buffed regularly with a duster during dusting.

Paste polishes They have a higher percentage of wax (25-30 %). They may or may not contain silicones. They are best for use on antique wooden furniture. Pastes should be applied in small amounts and should be buffed for a long time to get the desired result, and care should be taken to remove all traces of excess polish from carved areas afterwards.

Cream Polishes These have a large percentage of solvent. They contain light-colored waxes. Creams should be used on furniture with a gloss finish only as they gradually increase the shine after continual use on the surface. Because of the higher solvent content, they have a strong smell and should be used in a well-ventilated room to let the fumes they exude dissipate completely. They are used with a dry or damp rag and the surface polished up immediately with a dry duster.

Liquid polishes These too have a high percentage of solvent. They usually contain about 8-12 % wax. In addition, they may also contain a dye that can mask scratches on the surface of varnished furniture. They are used on glossy finishes to remove grease marks and other stains. They should be applied with a dry rag and buffed up with a soft, dry cloth while still moist to produce a good sheen.

Spray-on polishes They contain about 8 % wax and a high amount of silicone. Sprays have aerosols to make their application simpler. These polishes work to clean as well as polish, and pre-dusting of the surface is not required. They are excellent for use on non-porous surfaces such as glass, chromium, plastic, and varnished or gloss-painted wood. They reduce the static electricity on the surface so that dust is not attracted to it readily. The best way to apply spray polish is to first spray it on the duster and then

rub this on the surface. This minimizes wastage, an important consideration for these polishes especially, as they are expensive.

Certain points should be kept in mind while working with furniture polishes:

- You should the polish on a clean surface.
- You should use the least quantity required to accomplish a good polishing of the surface, otherwise it may result in stickiness that will attract more dust.
- You should use soft, disposable rags for applying polish to the surface, except in the case of a spray-on polish.
- Always keep the polish container closed when not in use, otherwise the solvent will evaporate and the polish will dry out.
- Use polishes without diluting, unless it is specified otherwise by the manufacturer.
- Be careful while using polishes with a high solvent content since they catch up fire readily .

Floor polishes They have a two-fold function, namely, giving an attractive sheen to the surface, and to provide a protective coat on it. Floor polishes should not be used very frequently. They should be used only when simple buffing does not produce the desired sheen on the floor. The main purpose in using floor polishes is to deposit a layer of wax on the surface. Therefore they are also referred to as floor waxes. The appropriate kind of polish should be used along with the right equipment. Polish-applicator mops should be labeled carefully with the kind of polish they are each used for. Don't mix up products. If you do that the wrong polish may easily damage a floor surface and spoil its appearance. The two basic types of floor polishes are spirit/solvent-based and water-based floor polishes. A special group of floor polish known as high speed emulsion polish is also discussed below.

Spirit/solvent-based polishes Such polishes may be in the form of a liquid or a paste. They contain a blend of waxes and silicone dispersed in a solvent (a white spirit or Freon). The waxes used may be natural (carnauba or ozokerite) or synthetic (polyethylene). After the polish has been applied to the floor, the solvent evaporates and the wax left behind is buffed up using a polishing machine. The silicone helps in application of the polish and gives a more lasting finish. Perfumes and dyes are also often added to solvent-based polishes. Solvent-based polish is used on porous floors such as wood, wood composition, cork, magnesite, and linoleum.

Water-based polishes Such polishes are available in the form of a creamy liquid emulsion containing a blend of natural (carnauba and montan) and synthetic waxes suspended in water by means of an emulsifying agent (ammonia or a synthetic detergent). About 80% of all the manufactured polishes are water based. After the polish has been applied to the floor, the water evaporates and the wax is deposited on the surface in a hard film. Colloidal silicon is sometimes added to water-based polishes as an anti-slip agent. Plasticizers and either alkali-soluble resins or metal-complex polymers are also added. Plasticizers help in the easy application of polish. Alkali-soluble resins are used to provide weak break points in the water-based polish to facilitate cleaning with alkaline detergent solutions. The metal in the metal-complexed polymers protects the break points against the penetration of detergent solutions. Usually only occasional buffing is required for these polishes. They are therefore also known to as dry-bright polishes. Often these polishes are offered as liquid sprays by the addition of high amounts of emulsifying agents. The polish is then sprayed on and buffed immediately. Water-based polishes may be fully buffable

(containing 45-60 % wax and 20-40 % polymers), semi-buffable (containing 25-40 % wax and 45-60 % polymers), or dry-bright (containing 5-15 % wax and 50-70 % polymers). The amount of wax determines the amount of polishing required to achieve a required amount of shine. These polishes are not suitable for porous surfaces, as water will damage them. Water-based polishes are used on porous floors only when they have been sealed properly. These polishes are used mainly on semi-porous surfaces like thermoplastics, PVC, rubber, asphalt, terrazzo, marble, and natural materials like Cuddapah tiles and so on.

Some guidelines on the use of floor polishes are provided below:

- You should use an appropriate sign to warn people walking along that area of the fact that floor polishing is being carried out.
- It is important to ventilate the area well before starting.
- Always apply the polish to a clean, dry floor.
- You should rinse the floor thoroughly using a neutralizing agent like diluted vinegar after stripping the old polish.
- Make sure that you apply several thin coats of polish rather than a few thick coats.
- Work systematically to ensure that all areas are covered.
- Allow sufficient drying time before applying a second coating.
- Buff thoroughly to reduce the slipping hazard.
- Remove any extra build-up of polish with an appropriate abrasive pad.
- Leave all polishing equipment clean and store them properly.

Leather polishes These contain a special mix of waxes, a spirit solvent, and occasionally a dye. They are available as creams and liquids. They help keep the leather supple and impart sheen to it. They also prevent deterioration of old leather articles.

Do-it-yourself polishes

Some methods of making do-it-yourself (DIY) polishes are presented in following Tables.

Table : Furniture polish

Ingredient	Amount
Turpentine	2 parts
Methylated spirit	1 part
Linseed oil	2 parts
Vinegar	1 part
Method: Mix all ingredients in a bowl and shake well to form an emulsion.	

Table : Furniture polish for all types of wood

Ingredient	Amount
------------	--------

Beeswax	25 g
Turpentine	25 ml
Method: Heat the beeswax on a moderate flame till it melts. Remove from flame, add turpentine, and stir well till the mixture is cool.	

Table : Furniture polish for light Colored wood ,

Ingredient	Amount
White wax	1 part
Petrol	2 parts
Method: Break the wax into small bits and put in a lidded can. Mix with petrol and shake well until it becomes creamy.	

Table: Cream polish for leather and wooden furniture

Ingredient	Amount
Soap (shredded)	1 tbsp
Water	1 cup
Beeswax (shredded)	2 tbsp
White wax (shredded)	1 tbsp
Turpentine	1 cup
Method: Place the beeswax and white wax into a bowl. Mix in turpentine so that the waxes are submerged in it. Heat the mixture over a water bath till the waxes dissolve. In another bowl, dissolve the soap in water. Combine the contents of the two bowls. Beat the mixture to a creamy consistency. Store in wide-mouthed bottles.	

When unsure about using polish to a surface, first apply it on a small area which is not in view.

CHECK YOUR PROGRESS

What is meant by Furniture Polishes?

What are their various types?

Describe process of making for at least one DIY polish.

1.11 FLOOR SEALERS

You may have seen that the floors of many hotels shine and are very clean. Actually, floors have to accept a lot of dust, dirt, liquids, and greasy material on them as anything may fall on them day in and day out. Hence floor sealers are used to protect the floor. They are applied to flooring surfaces as a semi-permanent finish that works as a protective barrier by preventing the entry of dirt, grit, liquids, grease, stains, and bacteria. They prevent scratching and provide an easily maintainable surface. The right type of seal should be applied to each type of floor for effective shielding and an attractive look. Floor sealers are available as finishing, protective or both.

They are also classified as permeable, semi-permeable, and impermeable, according to their penetrability with water. Permeable seals can be used on wood, cork, stone (except slate), and magnesite floors. Impermeable seals should not be used on these floors as the moisture naturally found within these floors will then get entrapped and may cause disintegration of the flooring. Impermeable seals can be used on PVCs, thermoplastic tiles, and rubber floors.

Sealers may be reinforced by the use of floor waxes. Floor sealing should always be done on a clean and dry surface. Most sealers need a hardening time of 12-16 hours and 2-3 coats are recommended.

Types of floor sealers

There are six main types of floor sealers, depending on what they are made up of.

Oleo-resinous sealers these are clear, solvent-based sealers used on wood, wood-composition, cork, and magnesite floors. They are made up of oils, resins, solvents, and driers. They not only offer an attractive surface gloss, but also pass through the floor, darkening the color and highlighting the grain of wood floors. They are comparatively cheaper than other sealers.

One-pot plastic sealers These are also known as one-can sealers. They are composed of synthetic materials. They impart a gloss to the floor surface but do not pass through it. They are used on wood, wood-composition, cork, and magnesite floors. Polyurethanes can also be used on concrete. The three types of one-pot plastic seals are:

- Urea-formaldehyde resin with an acid catalyst.
- Oil-modified polyurethane.
- Moisture-cured polyurethane.

Two-pot plastic sealers

This type of sealer is made up of a base like urea-formaldehyde or polyurethane and an accelerator or hardener. The two components are kept separate until use, otherwise a chemical reaction occurs between them and the mixture hardens in the can. Because of the separate components, the shelf life of these sealers is longer. The accelerator in itself has a shorter shelf life, however. The two components should be mixed in the recommended proportions, otherwise the sealer will not harden and will result in a patchy finish. When using such type of sealer, you should work in a well-ventilated room because they smell strongly of solvent fumes. They may be applied on wood, wood-composition, cork, and magnesite floors.

Pigmented sealers As the name implies, these sealers contain color pigments, which provides color as well as strength to the sealer. They may be applied on concrete, wood, wood-composition, magnesite, asphalt, and stone floors. There are two types available:

- One-pot synthetic rubber.
- Two-pot polyurethane.

Water-based sealers These contain acrylic polymer resins and a plasticizer. The particles of the resin penetrate the pores on the floor surface to provide a plastic skin. These are less durable sealers and should be reinforced with a water-based floor wax. However, they can easily be touched up, removed, and renewed. They may be used on marble, terrazzo, magnesite, linoleum, rubber, thermoplastic tiles, PVCs, asphalt, concrete, stone, and quarry tiles.

Silicate dressings These contain a base of sodium silicate dissolved in water. Actually they are not sealer. The sodium silicate reacts with the lime in concrete floors to form insoluble calcium silicate. The water works as a carrier, and after it evaporates, silicate glass is formed. These simply reinforce concrete and stone floors, and prevent the accumulation of dust on their surface. Silicate dressings are much inexpensive than sealers.

Selecting the right sealer

Most sealers are expensive. So a lot of thought should be put into buying the best seal for the particular flooring to get maximum durability and value for money. The following points need to be kept in mind while selecting floor sealers:

- What type of floor you have
- What is the extent of traffic in the area
- The availability of the floor for future sealing
- Good fixing or 'keying', durability, appearance, and anti-slip qualities
- How simple it is to apply, repair, remove, and renew
- Odor and fumes
- Drying time
- Shelf life
- Cost-effectiveness

Applying floor sealers

Whichever type of floor sealer is chosen, the following points should be kept in mind while applying floor sealers.

- Put up appropriate signs to warn passers-by that sealing is being carried out, otherwise it may cause a safety problem.
- Ensure the floor surface is clean, chemically neutral, and dry before applying the sealer, Otherwise the seal will not key to the floor surface.
- Keep an ideal room temperature of 21 C.
- Maintain the room well ventilated.
- Protect the area from flies and pests until the sealer is dry.

- Keep on hand only the required amount of sealer and store the rest tightly lidded, otherwise the whole bulk may deteriorate.
- Apply several thin coats instead of a few thick ones.
- Permit the recommended drying time between coats.
- Clean and store all equipment, like sealer applicators, neatly after use.

1.12 FLOOR STRIPPERS AND CARPET CLEANERS

Floors may have vinyl finish or any other coating applied to it for decorative and protective purposes. You may need to take out these coatings for renovations and refitting purposes. We use floor strippers in such cases. These are used to take out a worn-out floor finish so that a new sealer or polish can be applied. Most are based on alkalis with a high pH. There are two main types available: ammonia-based and non-ammoniated. Ammonia has an unpleasant odor and hence the area treated should be well ventilated for many days to remove the smell. Alkaline detergents with high pH are also used as floor strippers. It should be kept in mind that any residual stripper solution needs to be rinsed away thoroughly with a mildly acidic rinse. The best way is to add vinegar to the last rinse of water.

Carpet Cleaners

These are made up of neutral water-soluble solvents, emulsifiers, de-foamers, soil repellents, sanitizers (occasionally), optical brighteners, and deodorizers. They are available in the form of sprays, powders, foams, and liquid shampoos. Whichever type is selected, it is essential that they be used in the correct dilutions.

1.13 SOME COMMON CLEANING AGENTS

We have seen a number of cleaning agents and seen how and where they are used. We have studied them as per their structure, nature, purposes and applications.

Let us see some of the common cleaning agents:

Ammonia Liquid ammonia is a solution of ammonia gas in water, also known as ammonium hydroxide. It is a strong alkali used for softening water, cleaning window panes, and emulsifying grease.

Bath brick This is available as powder or brick form with a reddish-brown color. It is used for scouring and polishing metals like brass and copper. In powdered form, it is used for cleaning earthenware.

Benzene It is used to dissolve grease and remove paint or tar stains. It is derived from the distillation of coal tar.

Borax or more precisely, sodium borate, this is a white crystalline powder, which is used to soften hard water and to treat coffee and tea stains.

Bran The husk of the wheat grain, it is used in dry-cleaning as a grease absorbent.

Fuller's earth This is an ash-white clay that readily absorbs grease. It is used on coloured wood surfaces.

Hydrochloric acid This is a corrosive and poisonous mineral acid, used diluted for removing stains in bathrooms.

Jeweller's rouge Chemically this is ferric tetroxide, a pinkish powder used for polishing silver. It is a constituent of commercial silver polishes too.

Lemon Lemon is used for cleaning ink stains from wooden surfaces.

Linseed oil This is produced by crushing seeds of the flax plant. It is used as main ingredient of furniture polishes and paints. It darkens unpainted wood slightly.

Magnesia or more precisely, magnesium carbonate is a fine white powder, which is used for dry-cleaning felt, fur, and wool articles.

Methylated spirits This is used for cleaning window panes and mirrors to a shine. It is a constituent of varnishes and lacquers.

Oxalic acid This is an organic acid used for the removal of stains from fabrics and bath fittings. It is also used for cleaning porcelain.

Paraffin oil (Not same as paraffin wax) this liquid is prepared by distillation of crude petroleum and is used for cleaning greasy iron and steel articles. It also cleans greasy earthenware when used in combination with bath brick.

Petrol This also is derived from petroleum distillation. It is highly inflammable and volatile and is used for dry-cleaning and for removing grease stains.

Pumice This is a light, porous rock which is produced in volcanic eruption. It is used as an abrasive for hard metals, earthenware, and enamel.

Rottenstone This is a decomposed siliceous limestone and is used for cleaning copper, brass, and earthenware.

Common salt also known as sodium chloride, it is used as a medium-grade abrasive. It is used for stiffening the bristles of brushes and stiff brooms. Salt is also added as a mordant for washing colour clothes. (A mordant is a substance that prevents undesired loss of color while washing clothes.)

Sand This hard compound of silica is used as a hard abrasive on stone floors and hard, coarse wood.

Sawdust It works as an abrasive and it also absorbs grease.

Shikakai Sometimes known as soap-nut or soapberry, but more accurately soap-pod (to distinguish from the fruit of reetha). This is used for non-abrasive cleaning of tarnished metals.

Soda It emulsifies grease and helps in the cleaning of dirty pans.

Steel wool This is steel manufactured into long filaments, comes in varying grades of fineness. It is used for scouring hard metals and dirty pans.

Turpentine This is a major ingredient of paints. It is also a diluent for paints and removes tar stains.

Vaseline This is obtained in petroleum distillation as a residue. It prevents rust formation on metals, works as a lubricant, and may be applied on leather to make it soft and supple.

Vinegar Chemically it is 4 % acetic acid. It is used to remove stains and tarnish from metals like copper. It is also effective in removing streaks from glass surfaces like window panes and mirrors.

Whiting/precipitated whiting Chemically this is calcium carbonate in pure form. It is used as a mild abrasive on soft metals and in cleaning white-painted articles.

Selection of Cleaning Agents

The objective of choosing a cleaning agent should be to save time, effort, and money. The following points may be considered when selecting cleaning agents:

- What type of soilage you have
- What type of surface
- Constituents of the cleaning agent
- Ease of use, saving of effort and time
- Toxicity or side-effects
- Is Odor important (is it pleasant)
- Range of action or versatility
- Shelf life
- Packaging volumes and quantities
- Cost effectiveness

Storage of Cleaning Agents

If the cleaning agent chosen by us has a good shelf life, we can buy in bulk and save cost. Remember, when you buy things in large quantity you save in terms of unit cost. This is known as economy of scale. However, if required cleaning agent for our application does not have high shelf life we will have to buy smaller quantities more frequently. In any case you should remember the following points while storing the cleaning agents:

- We should ensure that the storage racks are sturdy. Heavier containers must be kept on the bottom shelf.
- We should see that the store should be kept clean and well-ventilated at all times.
- We have to label all containers neatly with a waterproof marker.
- We should ensure that the lids are tightly secured.
- We should use appropriate dispensers and measuring apparatus, when dispensing cleaning agents.
- We should ensure that no residual deposits of cleaning agent are left around the rims of the containers.
- We have to avoid spillage; if a spill occurs, clean it up immediately.
- We should follow a systematic procedure for rotating stocks.
- We should ensure that organic solvents, strong reagents, polishes, and aerosol-based agents are kept away from heat sources.
- Check stocks regularly. Record the following entries
 - a) Name of item
 - b) Unit (e.g., 1kg boxes, 500 ml bottles, 5 ltr can)
 - c) Stock at hand
 - d) Stock received
 - e) Total stock

- f) Less issued
 - g) Book Stock (i.e. stock as expected from record)
 - h) Actual Stock (i.e. as per actual inspection)
 - i) Difference
- The store should be kept locked when not in use.

Issuing of Cleaning Agents

The housekeeper should implement proper systems for the methodical issuing of cleaning agents from the housekeeping stores. Stores may be issued in the following ways:

Requisitioning This system of issuing is used in large hotels. The floor supervisor maintains a requisition book with requisition slips in three copies. A requisition slip is filled out by a GRA whenever supplies are diminishing. This is endorsed and signed by the floor supervisor and the book is then sent to the housekeeping stores. The storekeeper collects the requisitioned items and signs the triplicate copies of the requisition slip. The storekeeper then issues the requisitioned items, which are collected by a porter and transported to the floor in question with one signed copy of the requisition slip. The second copy is sent to the executive housekeeper and the third copy remains in the requisition book, which too is returned with the fresh supplies.

Full for empty This system of issuing is used in smaller hotels. The GRAs take empty containers of used-up cleaning supplies to the housekeeping stores. The store assistant then replaces the empty containers with full ones. The disadvantages in this system are that it works well only when the housekeeping Stores are open round the clock and that constant supervision is required. The topping-up method is an improvement on this system of issuing.

Topping up The difference between this method and the “Full for empty” is that here the GRAs approach the housekeeping stores only on a fixed day in each week for getting their supplies topped up. An even better system is to have the GRAs deposit their hand caddies in the housekeeping stores at the end of the shift, so that the store assistant may replenish or top up the cleaning agents and keeps them ready for the staff on the next shift.

CHECK YOUR PROGRESS

Describe at least five cleaning agents used in professional housekeeping.
 What is process of issuing cleaning agents
 How are they stored and maintained?

1.14 CLEANING EQUIPMENT

You need to correctly use high quality cleaning equipments to have high quality cleaning. It is crucial to select the right equipment for the specific requirement which your hotel has. For any cleaning job, there will be many ways, many types of equipment, and many choices of cleaning agents to do it. The

executive housekeeper has to select the most appropriate and best equipment to carry out the tasks as per the specific setting of the hotel. If you make the right selection of equipments, you would save the cost, fatigue, time, breakdown time and the overall efficiency of the hotel operation would be ensured. Equipment used in the cleaning of surfaces, furniture, and fittings in a hotel building include both manual and mechanical equipment.

Manual equipment include all kinds of equipment that clean or help in the cleaning process by directly using maneuver, operation, and energy of employees. No other source of energy like electricity or gas is required.

The various pieces of mechanical equipment used in the housekeeping department are usually powered by electricity or gas. The staff should be well trained in the operation of such equipment since incorrect usage will not only lead to inefficient cleaning but may also become a safety hazard

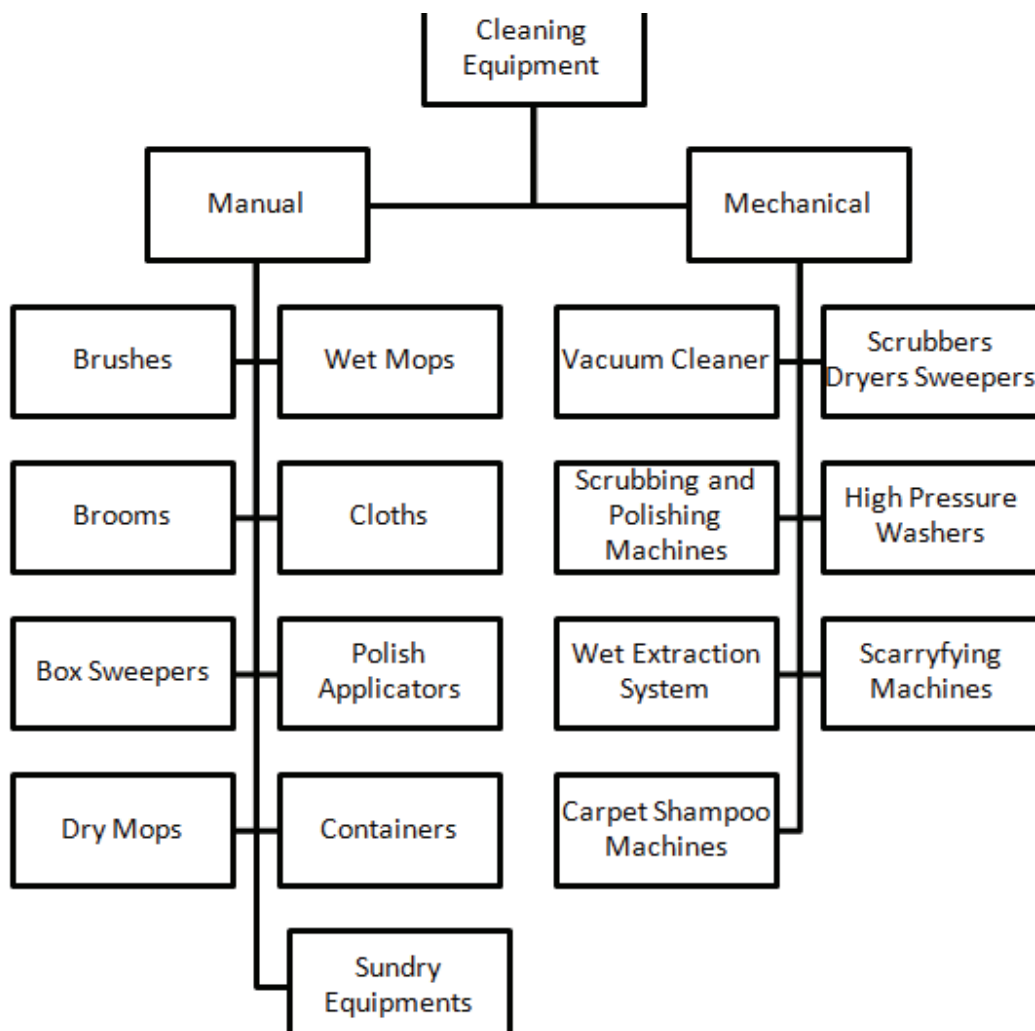


Fig 1.10: Types of Cleaning Equipments

Advantages of Cleaning Equipment

The cleaning equipments are advantageous in multiple ways –

- Equally effective for general as well as tougher cleaning tasks.
- High cleaning capability.
- Reduce work fatigue and increase **productivity**.
- Save the **time** of hotel housekeeping staff.
- High **maneuverability**. They can reach any corner or height of the room, which is otherwise difficult to reach.
- Eco-friendly, widely available, and easy to operate.
- They give protection from injuries occurring while cleaning when they are handled by using proper instructions.

CHECK YOUR PROGRESS

What is meant by Cleaning Equipments?

How does the selection of the appropriate equipment save cost for hotel?

What are their various types?

What are the advantages of cleaning equipments?

1.15 BRUSHES



Fig 1.11: Various Housekeeping Brushes

A brush is a tool with bristles, wire or other filaments, used for cleaning, grooming hair, make up, painting, surface finishing and for many other purposes. It is one of the most basic and versatile tools known to mankind, and the average household may contain several dozen varieties. It generally consists of a handle or block to which filaments are affixed either parallel- or perpendicular-wise, depending on the way the brush is to be gripped during use. The material of both the block and bristles or filaments is chosen to withstand hazards of its application, such as corrosive chemicals, heat or abrasion.

Basic parts of a brush

The basic parts of a brush are as follows:

Bristles These may come from animal, vegetable, or manmade sources. Horsehair, nylon and polypropylene are usually used to make bristles for cleaning brushes. In general, the finer, softer bristles are best for smooth and hard surfaces. The harder the bristles, the softer the surface on which the brush may be used, with exception of toilet brushes and brushes found on all-purpose floor machines. Bristles, if not maintained with care, have a tendency to bend, splay, or fall out of the stock. Bristles should be closely set in tufts and the stock well covered with tufts.

Head stock This is the part of the brush in which the bristles are inserted. It may be made of wood, metal, or plastic. A sturdy stock is the hallmark of a good brush.

Handle It is the part which is used by the user to hold the brush for cleaning. Brush handles may be removable or non-detachable. Detachable handles should be fixed firmly in place on the stock when the brush is in use.

Types of brushes

Three main types of brushes according to the strength or hardness are as follows.

Hard brushes The brushes with stiff, well spaced out bristles are known as hard brushes. They are suitable for the removal of stubborn dirt like heavy soil and litter from carpets. They are also used for cleaning rough surfaces.

Soft brushes These brushes have flexible and closely set bristles. These help to remove loose soil and litter on hard, smooth surfaces. Such brushes are suitable to dust carpets and furniture, too, especially those made of cane, wicker, or bamboo.

Scrubbing brushes Such brushes have short, coarse bristles. These are designed for applications on surfaces that have become stained and heavily ingrained with dirt. These brushes should only be used to remove stubborn, heavy soiling from small areas that are difficult for a scrubbing machine to access. Long-handled scrubbing brushes, known as deck scrubbers or T-scrubbers, are useful for cleaning larger areas as well as corners.

We can classify brushes by the application area like this:

- *Toilet brushes*: These are WC brushes, radiator brushes, and Johnny mops.
- *Bottle brushes*: These are used for cleaning overflow vents in wash basins and tubs.

- *Cloth scrubbers*: These are used for scrubbing clothes.
- *Deck scrubbers*: These are used for cleaning large areas.
- *Carpet brushes*: Carpet brushes are used for brushing carpets.
- *Upholstery brushes*: These are used to loosen out dust embedded between the fabric fibers in upholstered chairs and sofas.
- *Feather brushes*: These are brushes with feathers, for light dusting.
- *Hearth brush*: These are used for cleaning heavy soiling and removing ash out of fireplaces.
- *Flue brush*: These are used for cleaning chimneys

Care and cleaning of brushes

Brushes should be lightly tapped on a hard surface to loosen dust and debris after the cleaning process. Frequent washing with water is not advisable since the brushes may lose some of their stiffness in this way.

If they are to be washed frequently, the final rinse should be in cold salt water to help the bristles regain their stiffness. Brushes should be cleaned of all fluff and threads before washing. They may then be washed in warm, mild soapy water. A disinfectant should be used to the rinsing water for toilet brushes. If brushes with natural bristles (vegetable or animal origin) have been used for wax polishing, add washing soda (1 tbsp to 2 liters of water) to remove grease thoroughly. Brushes should be washed by beating the head up and down, with the bristles facing downwards, so that water splashes up between the tufts. They should be rinsed well in the same way in cold water. After shaking off excess water, the brushes should be left for drying in such a way that the remaining water drips off the side of the brush or the top of the head stock. Never leave brushes resting on their bristles, otherwise they will splay out; if left resting on their stock, water will rot the stock in time. The best way would be to hang the brushes bristles down. When possible, dry brushes in the sun or open air. To extend the life of a brush, use lacquer on the stock and handle with an oil-can and allow to harden.

CHECK YOUR PROGRESS

- What is meant by Brushes?
- What are their various types?
- How are they stored and maintained?

1.16 BROOMS

Brooms are used extensively in hotels for cleaning floors, ground and other areas. A broom is a cleaning tool consisting of usually stiff fibers (often made of materials such as plastic, hair, or corn husks) attached to, and roughly parallel to, a cylindrical handle, the broomstick. It is thus a variety of brush with a long handle. It is commonly used in combination with a dustpan. A distinction is made between a "hard

broom" and a "soft broom". Soft brooms are for sweeping walls of cobwebs and spiders. Hard brooms are for sweeping dirt off sidewalks.



Fig 1.12: Various Brooms

Types of brooms We may classify brooms according to hardness in following categories:

Soft-bristled brooms: Soft-bristled brooms like corn-fibre brooms, grass brooms, and whisk brooms are used on smooth floors. A good soft broom has comparatively fewer split ends and any splits that do form are short.

Hard/Coarse-bristled brooms: Brooms like yard brooms and coconut-fibre brooms are used on coarse surfaces, especially outdoors.

Wall brooms These are also known as ceiling brooms or Turk's heads. They have a soft head and a long handle, usually made of cane. They are used to remove cobwebs as well as dust from cornices, ceilings, and high ledges.

Electric brooms, which may be treated as the fourth type, have been discussed under mechanical equipment. All kinds of brooms raise and dissipate dust, so that, with the advent of the more hygienic process of vacuum cleaning, brooms are used less often for cleaning purposes in hotels.

Maintaining brooms After use, brooms should be shaken to get free of dust and fluff. Never store them standing on their bristles, or the bristles will bend out of shape, resulting in inefficient cleaning. Store brooms either lying horizontally or hanging bristles downward. Never use soft brooms on wet surfaces. Stiff brooms like the coconut fiber brooms can be used on wet surfaces, but must afterwards be cleaned thoroughly in saline water and dried in the sun before storing.

CHECK YOUR PROGRESS

What is meant by Brooms?
What are their various types?

How are they stored and maintained?

1.17 BOX SWEEPERS

These are also known as sweepers and are used for sweeping up dust and litter from soft floor coverings like rugs and carpets. They are best for the removal of spills and for light cleaning small carpeted areas. A box sweeper is made up of a friction brush that revolves when the equipment is pushed manually over the carpet or floor. The dust gets thrown up into built-in dustpans, which are hinged at the bottom to facilitate emptying after use. One should choose sweepers with a wide base that is low enough to be pushed under furniture and that will clean close to a wall. In sweepers designed to clean hard floors as well as soft floor coverings, the brush can be lowered sweep.



Fig 1.13: Box sweepers

Care and cleaning of box sweepers The friction brush should be kept clean, otherwise the efficiency of the equipment will be seriously hampered. After the cleaning in process, the dustpans must be emptied of all the collected dust.

CHECK YOUR PROGRESS

What is meant by Box Sweepers?
How are they stored and maintained?

1.18 DRY MOPS

A mop (such as a floor mop) is a mass or bundle of coarse strings or yarn, etc., or a piece of cloth, sponge, or other absorbent material, attached to a pole or stick. It is used to soak up liquid, for cleaning floors and

other surfaces, to mop up dust, or for other cleaning purposes. The word (then spelled *mappe*) is attested in English as early as 1496, but new refinements and variations of mop designs have been introduced, from time to time.

A **dry mop** or **dust mop** is designed to pick up dry, loose contamination such as dust, earth and sand from the surface of the floor. It consists of yarn and/or microfiber and is used as a first step in cleaning a floor.

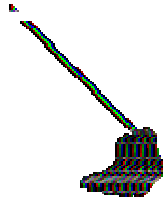


Fig 1.14: A mop

Professional dry mops are made up of a flat sheet of microfiber textile or sheets with a surface of looped yarn, usually about 15 cm (6 in) wide, and comes in variable lengths (usually 30–100 cm (12–39 in)).

The dry mop can in many instances replace a broom and has the ability to hold a limited amount of dust or sand within itself. Oftentimes, the heads of dry mops are removable and can be washed and replaced when saturated with dust. Another option is using a vacuum cleaner to suck surface dust away from the mop; however, this is much more limited in its effectiveness. Single-use dry mops are also available and widely sold.

Types of dry mops There are four main types of dry mops.

Mops with impregnated fringes



Fig 1.15: Mops with impregnated fringes

These mops are made up of dense cotton fringes (outer edges), around 15 cm in length, inserted into a metal frame of 15-121 cm length. The mops are usually pre-impregnated or will require impregnation by soaking in or spraying with mineral oil or a synthetic impregnating fluid. By the way, impregnation means cause to be filled, soaked, imbued, permeated, or saturated. The dust is held on the mops by the oil.

Impregnated mop sweepers



Fig 1.16: Impregnated Mop sweeper

These mops are made up of a double-hinged frame and thus are also known as 'V sweepers' or 'scissor-action sweepers'. The mops can be pre-impregnated or may require impregnation before each use. Following impregnation, sufficient time must be allowed for the mineral oil to cure the fibres, otherwise the mop will leave a film of oil on the cleaned surface due to improper curing. To be effective, an impregnated mop must also be maneuvered correctly. It should be worked in long, even strokes in a continual movement, keeping the mop head in contact the surface all the time. This way, maximum dust collection and minimum dust dissipation is ensured.

Static mops



Fig 1.17: Static Mop

These mops are made up of acrylic, nylon, or polyester strands fixed to a backing stretched over a metal frame. When in use, the fringes splay out to form a large surface area, holding dust by means of a static charge that builds up on the fringe. Static mops are more easy to maintain than impregnated mops.

Disposable mops These mops are made up of a handle with a soft pad at the end, onto which cheap cotton or a synthetic material is fixed. The material has properties enabling it to attract and hold dust. The fabric is held in place by clips or at special tape and is usually purchased in large rolls, from which the

desired amount can be cut. The fabric is disposed of after each use and replaced immediately. Although very expensive due to the constant replacement of the head, they are extremely hygienic and are particularly suitable when infection control is required.

Care and cleaning of dry mops Shake mops well after use outdoors. The mop heads should be easily detachable so that they can be frequently washed in hot water with detergent. The use of soap-free detergent will prevent the formation of sum that clogs the fibres of the head. The mop must be worked up and down in at least two changes of clean, hot water. The clean mop should then be tightly squeezed out, shaken well to get rid of excess moisture, and left to dry in open air. Once dry, the mops may need to be re-impregnated.

CHECK YOUR PROGRESS

What is meant by Dry Mops?
What are their various types ?
How are they stored and maintained?

1.19 WET/DAMP MOPS

These mops are used along with buckets for the removal of dirt adhering to a surface. The mop heads can be made of cotton, sponge, or any other fibre capable of absorbing moisture well.

Types of damp mops There are four types of damp mops available.

Do-all mops These mops are made up of strands of twisted cotton fixed to a circular metal plate, which in turn is fixed to a stock

Kentucky mops These mops are made up of cotton strands fixed to a length of cotton fabric, which is in turn inserted into a flat metal stock. They are available in weights ranging from 330 g to 670 g. The strands may be stitched together or unstitched. The former are less likely to tangle, can be laundered more easily, and are likely to last longer than unstitched mops.

Foss mops These are made up of a dense cotton fringe inserted into a heavy metal stock. They are available in a wide range of weights.

Sponge mops These are made up of cellulose sponge fixed to a replaceable, lever-controlled head, hinged for wringing out and attached to a long handle. Using a sponge mop is one of the easiest ways to wash a hard floor. Short-handled sponge mops are also available, for cleaning windows. **Squeegee** A squeegee made up of a long metallic handle and a wooden or rubber blade to remove excess water from a surface being cleaned. It is effective when followed by mopping with a damp mop. A smaller version known as the window squeegee is used for wiping away water from windows after washing.

Care and cleaning of damp mops Take mops outdoors after use and shake well to remove excess moisture. Then these mops may be washed in the same way as dry mops. Detachable heads are easier to

clean and maintain. However, drying is the most important part of mop care as bacteria require moisture to multiply. A disinfectant to discourage their growth is effective only for a short period of time, so leaving them damp means truing germs breed. Damp mops should be renewed as soon as there are signs of wear. They should be stored in such a way that air is allowed to circulate around the mop head. Never use disinfectant or bleach with a cellulose sponge head. Wash and rinse sponge heads after use, squeeze out excess water, and dry well. Store the sponge head by hanging.

CHECK YOUR PROGRESS

What is meant by Wet Mops?
What are their various types ?
How are they stored and maintained?

1.20 CLOTHS

Various cloths are used extensively in wet and dry cleaning by housekeeping staff. For efficient and correct usage, cloths may be colour-coded and the staff well trained in their use.

Types of cloths A variety of cloths are available for specific purposes.

Dusters and cloth mittens (mitts)



Fig 1.18: Duster Cloth

These are designed for dusting and buffing. Soft, absorbent plain or checked cotton material or yellow flannelette of upto 15 sq. cm are best lot dusters. When used for damp dusting, they must be sprayed with a fine mist of water or dusting solution. Cloth mitts may be impregnated with a mineral oil instead. Dusters must be folded several times into a hand-sized pad before use so as to provide a number of clean surfaces and avoid spreading dirt again to a clean surface instead.

Swabs and wipes



Fig 1.19: Swabs

These are all-purpose cloths made of soft, absorbent material. They are used for wet cleaning and clamp dusting of all surfaces above floor level. They are also used for cleaning sanitary fittings like bathtubs and wash basins. Wipes include loosely woven or knitted cotton cloths and non-woven cloths. Synthetic sponges may also be grouped under this category. They are available in various sizes and shapes. Sponges are better than other cloths for washing walls, glass, woodwork, and upholstery.



Fig. 1.10: Wipes used in housekeeping

1.21 FLOOR CLOTHS

Fluor- cloths are bigger, thicker, and made of coarser cotton material than all purpose swabs. They are used to wipe WC pedestals and remove spills.

Scrim This is a loosely woven linen material resembling fine sackcloth. Scrim, because of its high absorbency and lint-free nature, is often used instead of chamois leather for cleaning mirrors and windows.

Glass cloths Glass cloths are made up of linen tow yarns and do not leave behind lint. They can therefore be used for wiping mirrors and drinking glasses. These should not be confused with fabrics made from glass fibres (glasscloth)!

Rags and polishing cloths Rags are disposable cloths usually obtained from the sewing room or bought by the sack from tailors. They are used for applying polish or strong cleaning agents and are disposed of when dirty. Polishing cloths need to have a fleecy, napped surface, and pieces of flannel are best.

Wet cloths Wet cloths need to be very absorbent and of a manageable size, so that they can be wrung out by hand easily during cleaning. They are used for mopping large floor areas.

Chamois leather Real chamois leather is the skin of the chamois goat antelope, but now various cheaper imitations are available. These simulated chamois leathers are usually skivers, that is, split sheepskin. Chamois leather can be used wet for cleaning windows and mirrors; when dry, it is used as a polishing cloth for silver and other metals. It is also best for wiping squeegee blades.

Dust sheets Dust sheets are made of ant thin cotton material, being about the size of a single sheet. Discarded bed sheets OF curtains from the linen room are best for use as dust sheets. They are used to cover floors, furniture, and other articles during spring-cleaning or decorating.

Druggets These are made up of coarse linen, fine canvas, or clear plastic. They may be of the size of a carpet square or a runner. They are placed on the floor in doorways to prevent excessive dirt being trekked in or Out during bad weather and during redecorating projects. They are sometimes placed in the passage between the kitchen and dining area as well to catch spills and debris.

Hearth and bucket cloths These are made of thick fabrics and used to protect the carpet or flooring when a fireplace is being cleaned or placed under buckets to pi prevent marks on the surface they are kept on. They also catch splashes of water.

Care and cleaning of cloths Good care of cloths is important for efficient cleaning and longer life. Care and cleaning recommendations for various types of cloths are given in following Table.

Table: Care and cleaning of cloths

Cloth	Care and cleaning
Dusters and cloth mittens	Wash, rinse, and dry thoroughly after use. If cloth mittens are impregnated with mineral oil after washing, keep them covered or they will attract dust.
Swabs and wipes	Wash in hot detergent water, rinse, and dry thoroughly after use Those used on WCs should be disinfected after washing.
Floor cloths	Wash in hot detergent water, rinse. disinfect (as floors may harbour many germs), and dry thoroughly.
Scrim	Wash, rinse, and dry after use.
Glass cloths	Wash, rinse, and dry after use.
Rags and polishing cloths	Rags should be disposed of after use. Polishes with a strong odour may contain flammable chemicals and storing rags and polishing cloths used in their application may prove a fire hazard.
Wet cloths	Wash in hot detergent water, rinse, and dry thoroughly. Disinfect periodically to prevent them from becoming unhygienic.
Chamois leather	If not maintained properly, leather gets cracked and is damaged easily Remove excess dirt from it with newspaper, Wash only when necessary, in plain cold water Rinse and either store damp or dry flat. When dry, rub to soften the leather again.
Dust sheets	Shake well outdoors after use. Wash, rinse, and dry when necessary Fold neatly and store when not in use.
Druggets	Shake well by tapping on the ground outdoors if made of plastic. Use a hard brush to clean away stubborn dirt from cloth. Wash, rinse, and dry canvas and linen ones frequently. Plastic ones can be damp wiped instead.
Hearth and bucket cloths	Shake well after use. Wash, rinse, and dry thoroughly after use. Use a hard brush to clean away stubborn soiling.

1.22 POLISH APPLICATORS

These are usually oblong in shape for efficiency of application. The polishing head should slide out from the metal or plastic casing to enable easy replacement,

Types of polish applicators There are three kinds of polish applicators.

(a) Natural lamb's wool, with a built-in polish reservoir or tray.

(b) Synthetic wool, with a built-in polish reservoir or tray.

(c) Solid-wax pressurized applicators.

Care and cleaning of polish applicators Polish applicators should not be washed with water. Wiping away excess polish with newspaper or rags before it dries should suffice. It is important to label the applicators with the type of polish for which they are to be used so that each applicator is used with just one kind of polish to avoid mixing different products.

CHECK YOUR PROGRESS

What is meant by Polish Applicators?
What are their various types ?
How are they cleaned and maintained?

1.23 CONTAINERS

Work becomes much easier and efficient if the staffs are given appropriate containers in which to carry, transport, collect, and store supplies and other items.

Types of containers The various types of containers used are as follows.



Fig 1.20: Maid's Cart or Trolley



Fig 1.21: Hand caddy



Fig 1.22: Sani Bin



Fig 1.23: Buckets with wringer attachment (Source: Walmart/ Libman Polypropylene Mop Bucket with Wringer, Green & White)

Buckets These may be made of plastic or galvanized iron. Plastic buckets are more popular these days as they are lighter in weight, quieter in use, and easier to clean. Buckets to be used with mops may have one or two sections, and may have a wringer device that can be detached for easy cleaning. Twin buckets on a low trolley enable the brush to be rinsed more effectively each time. Larger buckets should have castor wheels, which must be kept free of hair, fluff, and dust. Buckets should be thoroughly washed, inside and out, every time they are used and then allowed to dry before being stored.

Basins and bowls These are used to carry small amounts of water, cleaning solutions, and powders for cleaning small areas.

Dustpans These are used along with a broom or brush for gathering dust. They may be made of plastic or metal, plastic ones being the usual choice these days. Dustpans with long handles that eliminate stooping are best. In order that dustpans be effective, the edge in contact with the floor must be thin, sharp, and flat. They should always be emptied after use and occasionally washed. They should never be stored resting on their flat edge, as it will wear out and warp so that the pan becomes inefficient. Store dustpans suspended from a hook or lying horizontally, sideways.

Dustbins The housekeeping department is concerned with dust bins in five areas:

In guestrooms These bins may be made of plastic or wood. Some properties also use jute or wicker bins. Individual dustbins in guestrooms may be lined with a disposable inner lining made of recycled paper or plastic. These bins must be emptied and wiped daily. They should be washed once a week.

In the service rooms These are used to collect waste from guestrooms, brought in by the room attendants' carts. The carts contain a sack known as the trash bag for guestroom trash. There should be two types of bins in the service room, a metal bin for disposing of ash from guestroom ashtrays and a plastic or thick paper bin for other types of trash. The latter can be incinerated directly.

In public areas such as guest corridors and lobbies These bins may have a creative design since they are constantly on view. They should be emptied daily.

In waste-collection areas These are usually located outside the main building and are hidden from view. These bins should be kept covered and emptied at least every alternate day.

Sani-bins These are metal or plastic bins with lids. They are found in toilets for the collection of soiled sanitary towels. They should be lined with plastic or paper bags for easy cleaning. The bins must be emptied and wiped daily for reasons of hygiene. Disposable paper bags (sani-bags) should be provided in the guest toilets for wrapping sanitary towels before discarding in the sani-bin. Some metal sani-bins may be provided with in-built incinerators, but these are not available in India yet.

Spray bottles These are lightweight containers that deliver a fine mist of water or cleaning solution through a fine nozzle, particularly used for spray cleaning. It is essential that the nozzle is properly adjusted and free from any blockage. The nozzle must be maintained clean by spraying clean, pure water through it after use.

Polish applicator trays These are used along with a polish applicator mop for polishing floors with a liquid polish. They should be labelled with the type of polish that they hold. Cleaning them after use is difficult. Pour any excess polish back into the polish container. Soak the tray in a small amount of a solvent used to remove that particular type of polish. Wipe with rags and store.

Hand caddies Also known as 'cleaners' boxes', these were originally made of wood or metal but are nowadays usually made of plastic. They are made up of a box with a handle and a fitted tray. They are used by room attendants for carrying cleaning supplies from room to room for guestroom cleaning. After each shift, they must be cleaned and topped up with replacement supplies for use in the next shift.

CHECK YOUR PROGRESS

What is meant by Containers used for Housekeeping?
What are their various types ?

Carts and trolleys These are more useful than hand caddies when a large amount of supplies and items are to be carted or replaced. They are best for the efficient removal and carriage of smaller pieces of cleaning equipment, cleaning agents, linen, and rubbish. They eliminate the time wasted in assembling equipment at the work location or moving them from one place to another. The various kinds of carts and trolleys that may be used in the housekeeping department are discussed here.

Maid's cart/room attendant's cart Also known as a room attendant's trolley, maid's cart, or chambermaid's trolley, this is perhaps the most significant piece of equipment in the housekeeping department. It is like a giant tool box, stocked with everything necessary to service a guestroom effectively. Most such carts available now are made of metal, but sometimes wooden carts may be in use. The cart should be spacious enough to carry all the supplies needed for a GRA to complete half a day's room assignments. Since the cart is large and may be heavily loaded, it must be easily manoeuvrable as well. The best cart would have fixed wheels at one end and castor-wheels at the other. The cart should be well organized so that the GRAs do not have to waste time in searching for supplies or make frequent trips back to the supply room. Also, if the cart is not stacked neatly, it will look very unsightly when in guests' view. There is usually one such cart for each room section and it is stored in the floor pantry along with other housekeeping supplies.

Most of these carts have three deep shelves—the lower two for linen and the top, partitioned shelf for small supplies. The carts also have a sack for soiled linen, detachable trash bags,, and storage space for a vacuum cleaner and a hand caddy. Many casts also contain a locked box in which to store guestroom keys, in case a floor master key not being used.

While arranging the linen on the cart, it should be kept in mind that the heavier liners must be placed on the lowermost shelf and the smaller, lighter ones on the top shelf. Housekeeping supplies that are usually found in the room attendant's cart are listed below.

Table : Housekeeping supplies found in a room attendant's cart

Guestroom supplies	Bathroom supplies	Linens	In the hand caddy
Water tumblers and tray Water jugs/bottles Ashtrays and matchboxes Candle stands and candles double bed (folded in pairs) Sewing kits (also known as 'Dutch wife' in the singular) Bibles or Gitas or Qurans (for placement in rooms) Shoe mitts Service directories Telephone books	Toilet rolls Toilet tissues Blade dispensers Shower caps Tooth glasses Soap bars Soap flakes or powder Shampoo bottles Sani-bags/ disposal bags Bottles of bath foam Loofah	Mattress protectors-a few, to replace soiled ones if necessary King-size sheets-two per king -size bed(folded in pairs) Queen-size sheets-two per queen-size bed (folded in pairs) Double-bed sheets-two per double bed (folded in pairs) Standard sheets-two per twin bed (fold in pairs) King-size pillow cases-two per king-size bed (folded in pairs) Standard pillow cases-two per bed (fold in	All-purpose cleaner Window/Glass cleaner (in spray bottle) Johnny mop Cloths and sponges Rubber gloves Disinfectant Naphthalene balls room fresheners Deodorizers Brass polish Wax polish Scrubbers Broom

<p>Business kits Guest stationery folders or sets; ballpoint pens and pencils, scribbling pads DND cards • Copies of the house rules Breakfast knob cards; 'Polish my shoe' cards, room service menu cards; tent cards; make my room' cards, .collect my laundry cards Telegraph forms laundry forms Laundry bags; clothes hangers, light bulbs</p>	<p>pads Packets of cotton wool Tubes of tooth paste Tooth brushes Bottles of cologne Bottles of bath foam Loofah pads Packets of cotton wool Tubes of tooth paste Tooth brushes Bottles of cologne Bottles of after shave lotion Toilet strips (disinfected paper strips to seal the toilet seat) Sanitary pads</p>	<p>pairs) Bath towels/ Bath sheets-two per bathroom (folded individually, with hotel logo facing outwards) Hand towels-two per room (folded individually, with hotel logo facing outwards) Face towels-two per room (folded individually, with hotel logo facing outwards) Bath mats-one per bathroom Bed spreads-a few to replace soiled ones if necessary</p>	
--	--	--	--

Janitor's trolley This is used for carting and storing cleaning supplies. It is used during the cleaning of public areas or any special cleaning projects scheduled for guestrooms. It includes a detachable trash bag and a place for storing cleaning agents and small pieces of cleaning equipment.

Mop-wringer trolley This piece of equipment is made up of a mop and one or twin buckets with an attached wringer, all mounted on a trolley with caster wheels. It may have provisions for holding cleaning agents as well as a trash bag.

Linen trolley These are used for the transfer of clean linen from the laundry to the linen room or from the linen room to the floor pantries, and so on. Linen trolleys may be made of aluminum or steel.

Laundry sacks These, in fact, may or may not be mobile (and hence may not necessarily be trolleys). They may be made of wicker, fiber glass, or plastic. A very popular choice is the one made of tough cotton, with drawstrings, as it can be washed frequently.

All carts and trolleys need to be kept clean, wiped daily, and stored in a locked, dry, well-ventilated area when not in use. A thorough cleaning may be done once a week. The wheels may be oiled during this cleaning. Carts or trolleys should never become general dumping grounds when not in use.

1.24 SUNDRY EQUIPMENT

This includes other miscellaneous pieces of equipment used in the housekeeping department—ladders, carpet beaters, abrasive pads, rubber gloves, airing racks, flit pumps, and choke removers.

Ladders Ladders are generally made of wood or metals like aluminum. These days, fiberglass ladders are also available. The different parts of a ladder are the rungs (treads), stiles (side rails), spreaders (the hinge-and-brace arrangements), and footpads. When buying a ladder, one should primarily consider the following points:

What kind is needed for the work it is going to be used for-----for occasional work, it may be cheaper to hire a ladder rather than purchase one.

The weight that the ladder must bear.

The condition of the ladder.

The physical work environment it will be used in.

There are five main types of ladders used on hotel properties.

Single section standing ladders or stair ladders This is the simplest, old-fashioned ladder, with two straight stiles and rungs fixed across them at a minimum of 254 mm intervals. The best ones are those with both stiles curved at the apex for safety.

Stepladders Various types of stepladders are available. A *basic stepladder* has two rectangular stiles fitted with treads that are a minimum of 76 mm in width. The treads should lie horizontal, parallel to the ground when the ladder is placed at an angle of 75 degrees. A *platform stepladder* gives a more stable work position with a high, level platform for holding tools and materials in use. It is available in various heights, with or without a high-level handrail. The platform must not be more than 3.85m above the ground. The *A-type platform ladder* opens up like a pair of scissors to make a free standing set of steps with a small platform at the top, thus leaving the worker's hands free and eliminating the need to keep getting off to get tools and materials. It is very stable and, if fitted with a handrail above the platform, extra safe. The steps may be folded together for easy storage of the ladder. A *swing back stepladder* is self-supporting. Locking stays are fitted to brace the steps. When opened up, the treads of the ladder lie horizontal.

Extension ladders Extension ladders are used for working at greater heights. These are made up of two or three parts that can be slid along each other to add the required height. They are available with two or three extensions and in various closed lengths of 2.5 to 3.5 metres. A *double extension ladder*, which can give a length of upto about 8 metres, should be sufficient for most two store properties. Longer, 3 section ladders can give lengths of upto about 10 metres. In the case of smaller extension ladders, the

ladder may be extended En hand and secured with stay locks that rest on a selected rung. On larger ladders, the sections are extended by means of a rope loop running down the side of the ladder and secured upon a cleat.

Combination ladders A combination ladder offers various arrangements to give a stepladder, an extension ladder, and a stair ladder in one piece of equipment 1 1}41 sections fold down to about the same size as the platform stepladder.

Roof ladders This type of ladder is used when working on a pitched roof. The roof ladder has two wheels at the upper end, which enables it to be pushed up along the slope of the roof without damaging the shingles. On the end opposite the wheels, the ladder forms a hook to fit over the top ridge of the roof, which stops the ladder from slipping down.

Angle of inclination Whichever ladder is used, if it leans at an angle, it should be ensured that the bottom of the slanting section is about 1 foot away from the vertical support tot every 4 feet of ladder height between the foot and the top support.

Maintenance and storage Ladders should be stored in a sheltered area, away from the sun and rain. Wooden ladders especially are adversely affected by exposure to heat combined with dampness. They need a dry, well-ventilated storage area. Wooden ladders used outdoors should be treated with shellac, varnished, or given two coats of linseed oil as a protective treatment. A wooden ladder should never be painted, as this can hide any defects that arise, making the ladder potentially unsafe. Straight (stair) and extension ladders should be stored horizontally on racks or hooks, with support points at the top, middle, and bottom of the ladder to prevent sagging and warping. All ladders should be kept scrupulously free of oil, grease, wet paint, and other slip hazards. Periodically tighten the reinforcing rods under the steps of a stepladder, spreader hinges, and other joints. Despite all these precautions, should nevertheless be carefully inspected for wear and damage before each use. In case of any damage, it is always best to discard it.

Carpet beaters Beating of carpets, though not recommended, sometimes becomes a necessity. Wire beaters should be avoided as they may damage the rug. instead, rattan beaters should be used. While beating, it is best to place carpets and rugs with their naps down on the grass. They should never be hung up and beaten.

Abrasive pads These are available in the form of non- woven, nylon netting pads suitable for the removal of localized, heavily impacted soiling by abrasion. Pads with different abrasive properties are produced. Wire- wool and steel-wool pads should be used with caution as they may damage certain surfaces.

CHECK YOUR PROGRESS

What is meant by Ladders for Housekeeping?
What are their various types ?
How are they stored and maintained?

1.25 VACUUM CLEANERS/SUCTION CLEANERS

Vacuum cleaners remove debris, soil, and/ or water from a surface by suction. All vacuum cleaners work on the same operating principle. In all types, a motor drives an impeller, which sucks in air through an inlet, creating a difference in pressure between the air within and that outside the machine. Air drawn in from the inlet passes through and out of the machine.



Fig 1.24: Wet and Dry Vacuum Cleaner (Bosch/ industrybuying.com)

Usually the air is sucked in together with soil, debris, or water. The dust is collected into its container provided, which may be enclosed within the body of the machine (as in cylindrical and canister models) or on the outside in the form of a bag (upright models). The dust collecting apparatus in the heavy duty models used in hotel properties usually is made up of two types of dust bags. The inner bag is made of disposable paper and the outer one is made of fabric.

Types of vacuum cleaners Various types of vacuum cleaners are available:

Dry vacuum cleaners These are used for removing dust and small pieces of debris from floors, upholstery, furnishings, walls, and ceilings. Those using a flexible hose come with attachments like a floor-cleaning head, a power head, a crevice-cleaning head, an upholstery-cleaning head, a dusting head, and extension tubes. Many variations of the dry vacuum cleaner are in use:

Electric brooms These are very lightweight vacuums without a motor-driven beater brush. They are used only for light vacuuming and for touch-ups on carpets and hard floors. In other words, they come in handy when a full vacuuming is not required.

Dustettes These are small, lightweight vacuum cleaners used for cleaning curtain, upholstery, carpet edges, mattresses, computers, and music systems. They clean by brushing and suction, and are very easy to handle. They may be carried in the hand or be strapped to the back of the operator.

Backpack vacuums These are very efficient for cleaning high, hard-to-reach areas. The vacuum unit in these machines can be easily strapped to the back of the operator. The machines have hand-held wands that come with various attachments for flexibility in cleaning. They are best for use on curtains, drapes, and ceiling corners. They are very handy for cleaning staircases too. These vacuums are also referred to as *piggyback vacuums*.

Upright vacuums These vacuums are the ones more frequently seen in hotels. The main body of the machine lies horizontal on the floor and is driven by a single motor. The dust bag is outside the machine's main body. There is a belt-driven beater brush to facilitate removal of dust from thick-pile carpets. In an improved variation, there is a dual-motor system—one motor drives the beater brush and the other provides the suction. The machine also has a built-in hose for cleaning corners and upholstery. This machine is most suitable for use on large carpeted areas.

Cylindrical vacuums These have no rotating brushes and work by suction only. The term 'suction cleaner' is generally used for these kinds of vacuum cleaners. A filter-cum-diffuser is fitted at the outlet, which removes fine dust and microorganisms from the flow of air passing through the outlet. The filter-cum-diffuser also reduces air disturbance and noise. The dust bag is inside the cylindrical body of the vacuum cleaner. A flexible hose along with different attachments is used to clean a variety of surfaces. These are the type commonly used by GRAS in guestroom cleaning.

Pile-lifter vacuums These vacuum cleaners are used to groom long-pile carpets. They lift up the carpet pile that has become packed down and restore their vertical orientation. It is especially useful before shampooing the carpet, more so if the soiling is heavy.

Centralized vacuum In this type of unit, suction is generated at one point in a building. Meanwhile, soiling can be removed at vacuum points elsewhere in the building by suitable nozzles linked to detachable flexible hoses. The collected dirt is then conveyed by a network of pipes to a central container. This unit is expensive to install and is generally done at the building construction stage. The advantages of this kind of system are:

- It is extremely hygienic, since all the dust is carried away from the point of cleaning.
- Maintenance costs are usually lower.
- Operative fatigue is lower.
- There are no frayed flexes to repair and no individual machines to go wrong.

Wet-and-dry vacuum cleaners These are extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on the wet mode. When on the dry mode, they help in removal of dust and debris. In hotels, these machines are usually used in their wet mode to pick up spills. They are also required when large areas of floors are being stripped of polish and cleaned. They have a flexible

hose with attachments like a squeegee head. The waste water collects in a tank that needs to be emptied after use.

A variation of this is the *large tank-type vacuum cleaner*. These are also known as canister-type vacuum cleaners or industrial vacuum cleaners. They can be used for dry pick-up, wet pick-up or both. The waste water is scooped up by a squeegee attachment through a nozzle, and travels back into the tank. They are used for cleaning large areas when time is a constraint. They are best for cleaning lobbies, banquet halls, and restaurants.

Points to consider while purchasing a vacuum cleaner The housekeeper needs to pose and find answers to the following questions while purchasing a vacuum cleaner:

- Is the suction power sufficient to dislodge dirt as well as remove dust and debris?
- If the suction power on its own is not efficient enough, can a machine with a rotating brush be selected instead?
- Can the suction power be directed where it is needed?
- Is the machine portable enough for the staff and layout of the building?
- Does all the dust get trapped inside the bag before the air passes out from the outlet?
- What attachments are available along with the machine?
- How easy is it to empty the contents of the machine?
- What is the noise level while operating the machine?
- Is the cost of the machine within the budget?

Care and storage Vacuum cleaners will give maximum cleaning efficiency when they are maintained well. Housekeeping staff need to be trained in the care and maintenance of the machines. The wheels of the machine need to be oiled periodically. After use, the dust bags should be checked and emptied. If the machine is operated with the dust bags full, the cleaning will not be efficient, the machine may heat up too much, and the bags may get damaged. Wipe the casing daily and check the hose and flex before use. Clean the attachment heads after each use. Check the filter after use. If the machine is designed for dry suction only, never use it to clear even a little amount of water, otherwise the dust bags will get damaged.

In case of wet vacuums, the bucket should be washed, rinsed, and dried. The squeegee should be wiped clean and replaced when necessary. The hose needs to be rinsed out, the casing and wheels wiped, and the filter checked after use. The wheels need oiling periodically.

The hoses should be stored hanging on hooks. The tubes and attachment heads of a dry vacuum cleaner should be stored in boxes, drawers, or shelves. The hoses and attachment heads of wet vacuum cleaners should be stored off the ground on a rack, in a well-ventilated place.

CHECK YOUR PROGRESS

- What is meant by Vacuum Cleaners?
- What are their various types ?
- How are they stored and maintained?

1.26 GENERAL-PURPOSE FLOOR MACHINES (SCRUBBING AND POLISHING MACHINES)

These are designed for scrubbing, buffing, burnishing, scarifying, and spray maintenance.



Fig 1.25: Scrubber Polisher



*Fig 1.26: **Floor Machines** are designed for professional floor care maintenance including stripping, scrubbing, spray buffing, polishing, sanding and grinding on hard floor surfaces, along with shampooing and bonnet cleaning of carpeted floors (Source: Pullman/ <http://districtjanitorialrepair.com>)*

Scrubbing The bristle tips of a brush or the surface of a pad abrade and cut the soilage to remove it.

Buffing The bristle tips of a brush or the surface of a pad create a high-gloss finish on the floor surface. In case of a surface on which a polish has been applied, it will involve the generation of local heat to harden waxes and resins.

Burnishing The tips of a brush or the surface of a pad abrade and cut the floor surface to create a smooth surface with a glossy finish. In case of a polished surface, it will involve the removal of a surface layer of polish.

Scarifying The bristle tips or the edge of a cutting tool cut into impacted soilage, removing it by means of a chisel-like action.

Spray cleaning The bristle tips of a brush or the surface of a pad abrade and cut the soilage from a surface. It differs from scrubbing in that only a fine mist of the cleaning solution is applied to the floor and a thin film with a glossy finish is formed on the floor surface. It can be used to maintain an unpolished floor or a floor protected by a hard polish.

Spray burnishing This is similar to spray cleaning, but the term is applied to the maintenance of floors where a buffable or semi-buffable polish has been applied and the bristle tips of a brush or the surface of a pad remove both soilage and a surface layer of polish to leave a smooth, glossy surface. Resins and waxes in the maintenance product form part of the restored finish.

These machines are made up of one large or several small brushes that revolve and scrub the floor. Water and detergent are released from a tank attached to the machine. These machines can be used for shampooing carpets, polishing floors, and spray maintenance. Such general-purpose machines are preferred in many establishments as the machine can be put to greater use because of its versatility. In some machines, coloured, abrasive nylon pads replace the scrubbing brushes. For normal-speed machines,

beige pads are used for buffing;
green pads are used for scrubbing; and
black pads are used for stripping.

The lighter the colour of the pad, the lesser abrasive the action. These machines may come with or without the suction capacity to pick up water. If the machine is one without a suction action, then a wet vacuum will have to be used along with it while scrubbing. The usual attachments for these machines are brushes, drive discs, coloured nylon pads, a water tank, a shampoo tank, and a sprayer.

Care and storage of general-purpose machines The brushes and pads should never be left on the machine after cleaning. The brushes should be detached after cleaning. The fluff should be removed from them before washing. Wash, rinse, and dry wet ones after use. The dry ones should be washed occasionally, but dust should be tapped away after use regularly. The pads should be washed, rinsed, and dried thoroughly. The tanks should be emptied, washed, and dried. The wheels and casing should be wiped after use. The wheels need oiling periodically. The flex should be checked for any fraying before each use.

Brushes and pads should be stored in a well-ventilated area, preferably on airing racks or hooks. They should not be kept flat on the ground. The tops of the tanks may be loosely fitted during storage.

Wet-extraction systems

These machines are used to restore the surface appearance of carpets, upholstery, and curtains. They remove the more deeply embedded soilage not easily removed by suction cleaning. They are also useful in the application of soil-retardant finishes on carpets.

Types of wet-extraction systems: There may be various types of wet extraction systems.

Hot-water extraction machines: These are machines with no rotary action. They carry a tank for hot water and detergent, which are used for deep-cleaning carpets. The hot water and detergent are shot into the carpet from high-pressure spray nozzles. The dirt is thus flushed to the surface and this, along with the soiled water, is removed by suction into a container in the machine.

Solvent extraction machines These machines are primarily used for cleaning upholstery and curtains and to a lesser extent for carpets.

Carpet shampoo machines

These machines, as indicated by the name, are designed for the deep cleaning of carpets that are heavily soiled.

Types of carpet shampoo machines There are four broad groups of carpet shampoo machines.

Steam-extraction machines Though these machines are universally known as steam extraction machines, there is in fact no generation of steam and the cleaning agents are simply hot water and detergent. Hot water containing the detergent is injected at a prescribed rate and subsequently extracted by a wet vacuum system built into the machine.

Cylindrical-brush dry-foam machines This system has a cylindrical brush that scrubs and picks up in one pass the foam generated by the machine.

Rotary-brush wet-shampoo machines A rotary brush cleaner along with a wet shampoo is employed for the cleaning of carpets here. The machine comes with a range of accessories, including vacuum and drying equipment.

Small rotary-brushes wet-shampoo machines This is also a rotary-brush cleaner, but employs two brushes instead of one and is somewhat smaller than the brush wet-shampoo machine.

Scrubber-drier-sweepers

These machines remove debris, soilage, and/or water. They are suitable for large areas where mechanical sweeping, scrubbing, and drying are required.

Types of scrubber-drier-sweepers The various types available are as follows:

Power sweepers These are self-propelled or manually propelled machines designed to remove debris and loosen soilage from roads, pavements, carpets, and large areas of hard flooring.

Pedestrian-driven sweepers These feature a battery- or mains-operated rotating broom that carries dirt back into a hopper. A side broom, suction unit, and filters may be included.

Petrol- or gas-driven sweepers These have a petrol- or gas-powered engine to drive a suction unit and brush. Soilage is brushed back into the inflow and collected in a large cloth sack situated behind the motor. These machines are suitable for the sweeping of pavements, car parks, and similar heavy-traffic areas.

Self-propelled sweepers These machines may be petrol-, gas- or battery-powered. The power is transferred to the drive wheels and a rotating broom, which carries soilage away from a surface. Such machines typically contain:

- A side broom to carry debris from the floor edges into the path of the main broom.
- A water spray or suction with the side broom to prevent raising dust clouds.
- A high-volume suction unit that sucks or blows air through a filter as dirt or dust is deposited in the hopper.
- A filter shaker or air-flow reverser to prevent blockages.

1.27 HIGH-PRESSURE WASHERS

This type of equipment is designed to remove spoilage by subjecting the surface to water, steam, and/or sand under pressure. Water under pressure physically dislodges the dirt. The process can be assisted by the use of hot water, steam, or sand.

Scarifying machines

Scarifying is the process by which heavy grease, mud, wet sawdust, and thick deposits are removed from the surface of floors. The process is employed when simple scrubbing has been ineffective. Here dirt deposits are broken up by the chisel-like action of a wire-brush cutting tool.

Types available Two kinds of scarifiers are available:

Heavy-duty scrubber-polishers These single- to three-brush machines can have a brush weight of 65 kilograms or more. They are used along with a scarifying assembly. Dislodged dirt is removed by a second operation involving sweeping.

Self-propelled scarifiers

These are made up of a revolving tool, a hopper into which the dirt is thrown up by the tool, and a suction-unit filter to remove finer particles.

CHECK YOUR PROGRESS

- What is meant by Scarifiers?
What are their various types ?

1.28 STORAGE, DISTRIBUTION, AND CONTROL OF CLEANING EQUIPMENT

All housekeeping equipment must be stored under lock and key. When issuing equipment for use, proper records must be maintained with information regarding:

- the items issued
- the area where they are to be used
- by whom they were issued
- the date and time of return
- the attachments given along with them
- to whom they were issued
- the date and time of issue

The signature of the personnel involved must be obtained on the document during both issue and return.

A card-index system is a useful method of collecting all the relevant information about each piece of equipment being used in a particular establishment. A sample card index is presented in Exhibit 7.1. This system is of great value to the manager and the supervisor for the following reasons:

- It gives up-to-date information concerning the equipment.
- It indicates the location of the equipment.
- It indicates who usually operates the equipment.
- It contains a record of what servicing has been carried out, costs, new accessories supplied, and so on.
- When purchase of new equipment is being considered, this information can be used as a reference to check on reliability.

Sample card for equipment indexing

Type of equipment: Taski 450 smm (18") brush, low-speed machine	S. no. SM381
--	--------------

Date of purchase	6 February 2006	Date first used	12 February 2006
Cost of machine	Rs 1, 78,000	Attachments cost	Rs 15,000
Period of guarantee	2 years	Life expectancy	7 years
Specific user (if any)	S. Justin (Houseman)	Other users (if any)	None
Location of area where used	Lobby Taski, Johnson Diversey	Other areas (if any)	Occasionally in Banquet Hall 2
Supplier	Lever, Cochin Mr A. Samson Contact no. 558889	Servicing details	

Selection of Cleaning Equipment

It is the responsibility of the executive housekeeper to procure the best, most efficient equipment for her staff to ensure maximum productivity. The choice of equipment to be purchased is made after considering the following factors:

Safety in operation.

Suitability to the type of area, surface, work, amount of obstruction, and cleaning frequency.

Versatility to undertake various types of cleaning.

Work performance in terms of capacity of machine and consumer reports on performance.

Ease of handling in terms of size, weight, and height of the machine and ease of manoeuvring and operating.

Portability in terms of ease of transfer between floors and provision of wheels and detachable parts.

Durability as judged by sturdiness, robustness of construction, and consumer reports on life expectancy.

Noise level which is a more important consideration for hospitals than hotels.

Availability of spare parts, easy servicing conditions, and lead time after booking of equipment.

Protective design which may feature a protective edging to prevent damage to walls, furniture, and fittings and no sharp edges.

Ease of storage in terms of ease of dismantling detachable parts and storage space required (compactness).

Cost as a sum of initial costs, operating costs, maintenance, and depreciation, as well as hiring considerations as opposed to purchasing.

Other Machines

The other machines used in the housekeeping department include the various types of laundry equipment and sewing machines.

CHECK YOUR PROGRESS

What is meant by Cleaning Equipments?

What are their various types ?

How are they cleaned and maintained?

1.29 CARE AND CLEANING OF DIFFERENT SURFACES

Hard surfaces are found in various forms, in different areas, in all hospitality establishments.

To keep the hotel property looking as fresh as it did the day it first opened, housekeeping employees involved in the care and maintenance of these hard surfaces must know the composition of these surfaces.

The type of hard surfaces commonly used in hotels include:

- Metals
- Glass
- Plastics
- Ceramics
- Wood
- Stone, etc.

In addition to these, housekeeping staff are also responsible for the care and cleaning of surfaces like leather, rubber, etc.

1.30 METALS

The most commonly used metals are:

Silver

- Steel
- Copper
- Brass
- Bronze,
- Aluminium
- Iron

These metals may be used in door and window fittings, wall panels, light fittings, sanitaryware, restaurant cutlery, cooking utensils, guestroom accessories (such as ashtrays, vases, and picture frames), and furniture (such as beds, chairs, and tables).

Most metal surfaces get tarnished, scratched, or rusted unless treated or protected.

These metals may be used in door and window fittings, wall panels, light fittings, sanitaryware, restaurant cutlery, cooking utensils, guestroom accessories (such as ashtrays, vases, and picture frames), and furniture (such as beds, chairs, and tables).

Most metal surfaces get tarnished, scratched, or rusted unless treated or protected.

Silver

This soft, malleable, ductile metal has a brilliant sheen when well polished.

Small amounts of the metal in elemental form occur naturally in the earth, but most of the silver we use is extracted from silver ores.

Silver is chemically unaffected by pure water, pure air, and a majority of food stuffs, but gets scratched easily if pure.

Silver is used as the plating in electroplated nickel silver, for making cutlery, utensils, vases, and decorative artefacts.

Types of Silver

- Sterling Silver
- Silver-Plated (EPNS)

Sterling Silver

Sterling silver is an alloy containing 92.5 % silver, and the rest is mainly copper.

Sterling silver is more expensive than silver-plated alloy and for this reason is seldom used in hotels.

Silver-Plated (EPNS)

Table silver or 'silverware' is usually made of silver-plated alloy by plating 'blanks' of nickel silver alloy. 'Nickel silver' does not contain any silver at all;

It(Nickel Silver) is a term for alloys that look like silver (being white metal) and made of nickel, copper, and often(but not always) brass, along with a few other metals for added strength and shine.

Cleaning Procedures

Silver needs to be cleaned and polished on a regular basis.

When it gets tarnished, more complex cleaning methods have to be employed.

Following are the cleaning & polishing methods for silver:

- Regular Cleaning
- Silver Dip
- Polivit or Aluminium-Soda method
- Burnishing Machine
- Plate-Powder Method

I. Regular Cleaning

Wash the article in a hot solution of synthetic detergent, scrubbing with a piece of cotton cloth.

Then rinse in clean boiling water in an enameled tray.

A sheet of aluminium and some soda can be placed in the tray.

Once the articles are clean, drain the water away and wipe dry while it is still warm, rubbing hard with a lint-free linen cloth or chamois leather.

II. Silver-Dip Method

A silver dip solution is used when tarnished silver is to be cleaned.

It is usually a pink coloured liquid based on an acid solution of a compound into which the articles are immersed completely for removal of tarnish.

The silver should remain in the liquid for a very short time, the articles should be lifted out, washed with warm water and dried.

While working with silver dip, stainless steel containers should not be used since the dip attacks steel.

Enamel or plastic containers must be used instead.

Silver dip should not be used too frequently on the silver, either, since it is harder on silver because of a chemical reaction between the silver and the liquid that can corrode the metal.

However, many establishments use silver dip frequently since it is faster than other methods.

III. Polivit Method

Polivit is an aluminium metal sheet containing holes, which is best used in an enamel bowl or galvanized iron bowl.

The polivit is placed in the bowl together with some soda.

The silver to be cleaned is then put into the bowl, ensuring that at least the one piece of silver has contact with the polivit.

Sufficient boiling water is poured into the bowl to cover the silver being cleaned has contact with the polivit.

A chemical reaction takes place between the polivit, soda, boiling water and silver which causes the tarnish to be lifted.

After 2-4 minutes, silver should be removed from the bowl and placed into the 2nd bowl of boiling and then rinsed.

On removal from the second bowl the silver is allowed to drain and then polished with a clean cloth and then dried with a tea cloth.

IV. Burnishing Machine

This is a revolving drum with a safety shield. In this revolving drum, highly polished steel balls are immersed in a detergent solution with silver articles.

The machine rotates and the friction from the steel balls polishes the silver.

These articles are then rinsed into hot water and dried.

The burnishing machine is used for polishing large quantities of silver articles.

Care should be taken to keep the ball bearings covered with water when not in use, since they rust rapidly otherwise.

V. Plate-Powder Method

This pink powder should be mixed with just enough methylated spirit to make a smooth paste.

Alternatively water may be used; but methylated spirit is preferred since it evaporates faster and the silverware is then available for polishing much more quickly.

The smooth paste is rubbed thoroughly onto the silver article with a clean rag and left to dry. It is then rubbed off with rags.

The article should now be rinsed well in boiling water and buffed with a clean cloth.

Though this method is time consuming but it gives a good result.

Steel

Steel is an alloy of iron.

The alloy contains mainly iron and carbon; other materials are found in small quantities.

It is used in the form of pressed chrome steel for the manufacture of baths, sinks, and so on.

Stainless steel is used in making cutlery, protective paneling, sanitaryware, furniture, trays, and cooking utensils.

Steel is sometimes galvanized or enameled to prevent corrosion.

If an enameled steel surface gets stained, it can be washed with a mild liquid abrasive.

Types of steel commonly used

- Chrome Steel
- Stainless Steel
- Galvanized Steel

Chrome Steel

Steel is coated with chromium for manufacturing taps, bath handles, shower fittings, and so on.

These can become spotted with water marks or get greased, but they do not tarnish.

Stainless Steel

This is steel to which 8-25 % of chromium has been added, making it corrosion-resistant.

Stainless steel is tough, durable, and can take a mirror-polished finish. It is used in making cutlery, sinks, WCs, and so on.

For spoons and forks, steel containing 18 % chromium and 8 % nickel is generally used.

However, even stainless steel can be harmed by silver-dip solutions, acidic solutions, salt-vinegar mixtures, and excessive heat.

Galvanized Steel

Steel may be coated with zinc (galvanized) to prevent tarnishing.

This kind of steel is used for making buckets.

Cleaning Procedures for Steel

Stainless steel is washed in a hot solution of synthetic detergent using a soft nylon scrubber, rinsed with clean water and immediately dried thoroughly with a linen cloth.

The use of harsh abrasives should be avoided as they may scratch the surface.

Chrome steel and galvanized steel are wiped or washed with synthetic detergent solution, stains removed with soft steel-wool, the articles rinsed with clean water, and buffed with a linen cloth.

For cleaning greasy stains, sodium bicarbonate can be used on all types of steel.

Copper

This metal with an orange-brown shade has a light sheen of its own.

It is used for wall paneling and counter tops in bars and restaurants; bowls, vases, and urns in lobbies and guestrooms; and utensils in the kitchen.

Copper is even used in cutlery and serving dishes in some ethnic Indian restaurants.

Copper cookware should be lined with tin or nickel for protection, as the copper may react adversely with some foods.

Cleaning Procedure for Copper

Copper is washed in warm water and then rubbed with a mixture of salt, fine sand, and vinegar, using rags, to clean.

It is then rinsed in warm water and dried with a smooth cloth.

A thin coat of vegetable oil is applied to the surface to retard further tarnish.

In case of heavily tarnished copper, a weak ammonia solution will remove the greenish deposits on the surface.

Brass

This is a golden-brown alloy of copper and zinc. It is used in making door and window fittings, stair rods and railings, foot rails in bars, taps, ashtrays, and ornaments.

Brass tarnishes and scratches easily.

To avoid this, brass fixtures are usually lacquered.

Cleaning Procedure for Brass

To clean brass articles, remove surface dirt with a duster and rub the article with a paste made of white flour, salt, and vinegar in equal parts.

This will remove mild tarnish. Make sure to rub away all the mixture.

Corroded brass should be treated with spirit of salt (hydrochloric acid) and then rinsed thoroughly.

Polish with Brasso, using damp rags or cotton

A long-term hard-metal polish can also be used on brass.

Bronze

This is a brown alloy of copper and tin. It is used primarily in making works of art and medals.

It does not tarnish easily.

Cleaning Procedure

To clean a bronze article, wash well with water and then apply a mixture of one part muriatic acid and two parts water with a piece of flannel.

Allow the solution to dry and then polish the bronze well with vegetable oil.

Aluminum

This silvery, lightweight metal is highly malleable, and ductile.

It is used to make light fittings, and other utensils.

Aluminum is not tarnished by air.

It is, however, damaged by soda and other alkalis as well as stained by acids.

It also scratches and bends easily.

Cleaning Procedure for Aluminum

To clean aluminum, wash in a hot solution of synthetic detergents, using soft steel-wool to scrub.

Use mild abrasives only in the case of difficult stains.

Discolouration in saucepans can be removed by boiling a solution of water and lemon juice in them, rinsing and then drying.

In case of aluminium showpieces, some liquid wax polish may be applied to maintain the gloss.

Iron

This silver-white metal of great strength is used in making furniture, buckets, dustbins, and cookware. Iron can be forged or cast.

Wrought iron is iron that has been forged, that is, it has been shaped by heating in fire and then hammering while hot.

Cast iron is a hard alloy of iron, carbon, and silicon that has been cast in a mould.

Non-enameled cast iron is flame and oven proof.

Maintenance

Utensils made of cast iron need to be seasoned before first use to prevent rusting.

Before seasoning, the article has to be washed in mild soap and water, then thoroughly dried.

Seasoning is done by rubbing the inside surface with vegetable oil and heating in a slow oven for about two hours.

Enameled cast-iron utensils do not need seasoning and are easier to clean.

If handled carelessly, however, the enamel may chip away.

If the utensils are put under cold water immediately after use, while still hot, the enamel may gain flake off.

Therefore, before cleaning, allow the utensil to cool gradually.

Cleaning Procedure for Iron

Unprotected iron should be washed only when necessary and then thoroughly dried.

Galvanized iron needs regular washing and thorough drying.

Rust can be removed from galvanized items with fine steel-wool dampened with oxalic acid.

Do not store iron in damp areas.

Before long-term storage, coat with oil or black lead (graphite).

CHECK YOUR PROGRESS

What is meant by Metals?

What are their various types ?

How are they cleaned and maintained?

1.31 GLASS

Glass is a transparent, lustrous, and brittle material made from silica or sand.

A mixture of pure, fine sand, soda or potash, and other ingredients is carefully measured out. This is known as 'batch'. The batch is fed into a furnace and heated to an extremely high temperature, above 1300 degree Celsius, where it fuses into molten glass. From the furnace, the molten glass is led away for shaping. After shaping, the glass is cooled by a process known as 'annealing'.

Glass is used in making:

- Doors
- Windows
- Furniture
- Vases
- Lighting fixtures
- Mirrors
- Partitions
- Tableware
- Kitchenware, and
- Bottles.

Types of Glass

- Flat glass
- Fibreglass
- Obscured Glass
- Safety Glass
- Cut Glass

Flat Glass

It is usually soda-lime glass, used in making windows, table tops, and shelves.

Flat glass can be of two types:

Sheet Glass or Plate Glass:

This type of glass is used as ordinary windows and picture glass.

Float Glass:

It provides clear transparency, used in shop windows, mirrors, and protective covering for furniture.

Fibreglass

Glass can be manufactured as a textile fibre, which may be used for making curtains and fire blankets.

Fibreglass may also be manufactured as rigid sheets of plastic or other material with glass filaments embedded for strength.

Fibreglass is fire-proof, impermeable, and resistant to damage by pests, sunlight, or air.

Obscured Glass

This is a type actually derived from sheet or float glass.

It is textured from one side, so that some light passes through and some is blocked or distorted, so that the material is not entirely transparent.

It is used in making bathroom windows and the areas where privacy is desired.

Hollow Glassware

This is produced by blowing, moulding, and pressing molten glass into the desired shapes.

Safety Glass

This is another kind of glass that is made from sheet or float glass in various ways:

- Obscured glass with wire
- Toughened Glass
- Laminated Glass
- Toughened and Laminated Glass

1) Obscured Glass with wire

Wire is incorporated in obscured glass during the rolling process.

If broken, the glass pieces will be held in place by the wire until knocked out of the 'frame' for repair.

2) Laminated Glass

This is made up of two thin sheets of glass with transparent plastic sandwiched between them.

If a laminated glass sheet breaks, the glass pieces will adhere to the plastic layer.

3) Toughened Glass

This is made by heating the glass sheet to a temperature just below softening point and then cooling the surface rapidly.

4) Toughened & Laminated Glass

This safety glass is made by the combination of the above mentioned two methods laminating and toughening.

This combination creates a glass five times tougher than other safety glasses.

Cut Glass

This glass is expensive and used for chandeliers, vases and quality glassware.

Cleaning Procedure (Flat Glass)

Even slight marks and smudges show prominently on glass surfaces.

Therefore glass surfaces, especially flat sheets, require frequent cleaning.

Dusting should be done daily with a lint-free cloth.

Damp dusting needs to be done whenever necessary. Light soiling and greasy fingerprints should be wiped away with a solution of vinegar and water (1:1) or a solution of 9ml liquid ammonia in approximately 1 litre of water.

Glass cleaners applied with a sponge also clean glass effectively.

For cleaning larger surfaces, a small window squeegee may be used.

Stubborn marks on mirrors—such as toothpaste deposits, hair-spray, and make-up—should be removed by wiping with a cloth moistened with methylated spirit.

Newsprint contains an effective solvent, therefore newspaper can be used to remove marks from windows too.

Use a lint-free cloth to dry the glass surface afterwards.

Cleaning of Hollow glassware & other articles

Textured or engraved glass ware should be cleaned whenever necessary, using a soft nylon brush.

Abrasives should be avoided.

Discoloured or stained bottles and vases can be cleaned using a mixture of crushed eggshells, synthetic detergents, and warm water.

For jars and bottles, a mixture of construction sand and water can also be used to remove discoloration.

Alternatively, clean by filling them one-fourth full with a mixture of vinegar and water (1:1) and add a few potato pieces, gently shaking till the marks disappear.

To remove lime deposits from hard water in water jugs, vases, and tumblers, soak the items in distilled water for an hour, scrub with a nylon scrubber and synthetic detergent solution, and rinse with water.

Dry the articles with a lint-free cloth.

Chandelier Cleaning

Chandeliers are usually featured in the public areas i.e. in lobbies, banquet halls, and VIP suites.

They can be cleaned either by bringing down and cleaning each piece with spirit or it can be cleaned insite where the chandelier is very large.

Cleaning chandeliers is a time-consuming laborious process; but it should be done with utmost care since parts from a chandelier, once broken, may not be easy to replace.

For cleaning purpose, chandeliers are taken down, dismantled piece by piece, and dipped into a warm solution of synthetic detergent.

Each piece is then gently cleaned with a nylon scrubber and rinsed in clean warm water.

A second rinsing is done in a mixture of one teaspoon liquid ammonia in 2 ½ litres of water.

This results in a brilliant sparkle.

Another method, which is more efficient, uses an upholstery shampooing machine.

The machine sprays a detergent solution through a fine nozzle with enough pressure to clean each prism.

The dripping wash water is collected in a catch basin or cloth installed below the chandelier.

CHECK YOUR PROGRESS

What is meant by Glass?

What are their various types?

How are they cleaned and maintained?

1.32 PLASTICS

Plastics are resinous synthetic polymers that have the following qualities, advantages and disadvantages:

- They are light in weight.
- They are quiet in use.
- They are resistant to most chemicals.
- They are non-conductors of electricity.
- They are easy to clean.
- They are largely non-absorbent, except thermoplastics, which absorb grease.
- They are resistant to moths and other pests.
- They can be scratched if harsh abrasives are used on them.
- They have a tendency to discolour and crack.
- They produce toxic fumes on burning.
- They attract dust due to static electricity.
- They are non-biodegradable.

Uses of Plastic

In the hospitality industry alone, they are used in making furniture, wall coverings, floor coverings, cleaning equipments, etc.

Types of Plastics

- Thermoplastics
- Thermosetting Plastics

A. Thermoplastics

These are soft plastic that soften when exposed to heat and harden again when cool.

Most of the plastic materials used in hotels fall under this group.

Some thermoplastics are heat-sensitive while others may withstand higher temperatures.

Thermoplastics include acrylics, polyesters, PVC derivatives, and some other plastics produced as synthetic fibres.

B. Thermosetting Plastics

These are hard plastics that are moulded by heat and pressure and do not usually soften when they are reheated.

Examples of thermosetting plastics are melamine, phenolics and laminates.

Melamine

This group of plastics is used in making tableware, trays, laminated worktops and shelves.

Phenolics

These are used in making buckets, door handles, electrical fittings, and laminates.

Phenolic plastics are not affected even by boiling water, so that they are suitable for making kitchenware.

Laminates

Melamine, phenolics, and other plastic resins are together used to produce plastic laminates.

Plastic laminates may be stuck directly to wall surfaces, to plywood, or to other supporting material.

They may also be used for making wall panels, countertops, and furniture.

Cleaning & Maintenance Procedures

Plastic surfaces are easy to clean and maintain.

Daily damp-dusting should be done since plastic attracts dust due to static electricity.

Light soilage can be removed by wiping with a warm solution of synthetic detergent, followed by rinsing and air-drying.

Stains should be removed by rubbing with a cloth soaked in methylated spirit.

Precautions that help in the maintenance of plastics:

- Do not expose to direct heat, such as from cigarette butts, hotplates, and so on.
- Do not use harsh abrasives.
- Do not buff with a dry cloth.
- Do not apply strong acids or alkalis.
- Do not drag heavy objects over plastic surfaces.

CHECK YOUR PROGRESS

What is meant by plastics?

What are their various types?

How are they cleaned and maintained?

1.33 CERAMICS

Ceramics are made from sand and clay.

Different proportions and types of clay are mixed with other ingredients to produce various kinds of ceramics. Ceramics are glazed and if unglazed the articles remain highly porous. Ceramics are used for making sanitary fittings, drain pipes, vases, floor tiles, wall tiles and finishes, cooking utensils, and crockery. Ceramics should be handled with care since they are prone to cracking and chipping. Ceramic plates used in hotels usually have rolled edges to avoid the problem of chipping at the rim.

China

The word 'china' is a broad term which covers all 'clayware' used for crockery and sanitary fittings, and includes glazed and vitrified earthenware, bone china and porcelain.

Types of Ceramics

- Earthenware
- Porcelain
- Bone China

a) Earthenware

This thick, heavy, porous material is used in making jugs, bowls, vases, and ashtrays.

Earthenware should be handled with care, as it chips and breaks easily.

This types of ceramic may also be glazed or vitrified.

Glazed Earthenware:

It contains fine white clay which makes it thick and opaque and then glaze is applied on the surface as this clay structure is highly porous.

Vitrified Earthenware:

Also known as vitreous china and it is very hard, stronger, heavier, less easily chipped, and more expensive than other kinds of earthenware.

b) Porcelain

This is made from kaolin (china clay) and china stone or feldspar.

Porcelain has a translucent body and a transparent glaze.

It is an extremely hard and strong ceramic. Since it is extremely expensive, it is not much used in hotel establishments.

Porcelain can, however, be used to make cups, saucers, and other types of crockery.

c) Bone China

Bone china contains bone ash and china clay.

The addition of bone makes the clay easier to work and gives it strength.

It is very thin but strong and impervious.

Harsh abrasives should be avoided as designs are often applied to the outer surface of this material.

Bone china is used to make fine cups, saucers, and other types of crockery.

Cleaning Procedure

- Ceramics should be handled with care during cleaning since they are easily cracked and chipped.
- Extremely hot or too cold water should be avoided.
- A warm, neutral synthetic detergent solution should be used for cleaning ceramics.
- The articles must be rinsed thoroughly and dried with a lint-free duster.
- Stains may be removed by rubbing with a damp cloth to which sodium bicarbonate has been applied.

CHECK YOUR PROGRESS

What is meant by Ceramic?

What are their various types ?

How are they cleaned and maintained?

1.34 WOOD

Wood is hard, compact, fibrous, and porous. Good wood makes for a rich, warm, and beautiful surface. It is a versatile surface material with its varied colours and different patterns and is used throughout hotel establishments. Being a porous material, wood absorbs water as well as dust. It is also prone to fungal attacks and pest infestations.

Types of Wood

- Solid Wood
- Woven Stems
- Wood Boards
- Cork

A. Solid Wood

Depending on its strength and resilience, it may be hard or soft wood.

Hard Wood:

These are obtained from broad-leaved trees and most popular woods are teak, oak, ash, beech, walnut and rosewood.

Soft Wood:

These are obtained from coniferous trees.

Commonly used softwoods are pine, fir, cedar, and rubberwood.

B. Wood Boards

A variety of wood boards are available at significantly cheaper rates than solid wood.

These are much lighter than solid wood and most have undergone treatments such as termite-proofing and waterproofing.

Types of Wood Boards

- Hardboard
- Blockboard
- Plywood
- Chipboard

I. Hard Board

This is a type of thin, flexible board made of compressed and processed wood-pulp fibre.

It is smooth on one side and has a mesh-like texture on the reverse.

It is used to make doorpanels, picture backings, cupboards and wardrobe backings, bases of drawers etc.

II. Plywood

This type of board is manufactured by gluing together many thin sheets of hardwood, which are termed 'plies'.

Since it does not have good visual appeal compare to solid wood, however, it is often veneered with hardwood or laminated.

It is used to make tables, desks, shelves, countertops, and cupboards.

III. Blockboard

Each blockboard is made up of plywood veneers laid over a core of wood strips.

The inner strips of wood may be upto 3cm in thickness, making the board strong and durable.

It is used for making worktops, tabletops, and shelves.

IV. Chipboard

This type of board is manufactured from compressed wood chips and synthetic resin.

It is strong and heavy.

Like plywood, this too is often veneered or laminated.

Chipboard is used for making closets, cabinets, drawers, wardrobes, and worktops.

c. Woven Stems

Cane and wicker are included in this class.

Both materials are used in making woven items such as bread-baskets, flower-baskets, trays, sofas, chairs, tables, and beds.

Cane and wicker products are usually cheaper than solid wood.

d. Cork

This is a material obtained from the outer, light-brown bark of the cork oak.

The bark is ground into large granules, mixed with synthetic resin, pressed into sheets at high temperature and pressure, and then cut into tiles or strips of varying widths.

Cork has warm and restful appearance. It has also excellent acoustic properties.

Protective Treatments for Wood

Wood surfaces often require extra protection since they are mostly porous and absorb moisture.

They also tend to get stained and scratched.

The most common treatments are listed below:

- Beeswax
- Varnish
- Lacquer
- French Polish
- Paint

a. Beeswax

This is the comb material secreted by bees.

It is applied to solid wood furniture and floors.

It should be allowed to dry and rubbed in well to get a good gloss.

b. Varnish

This is a clear, pale solution of a resinous substance dissolved in oil, turpentine, or alcohol.

Varnish forms a hard and transparent film on the wood surface.

Varnish is most commonly applied on wooden floors, furniture, and doors.

c. Lacquer

It is applied to wood furniture and provides a glossy finish or matt finish.

It is damaged by water, heat and solvents.

d. French Polish

This is a solution of shellac and methylated spirit.

It is applied on small furniture items made of solid wood.

However, this finish is easily damaged by water, heat, and solvents.

e. Paint

The function of paint may be to provide protection or decoration or both.

The unique property of paint is that it also lends colour along with protection to the wood surface.

This finish, however, is damaged by abrasives and heat.

Care & Cleaning

- Wood, being porous, deteriorates in contact with an excess of water.
- Therefore, the least possible amount of water should be used for cleaning wood.
- Always dry-dust the surface first with an impregnated mop, or vacuum-clean.
- Then remove excess soiling by damp-dusting in case of small articles and light damp-mopping for larger surfaces.
- Wooden floor surfaces need to be buffed with a floor polisher two times a week.

- Spills and stains should be removed immediately from wood surfaces so that they are not absorbed into the surface.
- Cork should only be dusted or vacuumed daily.

CHECK YOUR PROGRESS

What is meant by Woods?
What are the various types of Stones?
How are they cleaned and maintained?

1.35 LEATHER

Leather is made from the skins of various animals including sheep, goat, pigs, and cattle. It is one of the most durable and versatile of all natural materials. The skins are treated in various ways to give different varieties of leather, ranging from the soft, flexible types to tougher types. Leather can be dyed in a variety of colours and is used for belts, shoes, gloves, purses, wallets, luggage, upholstery, desktops, and book bindings. Leather is expensive and should be kept supple to prevent cracking. Leather also picks up oil and grease readily.

Cleaning Procedure

- General cleaning of leather involves daily dusting or suction cleaning.
- In case of soiling, wipe the leather with a soft cloth wrung out of warm water and mild synthetic detergent.
- Follow with a damp-dusting with clean water and then dry thoroughly.
- Occasionally leather may be polished with a good furniture polish cream to keep it supple.
- Solvents should not be used on leather as they will stiffen it.

CHECK YOUR PROGRESS

What is meant by lather?
How are they cleaned and maintained?

1.36 STONE

Stones are used mainly as floor finishes and external wall surfaces. Other areas where they may be found are table tops, countertops and tops of vanity unit, furniture, decorative idols, and ashtrays. Stones such as marble are often used as flooring and on walls in luxury bathrooms.

Types

Natural Stones in Use

- Marble
- Sandstone
- Granite
- Quartzite
- Slate

Marble

It is available in many colours and pattern such as white, black, grey, green, brown, and pink.

Sandstone

This sedimentary rock is composed of compressed sand.

Granite

This is a granular, crystalline stone composed of quartz, feldspar, and mica.

Quartzite

This is a compact granular stone made up of silica.

Slate

This is a grey or blue-grey stone formed when layers of mud and silt build up and solidify over millions of years.

These layers allow slate to be easily made into slabs.

Maintenance & Cleaning

- Stone surfaces may be cleaned using synthetic detergent and hot water.
- Stains may be removed using fine abrasives.
- For large areas, a wet-pickup vacuum cleaner may be used.
- Use of acids and strong alkalis should be avoided, as they may cause pits on the surface.

CHECK YOUR PROGRESS

What is meant by Stones?

What are the various types of Stones?

How are they cleaned and maintained?

1.37 SUMMARY

In this unit we have learned about the science of cleaning. There were three major themes of this unit. First we learned about the cleaning agents. Second, we learn about the cleaning equipments and last we learn about cleaning specific surfaces. We had presented the science of cleaning. We studied how various cleaning agents work. We saw the categories of the agents and differentiated among them. We also tried to understand how various cleaning equipments are used, what their categories were, how they are used, stored and maintained. We also tried to understand various material like metals, alloys, stones, glass etc, their properties and specific needs in terms of the cleaning such surfaces.

1.38 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What is meant by cleaning?
2. What are some of the types of cleaning agents?
3. Draw a diagram showing the classification of cleaning agents.
4. How does water work as a cleaning agent?
5. What is hard water?
6. How is water treated to remove hardness?
7. What is meant by Detergents?
8. How do the detergents work?
9. What are various types of detergents?
10. What is an ideal detergent?
11. What is meant by Abrasive?
12. What are various types of abrasives?
13. How are abrasives used?

14. What is meant by Regents?
15. What are various types of regents?
16. How are regents used?
17. What is meant by Disinfectants?
18. What are various types of disinfectants?
19. What points are to be remembered when disinfectants are used?
20. What is meant by Toilet Cleaners?
21. What are various types of toilet cleaners?
22. How are toilet cleaners used?
23. What is meant by Furniture Polishes?
24. What are various types of furniture polishes?
25. Describe process of making for at least one DIY polish.
26. Describe at least five cleaning agents used in professional housekeeping.
27. What is process of issuing cleaning agents
28. How are they stored and maintained?
29. What is meant by Cleaning Equipments?
30. What are various types of cleaning equipments?
31. Draw a diagram showing classification of Cleaning Equipments.
32. What is meant by Brushes as used in housekeeping?
33. What are various types of brushes used in housekeeping?
34. How are brushes stored and maintained?
35. What is meant by Brooms?
36. What are various types of brooms?
37. How are brooms stored and maintained?
38. What is meant by Box Sweepers?
39. How are box sweepers stored and maintained?
40. What is meant by Dry Mops?
41. What are dy mops' various types ?
42. How are dry mops stored and maintained?
43. What is meant by Wet Mops?
44. What are wet mops' various types ?
45. How are wet mops stored and maintained?
46. What is meant by Polish Applicators?
47. What are their various types?
48. How are they cleaned and maintained?
49. What is meant by Containers used for Housekeeping?
50. What are their various types?
51. What is meant by Ladders for Housekeeping?
52. What are their various types?
53. How are they stored and maintained?
54. What is meant by Vacuum Cleaners?
55. What are their various types ?
56. How are they stored and maintained?
57. What is meant by Scarrifiers?
58. What are their various types ?
59. What is meant by Cleaning Equipments?

60. What are their various types ?
61. How are they cleaned and maintained?
62. What is meant by Metals?
63. What are their various types ?
64. How are they cleaned and maintained?
65. What is meant by Glass?
66. What are their various types?
67. How are they cleaned and maintained?

1.39 REFERENCES

1. G. Raghubalan, Smritee Raghubalan, "Hotel Housekeeping: Operations and Management", Oxford University Press, USA, 2007.
2. Sudhir Andrew, Hotel Housekeeping: A Training Manual, Tata McGraw Hill Education Private Limited, 2013.
3. <http://chemistry.about.com/od/howcleanerswork/f/How-Do-Stain-Removers-Work.htm>
4. <http://setupmyhotel.com/train-my-hotel-staff/hk/459-cleaning-cloths.html>
5. <http://setupmyhotel.com/train-my-hotel-staff/hk/458-brushes-and-mops.html>
6. <https://www.york.ac.uk/res/sots/activities/soapysci.htm>
7. <http://paramjamwal.blogspot.in/2013/11/composition-care-cleaning-of-different.html>
8. <http://elearning.nokomis.in/uploaddocuments/Hotel%20housekeeping/chp%208%20Cleaning%20of%20Different%20surfaces/PPT/chapter%208.pdf>
9. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_cleaning_equipment.htm
10. <http://www.hospitality-school.com/hotel-cleaning-equipments-housekeeping-2>
11. <http://hknotesfirstsem.blogspot.in/2015/09/unit-5-composition-care-and-cleaning-of.html>
12. <https://en.wikipedia.org/wiki/Broom>
13. <https://en.wikipedia.org/wiki/Mop>
14. <https://en.wikipedia.org/wiki/Brush>
15. <https://en.wikipedia.org/wiki/Soap>

UNIT 2 HOUSEKEEPING PROCEDURES

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS203 : Accommodation & Front Office Foundation -II

Structure

- 2.00 BEFORE WE BEGIN
- 2.01 UNIT OBJECTIVES
- 2.02 HOUSEKEEPING PROCEDURES
- 2.03 CLEANING SCHEDULES
- 2.04 CLEANING METHODS
- 2.05 BRIEFING, DEBRIEFING
- 2.06 PROCEEDING FOR DAYS WORK
- 2.07 KEYS & THEIR CLASSIFICATION
- 2.08 INVENTORY OF HOUSEKEEPING ITEMS
- 2.09 HOUSEKEEPING CONTROL DESK
- 2.10 KEY CONTROL
- 2.11 HANDLING LOST AND FOUND
- 2.12 PAGING SYSTEMS AND METHODS
- 2.13 HANDLING OF GUEST COMPLAINTS
- 2.14 SUMMARY
- 2.15 END QUESTIONS
- 2.16 REFERENCES

2.00 BEFORE WE BEGIN

In last unit we have learned about the science of cleaning. There were three major themes in that unit, namely, cleaning agents, cleaning equipments, and cleaning specific surfaces. We had presented the science of cleaning. We have studied how various cleaning agents work. We have seen the categories of the agents and differentiated among them. We have also sought to understand how various cleaning equipments were used, what were their categories, how to use, store and maintain them. We have also tried to understand various material like metals, alloys, stones, glass etc, their properties and specific needs in terms of the cleaning such surfaces.

In this unit we will be studying the various processes and procedures followed by the Housekeeping staff. These procedures are called Standard Operating Procedures (SOPs). We will learn SOPs for entering a guest room, setting chambermaid's trolley, cleaning guest room, guest bath room, balcony/patio, DND rooms, lifts, front office, lobby, parking areas, dining areas, swimming pool, shower curtain, bath tub, sink, vanity areas, bathroom tiles and mirrors, keeping garden, spring cleaning dining, briefing and debriefing, making bed, key control, handling lost and found items, handling guest complaints and taking notes.

We will learn in this unit very important concepts which include inventory control, classification of keys, housekeeping control desk, importance, functions, coordination with other departments, registers, checklists and reports maintained, types of lost and found items, and paging systems and methods

By following the best cleaning and maintenance practices, the housekeeping staff can contribute to retain the satisfied guests as well as to generate new guests willing to repeat their visit to the hotel. This brings in more revenue to the hotel business. To perform towards guest satisfaction and work productivity together, the housekeeping staff needs to structure the cleaning and maintenance procedures and follow them appropriately. Hence this unit would be very useful in developing you as a professional staff in the area of housekeeping.

2.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the methods of cleaning under various circumstances
- Explain the standard operating procedures for entering a guest room, setting chambermaid's trolley, cleaning guest room, guest bath room, balcony/patio, DND rooms, lifts, front office, lobby, parking areas, dining areas, swimming pool, shower curtain, bath tub, sink, vanity areas, bathroom tiles and mirrors, keeping garden, spring cleaning dining, briefing and debriefing, making bed, key control, handling lost and found items, handling guest complaints and taking notes.
- Describe the concepts of inventory control, classification of keys, housekeeping control desk, importance, functions, coordination with other departments, registers, checklists and reports maintained, types of lost and found items and paging.

2.02 HOUSEKEEPING PROCEDURES

The efforts of housekeeping speak for themselves. The results of sincere as well as faux housekeeping efforts are noticeable. The housekeeping staff needs to execute cleaning and maintenance tasks at various places inside the hotel. The most important task is cleaning and maintaining guest rooms and guest bathrooms. The guests assess the cleanliness in this area critically.

By following the best cleaning and maintenance practices, the housekeeping staff can contribute to retain the satisfied guests as well as to generate new guests willing to repeat their visit to the hotel. This brings in more revenue to the hotel business. To perform towards guest satisfaction and work productivity together, the housekeeping staff needs to structure the cleaning and maintenance procedures and follow them appropriately.

Standard Operating Procedure For Entering The Guest Room

The housekeeping staff should follow the Standard Operating Procedure given below for entering the guest room.

- Leave the DND (Do not Disturb) rooms undisturbed.
- Knock the door with knuckles and announce in pleasant voice, "Housekeeping...".
- Wait for five seconds to hear the guest's response.
- In case of no response, announce the same again.
- In there is no answer second time too, open the door with the key.
- Enter the room.

- If the guest is found sleeping, withdraw from the room quietly.
- In case the guest answers, ask politely when would he like to service the room.
- In case the guest wants it later, acknowledge his reply and withdraw from the room.
- If the housekeeping work is in progress and the guest returns from outside, greet him and ask if the guest would like to return in some time.

CHECK YOUR PROGRESS

Why is it important to follow SOP?

How can the housekeeping staff contribute to retain the satisfied guest and generate new guests?

What is the SOP for entering a guest room?

2.03 CLEANING SCHEDULES

Guest Room Cleaning Frequency Schedule

This list indicates how often each items on the guest room and bathroom should be cleaned. There are items which need to be cleaned on a daily, weekly, monthly, every 6 months etc.

Housekeeping department should implement a routine cleaning cycle as part of their standard operational procedures.

Below you can find the list of common items which is cleaned or inspected by the Room attendant.

Daily Cleaning:

- Cleaning Door Locks, Chains - Once
- Vacuum Clean - Once
- Mop Floors Tiles - Once
- Dust all wood works - Once
- Dust LCD TV, Set top box and DVD players - Once
- Dust Ipad and other docking Stations - Once
- Dust and Disinfectant TV, DVD Remote - Once
- Dust and Disinfectant Telephone - Once
- Wet Dust Paintings and mirrors - Once
- Replenish all Contents - Once
- Replenish all Guest Amenities - Once
- Damp-dust bathroom doors - Once
- Mop Bathroom Floors - Once
- Clean Bath Tub and Grab Bars - Once
- Damp-dust Shower Curtain - Once
- Check and Clean Bathroom Fixture - Once
- Check and Clean Faucets - Once
- Clean Toilet, Flush Handle and Seats - Once

- Empty and Clean Sani-bins - Twice
- Replenish Bathroom Amenities - Once

Every 2 Days:

- Change Bed Spreads -Once
- Change Bedding - Once
- Damp-dust Bathroom Mirrors - Twice

Weekly:

- Cleaning and checking Lights and Switches - Once
- Dust Walls - Once
- Clean and Dust AC Vents - Once
- Damp-dust the head boards - Twice
- Clean dressers - Twice
- Clean nightstand - Twice
- Clean lamp shades, lamps and bulbs - Once
- Vacuum Clean Chairs - Twice
- Vacuum Clean Sofa - Twice
- Polish Picture and Mirror Frame - Twice
- Dust Closet and Safe - Twice
- Wet Dust Mini Bar - Twice
- Polish Mirrors - Twice
- Check and Clean Tissue Holders - Once

Monthly:

- Clean Ceiling - Once
- Buff Floor Tiles - Once
- Clean Window drapes and tracks - Once
- Clean Windows - Once
- Buff Bathroom Floor Tiles - Once
- Clean Shower Heads - Once
- Scrub and Wash Shower Curtains - Once
- Dust and Clean Exhaust Vents - Twice

CHECK YOUR PROGRESS

What items are cleaned daily?

Which items should be clean on weekly basis?

Which items should be clean on monthly basis?

2.04 CLEANING METHODS

Setting Chambermaid's Trolley

The chambermaid's trolley can be viewed as a large tool box on wheels to aid the hotel housekeeping staff. It has a number of compartments and shelves of various sizes. This trolley is filled with the supplies from the housekeeping supplies store at the end of each shift so that the next shift staff can access it immediately.

The staff considers the following points while loading chambermaid's trolley.

- Loading the trolley with adequate supplies depending upon the number and types of the rooms on the floor.
- Avoiding to overload the trolley that may lead to any accidents.
- Avoiding to underload the trolley that may lead to make unnecessary trips to supplies store.



Fig 2.01: Setting chambermaid's trolley

Standard Operation Procedure for Setting the Chambermaid's Trolley

The standard operating procedure is given as follows –

- Empty the trolley.
- Check rapidly for any broken parts.
- Clean it by dusting and wiping any stains.
- Place the items according to their weight: heaviest items at the bottom and lighter items at the top section of the trolley.

- Place the linen for different purpose separately.
- Close the lids of cleaner bottles and liquid cans tightly.
- Record the numbers and types of the items loaded in the trolley for the rooms.
- Collect the room keys.
- Take the trolley to the assigned duty floor.
- Park it outside the room such that the linen side faces outside and the room entrance is blocked.

SOPs for Cleaning the Guest Room

The standard operating procedure for cleaning the guest room is given below. Once the staff enters the room and starts the housekeeping work, he must –

- Not use guest room linen as a door stopper or for cleaning and dusting the room.
- Keep the guest room door open while working.
- Open the curtains and patio door.
- Assemble the furniture and place appropriately.
- Keep the vacuum cleaner and other cleaning apparatus in the room.
- Check the type of bed.
- Take the bed linen of appropriate size and place it on the nearest chair.
- Remove previous bedspread and place on the chair.
- Inspect the bed and pillows for their condition as well as for any lost-and-found.
- In case of checkout room, deposit the left guest items to the floor supervisor. If the room is still occupied by the guest, place the item such that it is safe as well as visible to the guest.
- Put soiled sheets and pillow covers in the soiled linen cart of the trolley.
- Empty ashtrays and rubbish from the guest room and bathroom dustbins into the trash cart of the trolley.
- Pick up used glasses, mugs, ashtray, trays, and place them on bathroom platform.
- Spray the bathtub, basin, glasses, mugs, and trays with cleaning liquid. Let them soak the chemicals from the liquid.
- Make the bed.
- Start dusting from an extreme inside corner of the room and work outwards.
- Clean wipe TV.
- Straighten the guest items.
- Sweep the room and patio floor.
- Mop the room and patio floor.
- Clean the glasses, mugs, and tray.
- Sanitize glasses, mugs, telephone device, and TV remote.
- Inspect the condition of bathroom slippers and bathrobe. Replace if soiled.
- Close the patio door.
- Close all the curtains.
- Clean the entrance door.
- Close and lock the room door.
- Report any damage spotted to the supervisor.

SOPs for Cleaning the Guest Bath Room

The standard operating procedure for cleaning the guest bathroom is given below.

- Open bathroom ventilation.
- Sweep the bathroom floor.
- Scrub and finish the platform, bathtub, and basin.
- Scrub and finish the toilet bowl, rim, ring, and hinge.
- Wipe the mirror.
- Clean bathroom walls using wet mop or sponge.
- Replace amenities such as toilet roll, toilet block, shampoo, conditioners, and moisturizers.
- Replace bathroom mat.
- Wipe down shower curtain working from top to bottom with a dry cloth.
- Replace bath towels and hand towels.
- Replace the dustbin liner.
- Close the bathroom ventilation.
- Clean the bathroom door.
- Keep the bathroom door open after cleaning.
- Check bathroom doormat. Replace if required.
- Report any damage spotted to the supervisor.

SOPs for Cleaning Balcony / Patio

The balcony or the patio are the extensions of the guest room. The SOPs for cleaning them are given below.

- Enter the balcony.
- Spray walls, railings
- Scrub and clean the bird droppings
- Wipe down rocking or sitting chairs and table
- Clean the door tracks appeared on the floor.
- Sweep the floor.
- Mop the floor.

SOPs for Do-Not-Disturb (DND) Rooms

Every room has to be entered at least once a day by any housekeeping staff. The guests who do not want to get disturbed by any housekeeping service tag their rooms with a Do-Not-Disturb (DND) sign.

The standard operating procedure for these rooms is as given below.

- Do not disturb by placing a call until 2:00 o'clock in the noon.
- After 2:00 p.m., the Supervisor calls the room to know the guest's needs.
- The housekeeping staff contacts the supervisor to make sure whether to service the room.

- If the call was not answered by the guest after two calling attempts, the room is serviced.
- To his best judgement, the housekeeping staff enters the room and continues with the usual housekeeping work.

Public Area Cleaning SOP

There are various public areas frequented by the hotel guests. The areas and their respective SOPs for housekeeping are as given –

SOPs for Cleaning the Lifts

Carry out the lift cleaning task early morning when the least number of guests are expected to use it.

- Call the elevator on the ground floor.
- Open its door.
- Put appropriate signboard near it.
- Clean the lift using the appropriate cleaning liquid according to the wall material of the lift cabin.
- Wipe the lift doors.
- Work from top to bottom while cleaning a lift cabin.
- Keep the lift door open till the floor and walls are dried completely.
- Spray clean air freshener.

SOPs for Cleaning the Front Office and Lobby

The lobby is active 24 hours. The furniture, carpets, flooring, and ceiling; everything needs to be kept extremely clean at any given time. The SOPs are as follows –

- Clear all ashtrays into the trash ensuring no cigarettes are burning.
- Clean and restore them to proper places.
- Clear the dustbins near front office desk.
- Replace their lining and keep them as they were.
- Dust and wipe the telephone device, fax machine, Computers, and kiosks. Sanitize the telephone device, computer key board, and touchpad of the kiosk.
- Remove spider webs from ceiling.
- Remove the dust deposited on walls, windows, furniture, and floor.
- Remove stains on the carpet and furniture.
- Clean all artifacts using damp and soft cloth carefully.
- Sweep and mop the flooring of lobby and front office desk area.
- Dust and polish any vases, paintings, and art pieces.
- Spray the air clean spray with signature aroma.
- Play a very light and soothing instrumental music.

SOPs for Cleaning Parking Area

The parking area takes the load of pollution created by hotel owned vehicles and guests' private vehicles. It is heavily polluted with dirt and dust. The parking area needs cleanliness with respect to the following terms –

- Control the ventilation.
- Control pollutant discharges occurring from broken drainage or water systems of the hotel.
- Remove fine-grained sediment particles on parking floor.
- Clean the area near lift.
- Hard-sweep the parking floor using street sweeping equipment.
- Collect and dispose the debris appropriately.
- Bringing presence of any unusual debris to the notice of public area supervisor.

SOPs for Keeping the Garden

The gardener or the team of gardeners work to keep the garden looking beautiful. They must –

- Water the plants regularly according to the season and requirement of the plants; generally early morning.
- Remove the weed and fall leaves daily.
- Implement the art of **Arbosculture** to enhance the beauty of the trees and bushes.
- Keep the gardening tools clean and safe.
- Report any damage or requirement of tools or plants to the public area supervisor.
- Keep the lawn grass in healthy condition by periodic cutting with the help of scarifying machine.
- Keep any artificial waterfalls or artificial water body clean.
- Fertilizing and manuring the plants as per the schedule.
- Recycle the food wastage in the hotel to prepare organic fertilizer.

SOPs for Cleaning the Dining Area

The dining areas need daily cleaning before their working hours start as well as when the restaurant staff requests cleaning. The STANDARD OPERATING PROCEDURE is given below.

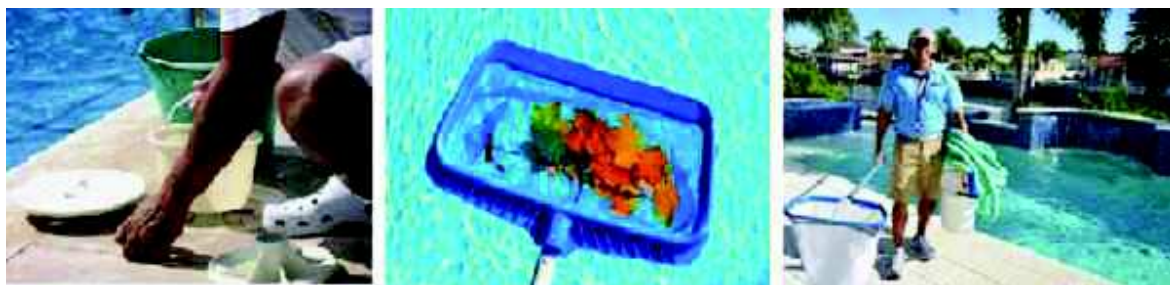
- Collect all the cleaning equipment and dining area keys.
- Switch on all the electric lamps.
- Open all the drapes and blinds for letting in the natural light.
- Observer the entire area to plan the work.
- Align all the chairs away from the table to make room for cleaning.
- Clean the carpet area, using vacuum cleaner.
- Remove any food stains from the carpet using appropriate cleaner.
- If there is no carpet on the floor, sweep and mop it.
- Dust all the furniture in the dining area.
- Polish the furniture if required.
- Using a feather duster, dust all the pictures, paintings, artworks, and corners.

- Clean and disinfect the telephone devices.
- Polish metal, glass, and wood items if required.
- Clean the mirrors and windows by wiping them with wet sponge.
- If requirement of maintenance is spotted, consult engineering department.
- If any guest items are found then deposit it with housekeeping control desk.
- Collect all dirty table linens and replace with the fresh ones.
- Return the keys to the security department.
- Record in the housekeeping register.

SOPs for Cleaning the Swimming Pool

The swimming pool cleaning activity can be conducted in-house by training and employing housekeeping staff; as there could be separate swimming pools such as indoor and outdoor as well as for adults and for children. The following steps are taken to clean and maintain the swimming pool –

- Check water quality more than once a week.
- Check any broken tiles/pipes inside the swimming pool.
- Clean the water as soon as possible when required.
- Check the pool water for contamination daily. Remove leaves using leaf catchers.
- Check for slippery floor area and the pool bottom. Apply and maintain the anti-slip mats near the pool. Scrub and clean the bottom of the pool.
- Keep the life-saving and floating apparatus ready all time.
- Keep poolside area and basking chairs clean.
- Keep an appropriate and noticeable signage showing the depth of the swimming pool.
- Check and keep changing rooms up to good quality.
- Keep the changing room door open when it is not occupied.
- Employee lifeguards to provide general safety check for swimming pool once a day during the operating hours.
- Add adequate amount of chlorine in the pool water.



SOPs for Spring Cleaning

Since Spring-cleaning is a time taking process, it is conducted during low occupancy period. The standard procedures are –

- Request a spring-cleaning date the front office desk. (The housekeeping department needs to honor whatever date they give, as it is the matter of revenue generation.)
- Tag the room as "Not for Sale".
- Remove the guest amenities, curtains, and art pieces from the room.
- Send the curtains to the laundry for dry cleaning.
- Empty the mini bar and send the beverage items to Food and Beverage store.
- Roll the curtains and cover them with dustsheet.
- Inspect the furniture and send to the furniture yard for repair or upholstery.
- Inspect the locks, knobs, latches, leaking pipes, and bathroom.
- Hand over the room to maintenance department for any painting, sealing, and repairing work required.
- Once the maintenance work is complete, remove any residual smell of paint and varnish by airing the room.
- Polish and clean the permanent fixtures.
- Open, lay, and shampoo the carpet.
- Check the bathroom sealing and clean the bathroom.
- Make the bed using fresh bed linen.
- Restore the art pieces, furniture, and guest supplies.
- Call room service for restoring mini bar, glasses, and trays.
- Show the room to the floor supervisor.
- Release it to the front office desk for selling.

Procedure for Shower curtain Cleaning:

- Dip the shower curtain in Luke warm water and few drops of diluted cleaning solution.
- Soak the shower curtain for 1/2 an hour.
- Scrub the curtain nicely from the lower part of the curtain.
- Scrub off soap buildup with a brush.
- Push the shower curtain liner against the wall.
- Wipe the edges and across the bottom of the liner.
- Wash gently with lots of water.
- Spread on discarded sheet in the pantry.
- Spread shower curtain on top of the sheet.
- Wipe it thoroughly.
- Shower curtain has to wipe with discard towel on daily basis.
- Make sure the shower curtain is dry and free of stains.
- Washing of shower curtain has to be done once in every fortnight.
- Hang back the shower curtain in the bathroom.
- Arrange the shower curtain and liner.

Cleaning Bathtub:

- Scrub the tub and skid strips / bath mats.
- Fill about one inch of water into the bathtub.
- Add the cleaning solution and scrub the strips as necessary with the scrubber.
- If necessary step inside the tub for through cleaning.

- Make sure that the strips are white after cleaning.
- Drain the water.
- Spray the all purpose cleaner on the bathtub and wipe it with a clean cloth.
- Look for any hairs and soap remains.
- Polish all chrome fixtures with a dry cloth.

CHECK YOUR PROGRESS

Why it is required to dip the shower curtain in Luke warm water with cleaning solution?

What is the frequency of washing shower curtain?

How to polish chrome bathroom fixtures?

What should be the color of the strips after cleaning?

What to be looked for on bathtub after cleaning?

Procedure of Cleaning Sink and Vanity area

Materials Required for cleaning:

A clean washcloth or hand towel, a sponge, cleaning cloths, a stiff brush and cleaning supplies are required.

Procedure

- Make space for cleaning.
- Move guest toiletries when necessary.
- Place a clean wash cloth or hand towel on that spot and keep the guest toiletries on it.
- Move the guest toiletries with the washcloth or towel.
- Wipe the light fixture, towel racks, and other bathroom fixtures.
- Neatly arrange them once the cleaning is completed.
- Wash the ashtrays, wastebasket and washbasin:
- Spray a little diluted LOC in the washbasin.
- Scrub inside the washbasin and the tap fixtures with nylon scrubber.
- Scrub the vanity counter and the side shelves with diluted solution of LOC.
- Wash with generous amount of water.
- Wash the ashtrays and wastebasket with your sponge, rinse them out in the sink and dry them with a clean cloth.
- Set the clean ashtrays aside in the wastebasket.
- Rinse your sponge and cleaning clothes as needed.
- Remove the sink stopper.

Clean surface area:

- Spray cleaning solutions on the sink, stopper, overflow and main sink drains, fixtures and vanity.

- Use a stiff brush to clean overflow holes in the sink as dirt often collects in sink overflow drains.
- Using a sponge wipe all the surfaces.
- Polish with a dry cloth to prevent water spots.
- Wipe dry with towel discard the entire vanity counter, side shelves and inside the washbasin.
- No watermarks on the chrome features or the counter.
- Dust below the vanity counter, wooden shelves and inside the vanity counter cupboard, which conceals the bottle trap and the plumbing fixtures.
- Sweep and mop below the vanity counter. Vanity counter has to be spotlessly clean with no spots or marks.

Cleaning chrome (Taps and fixtures):

- All chrome in the bathroom are wiped with a damp cloth, and then polished with a dry rag.
- All chrome items are free of watermarks, smears, to make them shiny. These include the polished taps, showerhead, soap holder, toilet paper holder, and towel rack and towel rod.
- All chrome fixtures are cleaned and polished dry showing no smears, dirty marks or fingerprints.

CHECK YOUR PROGRESS

What are the materials required for cleaning guest room vanity area?

How to move guest toiletries?

Tips for washing ash trays and washbasins?

How to remove water spots?

Tips for cleaning chrome fixtures?

Standard operating procedure for Cleaning Bathroom tiles and Mirror

Cleaning tiles:

- Apply diluted cleaning solution on to the scrubber and scrub top to bottom ensuring dirt/hair are removed from the tiles.
- Clean small area of the tile and grout and then dry with a sponge.
- Wet sponge with hot water and remove detergent.
- Tiles have to be cleaned daily with diluted Cleaning solution.
- They have to wipe dry, leaving no body fats or streaks on the tiles.
- Recheck all tiles to ensure no dirty streaks are left on the tiles.
- Care has to be taken around toilet and bathtub to make sure all tiles are dry.
- Wipe all surfaces with a dry cloth.

Cleaning mirrors:

- Use a damp sponge with water only to wipe the mirror.
- Glass cleaner is not recommended for cleaning mirrors because it may leave streaks.
- Dry and polish the mirror with a dry cloth.
- Wipe entire area of glass.
- Check for smudges and re-wipe.
- From a distance check the mirror for stains and marks and leave the mirror spotlessly clean.
- All glass surfaces have to be clean and shiny.

Cleaning of drain:

- Spray small amount of cleaning solution on the drain cores.
- Scrub with Scrubber on top and below of drain cores.
- Wash with clean water.
- Mop the drain cover and remove any ace of water from the drain cores or holes.
- Drain holes not to have signs of dirt building or moping. They are to be left smelling fresh.

CHECK YOUR PROGRESS

Why tiles to be scrubbed from top to bottom?

What is the frequency of cleaning tiles?

What to be used to wipe the mirror?

What to be done if there are smudges on the mirror?

How to clean the bathroom drains?

2.05 BRIEFING, DEBRIEFING

Briefing

As a shift begins, the staff needs to be know certain things before they start working. For example, a VIP guest may be arriving during the shift or some accident may have occurred. There may be some changes in the policies due to some emergencies. These things are communicated by the executive in charge of the shift to all the staff which would take over from the relieved staff. This process is called Briefing process.

Briefing is conducted by an executive (like floor supervisor)and should take less than 15 minutes. The objective of the briefing is to have the proper coordination within the staff so that they can perform their duties with pleasure and least hindrances and make the stay of the guest as pleasant as possible.

The following points are communicated during the briefing:

- Data on the last day
- Guest Feedback
- Arrival and departure information
- VIP guest expected/staying, reservation status
- Room status
- Events in or around hotel
- Special information like non-availabilities of certain facilities (e.g., that of generator)
- If any task is pending (or if it is at hand) with any staff, he is reminded about it
- There may be certain assignments from previous shifts which may have to be carried out
- Absenteeism or new recruits are reported
- Any changes in the policies are announced
- Doubts of the staff about shift or work are clarified
- Duties are allotted
- Whether all the staff have proper grooming is checked (neat uniforms, clean shave, personal hygiene, etc)

Debriefing

When the shift comes to an end, the staff get relieved by the joining staff. A procedure similar to the briefing needs to be undertaken so that the floor supervisor knows what happened during the shift and takes over the accounts, summary statements and other records for the perusal of the management.

SOPs for Closing Down the Shifts

The floor supervisor closes the shift formally by ensuring the following points from the attendants –

- Empty garbage bags of the chambermaid's trolley into the garbage receptacle.
- Ensure they the soiled linen collected into chambermaid's trolley bags are sent to laundry.
- Remove the chambermaid's trolley and check it for ant damage and dirt accumulation.
- Empty the vacuum cleaner bags and replace them with new ones.
- Tidy the housekeeping department area by stacking the items at their appropriate places.
- Clean the toilet brushes with hot water for ten minutes every week.
- Rinse mops in light detergents and hang for drying.
- Close the doors and handover the keys to the housekeeping control desk.
- Sign off the shift.

CHECK YOUR PROGRESS

What will happen if the staff is not briefed before the shift?

What points are to be elaborated during briefing?
What activities are to be performed during de-briefing?

2.06 PROCEEDING FOR DAYS WORK

Procedure for Making Bed

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 centre 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, forming 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 centre 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”.

CHECK YOUR PROGRESS

1. What all to be looked for while removing the bed linen?
2. Why should the mattress be adjusted with the leg?
3. What to be done if you find a torn or soiled bed spread / bed cover?
4. What should be the distance of the pillow from headboard to the bed fold?
5. How to position the bed spread / bed cover on the bed?

2.07 KEYS & THEIR CLASSIFICATION

The hotel guest room key is normally issued to open only one room for which it was intended, viz. individualized key for each lock. If the guest room lock is in shut-out mode the guest room key can neither open it nor lock from outside of the room. Below are few types of key configurations used in hotels.

- Guest Room Key's
- Master Keys
- Grand Master
- Emergency Keys
- Floor Supervisor Key
- Guest Room Key:

Master Key:

A master key is designed to open a set of several locks. These locks also have keys which are specific to each one (the change key) and cannot open any of the others in the set. Locks which have master keys have a second set of the mechanism used to open them which is identical to all of the others in the set of locks.

For example, master keyed pin tumbler locks will have two shear points at each pin position, one for the change key and one for the master key.

Grand Master:

Key operates all locks in the Hotel. Including laundry and linen rooms.

Emergency Key:

The emergency key opens all guestroom doors, even when they are double locked. It can be used, for example, to enter a room when the guest needs help and is unable to reach or open the door. The emergency key should be highly protected and its use strictly controlled and recorded; it should never leave the property. One procedure for emergency keys is to have them locked in a safe or safe deposit box and signed out by the individual needing one. The log should be dated and signed by the individual taking the key.

Floor Supervisors Master Key :

Key operates all sections on the floor/ floors supervised by the particular supervisor.

Housekeeping Staff Master Key :

- Key operates all rooms serviced by particular room maid or housekeeping staff.
- Important Key Control Procedures:
- Security of keys is essential from the moment they arrive on site.
- Keys should be stored separately and securely.
- No unauthorized person should be allowed access to any key, either to examine or handle it, since a photograph or impression can be taken in few seconds and duplicate subsequently made.
- Keep a log book of all keys signed out.
- Establish protocol for distribution of keys.
- Use keys that do not identify the property's name, address, logo, or room number.
- Perform an annual key audit
- When keys are lost or stolen, the locks should be changed or rotated to another part of the property.
- Authorized employees should remind guests to return keys at check-out.
- The loss or suspected compromise of a key should be reported immediately and, after due investigation, a decision be made as to whether or not the lock should be changed.
- Place well-secured key return boxes in the lobby, at exit points of the property, and in courtesy vehicles.

CHECK YOUR PROGRESS

How many types of keys are used in hotels for security purposes?

What is the difference between Master Key and Grand Master Key?

What are points to be noted while using Housekeeping staff master key?

2.08 INVENTORY OF HOUSEKEEPING ITEMS

Inventory Control

This is the management function of classifying, ordering, receiving, storing, issuing and accounting for items of value.

As initial planning for opening takes place, systems and procedures must be designed to facilitate inventory control. Personnel training plans must be generated to familiarize the staff with how to take care of equipment and use supplies and account for items of value. Storage must be organized and allotted to the various categories of material; pars must be established; accounting methods must be coordinated with the controller's office; and fiscal inventory rules and procedures must be established. It is very essential to have proper organization, systems and inventory control to overcome unnecessary loss and waste.

Assets can be broadly divided into current and fixed. Current assets include items such as cash account, receivables and inventories. Fixed assets refer to land & building, equipments, furniture and fittings. Inventories are an asset until they are used, and fixtures and fittings are considered as assets until they are fully depreciated.

Par Levels

Par refers to the standard number of inventoried items that must be on-hand to support daily, routine housekeeping operations. Par levels are determined differently for recycled and non-recycled inventories. The number of recycled inventory items needed for housekeeping functions is related to the operations of other hotel functions. The number of non-recycled inventory items is related to the usage rates of different items during daily operations. Inventory levels for recycled items are measured in terms of a par number (a multiple of what is required to support day-to-day functions). Inventory levels for non-recycled items are measured in terms of a range between minimum and maximum requirements.

LINEN

Linens are the most important recycled inventory items under the executive housekeeper's responsibility. The par numbers established for linen inventories is the standard stock level needed to accommodate typical housekeeping operations. One par of linen equals the total number of each type of linen that is needed to outfit all guest rooms one time. Shortages occur when the inventory level for linen is set too low. If set too high excessive amount of cash resources get tied up in overstock. For establishing par of linen, the executive housekeeper needs to consider:

- The laundry cycle
- Replacement linen
- Emergency situations

To effectively manage linen inventories, the executive housekeeper needs to develop standard policies and procedures that govern how and where linen will be stored, when and to whom they will be issued, and how to monitor and control the movement of linen through the laundry cycle.

Linen can be stored in the department's main linen room, in distribution rooms near laundry, or in floor linen closets for easy access by room attendants.

An effective method of controlling is to maintain floor pars for all floor linen closets. The occupancy reports generated by the front desk can be used to determine linen distribution requirements for each floor linen closets. Room attendants will record the number of soiled linen, by type, that are removed from guest rooms and delivered to the laundry. At the end of the day shift, the floor linen closets are re-stocked. This brings each floor linen closet back up to full par in preparation for the next day's work. Damaged linen should be placed in a special discard container and hand delivered to the main linen room.

A physical inventory of all linen items in use and in storage is the most important part of managing linen inventories. A complete count must be conducted at least once a month. It is necessary for all linen in all locations to be included in the count. Hence inventories must be taken at a time when the movement of linen between guest rooms and laundry can be halted. After the counting process is complete and totals are collected, they should be compared to the previous inventory count to determine actual usage and the need for replacement purchases.

The linen valuation is thus determined as -

$$(\text{Linen in use} * \text{price}) + (\text{new linen} * \text{price}) = \text{linen valuation}$$

UNIFORMS

The housekeeping department typically, stores, issues and controls uniforms used throughout the property. Sometimes, each department is responsible for maintaining its own inventory of uniforms.

To establish par levels for all types of uniforms, the executive housekeeper needs to know how many uniformed personnel work in each department, what specific uniforms they require, and how often their uniforms need cleaning. Another factor to consider is the turnaround time taken by the laundry.

In some hotels the employees themselves are responsible for maintenance of their uniforms. In such cases they have to be compensated for uniform cleaning.

All uniforms should be issued and controlled through the uniform room. Uniforms should be categorized department wise and systems should be set for receiving dirty uniforms, sending them for wash, getting them back from laundry and reissuing them to staff. Issuing can be done on a clean for dirty basis or on request from signed by departmental head or supervisor. When uniforms are first issued, all employees should acknowledge it in writing. Then when they give it for wash, a receipt is issued. On showing this receipt at a later time, the washed uniform is returned to him. A repair request form can be used to notify the room attendant about minor repairs.

All uniforms should be inventoried at least on a quarterly basis. The same general principles that pertain to taking physical inventories of linen supplies apply to counting uniforms.

CLEANING SUPPLIES

The selection of cleaning supplies requires the same considerations as that of equipments. The executive housekeeper should have vendors demonstrating their products, and should then select the product that is

most economical and efficient. Since the majority of cleaning supplies are subject to local vendor storage and, they may be delivered to the hotel on a weekly or monthly basis. The executive housekeeper therefore should not overload the storeroom with products that can be dropped in regular basis.

Cleaning supplies and small cleaning equipment items are a part of non-recycled inventory in the housekeeping department. These supplies are consumed or used up in the course of routine housekeeping operations. A par for cleaning supply item is actually a range that is based on two figures:

- Minimum inventory quantity
- Maximum inventory quantity

The on-hand quantity for a cleaning supply item should never fall below the minimum quantity established for that item. Minimum quantities are established by considering the usage factor associated with each item. Usage factor refers to the quantity of given non-recycled inventory item that is used up over a certain period.

The minimum quantity for any given cleaning supply is determined by adding the lead-time quantity to the safety stock level for that particular item. The lead-time quantity refers to the number of purchase units that are used up between the time that a supply order is placed and the time that the order is actually received. The safety stock level for a given cleaning supply item refers to the number of purchase units that must always be on hand for the housekeeping department to operate smoothly in the event of emergencies, spoilages, unexpected delays in delivery or other situations. By adding the number of purchase units needed for a safety stock to the number of purchase units used during the lead time, the executive housekeeper can determine the minimum number of purchase units that always needed to be stocked.

The maximum quantity established for each cleaning supply item refers to the greatest number of purchase units that should be in stock at any given time. First consider the amount of available storage space in the housekeeping department and the willingness of suppliers to store items at their own warehouse facilities for regular shipments to the hotel. Second, the shelf life of items needs to be taken into consideration. Third, maximum quantities should not be set so high that large amounts of hotel's cash resources are unnecessarily tied up in an overstocked inventory.

Controlling of inventory of cleaning supplies involves establishing strict issuing procedures to regulate the flow of products from the main storeroom to the floor cleaning closets. It also involves maintaining accurate counts of the products on hand in the main storeroom.

Based on usage rates for the various cleaning supplies under different occupancy levels, the executive housekeeper can determine par levels for every floor stations so that each station has enough cleaning supplies to last for a week. Cleaning supplies can be issued from the main storeroom to replenish par levels established for each floor station. By tracking the amounts of each cleaning supplies issued from the main storeroom to the various floor stations, the executive housekeeper can monitor usage rates and spot instances of under or over use. Floor cleaning closets can be inspected on a regular basis to ensure that par levels are maintained. Once par levels have been established, the executive housekeeper should regularly review and adjust them to accommodate changes in operation or occupancy.

A perpetual inventory of all cleaning supplies is often used in conjunction with a par stock system. The perpetual inventory provides a record of all materials requisitioned for supply closets. Together these two systems enable the executive housekeeper to keep tight control over supplies used by housekeeping personnel in their cleaning assignments. As new purchases are received by the main store room and as quantities are issued to floor cleaning stations, the amounts of the different cleaning supplies are adjusted on perpetual record. When the perpetual record shows that on hand quantities for particular cleaning supplies have reached the re-order point, a requisition for sufficient quantities can be placed to bring the quantities back up to the maximum levels.

Regular physical inventories should be made of each property storeroom. A monthly physical inventory of all cleaning supplies will enable the executive housekeeper to determine order quantities. More frequent physical inventories need to be made for those items that deplete more quickly.

By recording both purchases and issues of cleaning supplies the executive housekeeper can monitor the actual usage rates of each product kept in inventory.

GUEST SUPPLIES

Quite often the rate to be charged for each guest room will have a bearing on the quality and quantity of guest supplies in each room. The guest supplies could be classified in three categories:

- Guest expendables
- Guest essentials
- Guest loan items

1. Guest expendables

They are items that the guest is either expected to use or take away on departure from the hotel. Some supplies may be paid for by other departments, e.g. table tent cards, guest services directory, etc. are usually paid for by the sales department or F n' B department. Sometimes the soaps supplied are neither used nor taken away, but are still replenished when the room is made ready for a new guest. All expendable items are usually inventoried and stored by the housekeeping department directly. The types and quantities of guest supplies that a hotel routinely provides depends on the hotel's size, clientele and service level. One part of guest supplies would be the quantity of each guest supply item needed to outfit all occupied rooms in the hotel one time. By knowing the forecasted number of occupied rooms, the executive housekeeper can determine the quantity of each guest supply item that will be needed to outfit guest rooms in the month ahead. But the usage rates of guest supply items can far exceed the quantities expected to be used on the basis of par stock required for room set-ups. Hence both occupancy levels and usage rates need to be considered in establishing minimum and maximum quantities for the hotels' inventory of guest supply items. Inventories are controlled by establishing pars, taking physical inventories and maintaining records. Par levels have to be established for the main store, floor pantries and room attendant trolleys. Along with the par level, reorder point will also be mentioned. Inventory levels for printed materials and stationary will depend on their usage rates. Writing papers and envelopes may need to be changed regularly, while TV tent cards, instruction sheets, etc. are a relatively permanent feature. Occupancy levels, usage rates, safety levels, lead-time quantities and purchasing schedules are considered when determining minimum and maximum inventory levels for these.

2. Guest essentials

They are items that are essential for the guest use in rooms but are not taken away by the guests, for e.g. ashtrays, etc. (though they are taken away sometimes). They can therefore be termed as recycled inventory items. Hence par levels are determined in a manner similar to room linens and other recycled items. Considering the cleaning cycle numbers of pars are determined.

3. Guest loan items

They are not maintained in the guest room but are available on request to a guest, on a receipted loan basis at no charge. They are usually stored in the main linen room or housekeeping storeroom, and are given to the guest when requested for. Such receipts should specify when the items could be picked up so that the idea of taking it for free is not conveyed. For e.g. irons, ironing boards, hot water bags, alarm clocks, bed boards, adapters, non-allergic pillows, electric blankets, etc. the quantities maintained in inventory depends on the size of the hotel and the anticipated volume of guest requests. A complete and accurate list of all guests' loan items, along with the par number for each item should be maintained and updated as items are replaced or taken out for repairs and new items are put in use. A log is usually maintained with type of item loaned, guest room no., time of request, delivery and return, and guest's expected date of check-out (to keep track of items like pillows, blankets, etc). This information can also be maintained through a receipt for the loaned item. Sometimes, the guest may need to pay a deposit.

MACHINES AND EQUIPMENTS

The executive housekeeper is responsible for seeing that the members of the housekeeping department have the proper tools to carry out their assigned tasks. These tools include major pieces of machinery and equipment to clean guest rooms and public areas. All machines and equipment must be maintained in proper working order so employees may use them safely and effectively. The executive housekeeper needs to develop systems and procedures for controlling the hotel's inventory of machines and equipments.

The number and types of equipment that need to be maintained in-house will depend on the hotel's size and cleaning needs. Equipment needs are also affected by the number of guestrooms, their locations, different kinds of floor and wall coverings, and the size of laundry operations.

Controlling the department's stock of major machines and equipment involves maintaining accurate inventory records, establishing issuing procedures, and ensuring that safety areas are secure. An effective way to control inventories is to use an inventory card system. An inventory card should be prepared for each piece of major machinery or equipment use din housekeeping. The card should specify the item name, model and serial numbers, purchase cost, expected life span (measured in terms of work hours), warranty information and local service contact information. These records help determine when a piece of equipment needs replacement. The card lists all the accessories and spare parts that can be used with the machine and that are owned by the hotel. The proper storage areas and work areas should also be mentioned.

Repair logs should be kept and filed along with the corresponding inventory card. Repair log should record the date the item was sent for repair, a description of the problem, who performed the repairs, what repairs were made, which parts were replaced, cost of repairs, and the amount of time the equipment was

out of service. This record is used to pin-point problems, estimate repair costs and to calculate the down-time during the useful life of the machine.

Equipment log should be maintained to record all equipment that is issued and returned on a daily basis. The date, time issued, and person to whom the equipment is issued, location in the hotel where the equipment will be used, and the time the items are returned should be noted in the log.

Security is a major concern in determining storeroom requirements for major machines and equipments. When not in use all equipments should be stored and locked.

Physical inventory of all major machines and equipments should be taken on a quarterly basis. A time should be established, when all equipment and machinery will be stored and locked. Inventory cards should be consulted and proper location of all pieces verified. All accessories and spare parts should be counted and recorded on appropriate inventory card. Finally, all machines and equipments should be tested to ensure they are in good working order.

CHECK YOUR PROGRESS

What is meant by Inventory control?

What is par level?

What is Guest expendable s? Give Examples

2.09 HOUSEKEEPING CONTROL DESK

If various departments are seen as organs of the body then the housekeeping department can be seen as a mesh of the nerves that keeps coordination with various organs to achieve its objectives.

No work in the industry is complete without coordination and documentation. The housekeeping department is not an exception either. It needs to coordinate within the department itself and with the other departments in the hotel business for while working on daily basis and completing documentation formalities while working.

Let us see more on housekeeping communication.

Importance of Housekeeping Control Desk

The housekeeping control desk is the hub or a single point of contact for all hotel housekeeping staff. At the control desk, the new information is fetched and it is distributed among the relevant staff.



Fig 2.02: Housekeeping Control Desk

As the housekeeping work is mainly oriented towards providing the best service to the guests, this department needs to work towards sharing information without any communication gaps. This desk also needs to ensure that the coordination among the housekeeping staff and with all other departments of the hotel goes smooth.

Functions of Housekeeping Control Desk

The hotel housekeeping performs the following functions –

- Collecting all requests made by the guests.
- Briefing the staff about the routine or special event preparation before the staff turns up their sleeves.
- Assigning routine duties / changed duties to the housekeeping staff.
- Collecting work reports from staff.
- Collecting check-out room number and updating it to the floor supervisor.
- Handling key cabinet that contains the keys of all floors' master keys and housekeeping store keys.
- Maintaining various records of forms and registers.

Coordination of Housekeeping with Other Departments

While working, the housekeeping department needs to coordinate with the following departments.

Housekeeping-Front Office Coordination

- Sharing occupancy information that helps to estimate future occupancy, budget, and required number of staff.
- Cleaning public areas of hotel premises.
- Special attention requirements like VIP guests, corporate or large family groups, or airline crews as occupants.
- Collection of soiled uniforms from and provision of ready uniforms to the front-office staff daily.

Housekeeping-Food and Beverage Coordination

- Forthcoming banquet events and parties.
- Pest control in kitchen.
- Collection of soiled linen and uniforms from the F&B department and provision of ready linen and uniforms to the F&B staff daily.
- Clearance of trays from guest corridors.
- Placement of special guest amenities in guest rooms such as VIP amenities or welcome drink.

Housekeeping-Sales and Marketing Department Coordination

- Supply of promotional brochures, rate cards, or other items such as pen stand in the guest rooms.
- Collection of soiled uniforms from the S&M department and provision of ready uniforms to the S&M staff daily.
- Housekeeping-Human Resource Department Coordination
- Acquisition of new staff for the housekeeping department.
- Compensation of housekeeping staff members such as salary, over time, medical treatment, etc.
- Motivation for staff performance by appraisal or reward, induction and training program for new staff.
- Collection of soiled uniforms from the HRD and provision of ready uniforms to the HRD staff daily.

Housekeeping-Security Department Coordination

- Safety of hotel property, and keys.
- Prevention of fire and thefts in the hotel.
- Prevention of any anti-social activities such as any suspicious activities, gambling, or smuggling performed by guests in the guest rooms or hotel premises.
- Collection of soiled uniforms from the HRD and provision of ready uniforms to the HRD staff daily.

Housekeeping-Uniformed Service Department Coordination

- Collection of soiled uniforms from the porters, doormen, drivers, and provision of ready uniforms to them daily.
- Housekeeping-Accounts Department Coordination
- It takes place regarding –
- The issues related to payments of housekeeping staff.
- Collection of soiled uniforms from the Accounts department and provision of ready uniforms to the accounts staff daily.
- Housekeeping-Engineering Department Coordination
- The issues related to erroneous functioning of cleaning and gardening equipment, faulty electric power points, leaking pipes, air-conditioning maintenance, or any other such work.
- Collection of soiled uniforms from the Engineering and Technology staff and provision of ready uniforms to them daily.

Housekeeping-Maintenance Department Coordination

- The repairing and maintenance of broken furniture and fixtures.
- The painting of the required area in the hotel.
- Repairing pipes and electric points in the guest rooms.
- Collection of soiled uniforms from the Maintenance staff and provision of ready uniforms to them daily.

Important Registers Maintained by Housekeeping

The registers are used to record important information. They are very helpful when the shifts and staff on duty changes, and while working too. The registers serve the purpose of keeping clear and timely records thereby fostering good communication. Here are some important registers maintained by housekeeping control desk –

Departure Register

It is kept to track the changes of guest room status such as V, VD, or VC after the guest has checked out. It also tracks the amount of Mini bar beverages consumption in the CO guest rooms.

Expected Arrival Register

It keeps the track of pre-registered guests and their profile as Regular/VIP/Other, Marital status, expected check-in time, and any special request to be fulfilled.

Room Status Register

This register records the list of all rooms and their current status such as V, VC, OOO, OOS, etc.

Guest Call Register

It records the instructions or notes relevant to the guest rooms and adjacent area. It is very useful in keeping the track of activities and their durations.

GUEST CALL REGISTER								
Sr.No.	Date	Room No.	Guest Name	Call/Request	Time to Deliver	Forwarded To	FU By	Status

Guest Loan Register

This register is maintained to record the delivery and recovery of the loan items given to the guests. The general format of this register is as follows –

GUEST LOAN REGISTER									
Sr.No.	Date	Room No.	Guest Name	Req	Time to Deliver	Time to Recover	Delivered By	Recovered By	Status

Missing Article Register

If any article owned by the hotel (other than consumable items) is found missing in a Check-Out room, then it is recorded in this Register.

Guest Supplies Control Register

This register is maintained to record guest supplies. The general format is as shown below –

GUEST SUPPLIES							
Sr.No.	Floor/Item	Pens/Pencils	Beverage/ Sugar/ Creamer Sachets	Shower Caps	...	Vanity Sets	Description

Damage/Breakage Register

If any hotel property placed in the guest room is found damaged or broken, it is recorded in this Register. Here is a sample register –

DAMAGE/BREAKAGE REGISTER					
Sr.No.	Date	Damaged Item	Room No.	Found By	Description

Lost/Found Register

If a housekeeping guest room attendant finds any guest-owned article left in the Check-Out room then it is recorded into the Lost/Found Register and sent to the same cell of the housekeeping department. It also records any personal article found in the hotel premises.

LOST AND FOUND REGISTER									
Sr.No.	Date	Item	Description	Found By	Found At	Picked up By	Addr	Contact Number	Sign

Key Register

It is a register for noting down the issued keys of the guest rooms, master keys of the rooms and important safes, and floor keys.

KEY REGISTER						
Sr.No.	Date	Key ID	Floor No.	Room No.	Time of Issue	Status at the end of shift (Returned/ missing)

Linen Control Register

It records the movement of linen between the laundry and the guest rooms or dining area. It makes the housekeeping staff easy to keep the track of clean and soiled laundry.

Checklists and Reports in Housekeeping

There are various housekeeping checklists and reports automatically generated by the hotel management software.

Checklists

Checklists help to ensure all work is done appropriately without anything left to be completed. There are various checklists referred and filled by the housekeeping staff. Some important ones are –

- Guest Supplies Checklist
- Guest Room Cleaning Checklist
- Guest Bathroom Cleaning Checklist
- Beach Area Cleaning Checklist
- Swimming Pool Cleaning Checklist
- Garden Keeping Checklist
- Housekeeping Standard Checklist for SPA
- Housekeeping Standard Checklist for Fitness Center

Reports

The reports are useful to study past records of occupancy, cleaning schedules, and predict the future status of the rooms. Let us see the reports generated for housekeeping department –

Housekeeping Report

This can be generated at the end of each shift to report the housekeeping status of each room.

Housekeeping Report						
Room No.	Room Type	Check-Out Date	Turnover	Room Occupancy	H/K Status	Housekeeper

Housekeeping Assignment Report

It is required for scheduling the room attendants and recording the room inspections.

Assignment Report											
Rm No.	Rm Type	Guest Name	Adult	Child	Check-in	No. of Nights	Check-out	Turn over Date	Room Occupancy	H/K Status	House Keeper

Housekeeping Occupancy Report

This report shows the list of guests who have checked-in the hotel with details such as number of adults and children, number of nights, and housekeeping status. This report is generated for the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms. This report is generated for scheduling rooms for cleaning.

OCCUPANCY REPORT							
Rm No.	Rm Type	Guest Name	Adult	Child	No. of Nights	Turn Over Date	H/K Status

CHECK YOUR PROGRESS

What is the importance of control desk in housekeeping department?

How does housekeeping coordinate with the security section in hotel?

How many types of reports are maintained by housekeeping department? Explain any two.

2.10 KEY CONTROL

Issuing floor keys to room maids:

- Issue the floor key to room maids only after getting the signature on the key register.
- Room maids should never give the floor key to any guest or other hotel staffs.

Collect keys at the end of each shift:

- When room attendants return the room key ask them to sign on the key control register.
- Return the keys to the security department and get signature from the security staff who is taking over the keys.

Handle grand master keys and section master keys:

- Only people authorized to check out grand master and section master keys should handle them.
- If an authorized staff wants to handle these keys for any special cases, then a proper approval must be taken from either Asst. Housekeeping manager or Executive Housekeeper.
- Do a follow up with the staff who was taken these keys if the same is not returned in stipulated time. If you find anything suspicious then report the same to the managers.

Control Emergency Key:

- Emergency key should be stored in a key locker with a breakaway seal.
- Only in case of emergency the seal shall be broken to take the key.
- Open the sealed envelope and take the necessary key from it.
- Give the emergency key to the appropriate personnel.
- Whenever the emergency key is taken the same shall be mentioned on the housekeeping log and also on the key register with the detail explanation of the incident.
- Return the key to the emergency locker.

Handle Lost keys:

- In case any keys are lost then inform the HK executive / supervisors immediately.
- Record the same on the lost key register.
- Mention the a detail note on the lost key register with Date, Room attendant's name, reason for the loss if any, remarks.
- After receiving approval from executive housekeeper prepare a new set of the lost key (Electronic keys) for metal keys give new requisition to maintenance.

Take regular key inventory:

- Perform floor key inventory every one to two weeks.
- If any keys are missing and follow the steps under 'Handle lost keys'.

CHECK YOUR PROGRESS

Why it is importance for the housekeeping staff to have a good knowledge about types of keys and locks?

What is the process for issuing floor keys for room maids / room boys?

How to control emergency keys?

Who is to be reported immediately in case of a lost key?

What should be a ideal frequency for key inventory?

2.11 HANDLING LOST AND FOUND

Procedures for handling lost and found items

An item left behind by guest either in the room or in public area identified by any staff and brought under the notice of Housekeeping is termed as “Lost and Found” item.

There should be one dedicated location to receive lost and found items whether it is found in guestrooms, meeting rooms, public area or restaurants.

The lost items must be secured in a locked closet or area that has highly restricted access.

Employees are instructed to bring items to lost and found area, with valuables receiving immediate attention.

All items received to be recorded in a lost and found register.

All items regardless whether it is valuable, non valuable items and perishable items must be recorded on the Lost and found register.

Items should be put in a plastic bag noting the serial number from the register, place found, date, name of the person found the item etc.

Valuable items like Jewellery, mobile, wallets, laptops, ipads etc. must be stored in a locker.

If the Property management system has Auto trace functionality then put a trace on the guest profile stating the there is a lost item held with the housekeeping department.

Send Email to the guest to notify the guest about the lost item (as per the hotel policy)

When guest calls up the hotel to ask about the lost item, only the person who maintains the lost and found register should revert to the call.

Once the item is sent to the guest / collected by the guest authorized person an appropriate entry to be made on the system.

Sample lost and found register:

LOST AND FOUND REGISTER									
Sr.No.	Date	Item	Description	Found By	Found At	Picked up By	Addr	Contact Number	Sign

Types of items

The lost and found items are classified as follows:

- Valuable items.
- No valuable items.
- Perishable items.

Valuable items :

One separate Register is maintained for Valuable lost and found items and the items are kept in a safe Deposit Locker.

Valuable items are kept for a period of six months (as per the hotel policy),

If there is no response from the guest, auction to be conducted.

Non valuable items:

These category items are kept for three months in safe custody after making necessary entries.

If there is no response from the looser till the time, these items are to be disposed off. Eg: To be distributed to the finder.

Perishable items:

Perishable nature lost and found items are kept for three days.

In case of any quarry and need to keep further is to be done accordingly.

CHECK YOUR PROGRESS

Explain the term 'Lost and found'?

What is the process for valuable objects?

Where should the valuable items kept?

Why it is important to record all items on the lost and found register?

What is the procedure for non valuable items?

2.12 PAGING SYSTEMS AND METHODS

As the hotel is a big premise, it may become challenging to reach to the employees spread over such huge area. The control desk has to ensure that the command and informations reaches the employees smoothly, quickly and efficiently. These days a lot of electrical and electronic gadgets are available to achieve these goals.

The earlier solution to communicate to the staff was electrical paging system. In this, the staff is supposed to keep an eye on the “zero-watt” bulbs which came in various colors and would blink or light to code certain commands. Such signaling pagers were installed at each floor and were centrally controlled by the control desk. The staff at the floor would contact the control desk on intercom or telephone as soon as he sees the blinking light. Thus the staff at any distance would be able to provide the best of the service within shortest possible time. If there is no response from the staff at a floor on intercom, the control desk would know that the staff on the floor is unavailable due to some reason and would take alternate means to solve the problem.

The second generation of communication network involved electronic pagers. A pager is matchbox size electrical gadget which each of the hotel staff can carry. When control desk wishes to contact any staff it will contact it through wireless communication signal and the pager would beep and light would blink on the device. The staff would respond to it by contacting the control desk. It involved higher cost though.

In the present day, with internet communication delivered through WiFi or Wi-max hotspots spread over the property, it is possible, in principle, to replace the pagers by mobile telephony or SMS and even track persons using GPS. The control desk can locate any staff member nearest to a service point and deliver voice message or SMS to him or her. Such systems are used by radio taxi services which can locate the vehicle neat the customer’s pickup points and direct the vehicle driver to attend to the client.

CHECK YOUR PROGRESS

- Why is it important for control desk to contact staff spread over the hotel?
- What is the concept of electrical paging?
- How does the system of electronic paging works?

2.13 HANDLING OF GUEST COMPLAINTS

Front office management and housekeeping staff should keep the following resolution guidelines in mind when handling guest complaints.

When expressing a complaint, the guest may be quite angry. Front office staff members should not make promises that exceed their authority.

Honesty is the best policy when dealing with guest complaints.. If a problem cannot be solved, front office staff should admit this to the guest early on.

Front office staff should be advised that some guests complain as part of their nature. The staff should develop an approach for dealing with such guests.

Top Ten ways of handling guest Complaints:

- Listen with concern and empathy.
- Isolate the guest if possible, so that other guests won't overhear.
- Stay calm. Don't argue with the guest.
- Be aware of the guest's self-esteem. Show a personal interest in the problem, Try to use the guest name frequently.
- Give the guest your undivided attention. Concentrate on the problem, no on placing blame. Do NOT Insult the guest.
- Take notes. Writing down the key facts saves time if someone else must get involved. Also, Guest tends to slow down when they see the front desk agent trying to write down the issue.
- Tell the guest what can be the best done. Offer choices. Don't promise the impossible, and don't exceed your authority.
- Set an approximate time for completion of corrective actions. Be specific, but do not underestimate the amount of time it will take to resolve the problem.
- Monitor the progress of the corrective action.
- Follow up. Even if the complaint was resolved by someone else, Contact the guest to ensure that the problem was resolved satisfactory.

Procedure for taking notes

While taking a message the following procedure has to be followed:-

- Name of the person for whom the message is intended.
- Name of the person leaving the message.
- The contact number of the person leaving the messages.
- Date, Time, and Initials.
- Details of the Guest request / Messages.
- Request forwarded to Staff.
- Status of the request.

Guest Request Tracker							
Sl No.	Room #	Guest Name	Request	Req. Forwarded to	Followup By	Status	Remarks
						Pending	
						Done	
GSA					Duty Manager		
Hotel Name (www.setupmyhotel.com)-Address - admin@setupmyhotel.com							

Fig 2.03: Format of Guest Request Tracker (source setupmyhotel.com)

- Repeat and confirm the message / request with the guest/caller.
- Pass on the message immediately to the concerned person or department.
- When taking a message, staff member has to ensure to collect accurate and adequate information and pass it on to the appropriate person.
- Follow up with the concerned person and take update on the task until it is completed.

Handling complaints:

- Do not argue with the guest.
- The guest is always right.
- Listen attentively to the guest and understand what is exactly wrong.
- Write pertinent details down on the guest request tracking sheet.
- Apologize for the inconvenience caused.
- Rectify the situation if you can. These are some instances where common sense will prevail and so as long as you are aware of the standard procedure of rectifying complaints.
- Inform the Manager of all complaints immediately, even if you have successfully resolved the situation.
- Note down the incidence on the log book and give handover to the next shift the issue is still not resolved.
- Complaint has to be handled positively and with empathy for the guest, aspiring for 100% guest satisfaction as the outcome.
- If the problem is out of your authority, inform the manager or Duty Manager.
- Guest should be kept informed of the developments.
- Record all the details in Guest Call Register.

CHECK YOUR PROGRESS

- What all details to be noted down while taking a guest request?
- Why it is important to repeat the message / request with the guest?
- Why it is required to follow up with the task owner?
- What are the tips for handling guest complaints?
- Whom to be reported in case the problem is out of your authority?

2.14 SUMMARY

In this unit we have studied the various processes and procedures followed by the Housekeeping staff. These procedures are called Standard Operating Procedures (SOPs). We have learnt SOPs for entering a guest room, setting chambermaid's trolley, cleaning guest room, guest bath room, balcony/patio, DND rooms, lifts, front office, lobby, parking areas, dining areas, swimming pool, shower curtain, bath tub, sink, vanity areas, bathroom tiles and mirrors, keeping garden, spring cleaning dining, briefing and debriefing, making bed, key control, handling lost and found items, handling guest complaints and taking notes.

We have learnt in this unit very important concepts which included inventory control, classification of keys, housekeeping control desk, importance, functions, coordination with other departments, registers, checklists and reports maintained, types of lost and found items,

By following the best cleaning and maintenance practices, the housekeeping staff can contribute to retain the satisfied guests as well as to generate new guests willing to repeat their visit to the hotel. This brings in more revenue to the hotel business. To perform towards guest satisfaction and work productivity together, the housekeeping staff needs to structure the cleaning and maintenance procedures and follow them appropriately.

2.15 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Why is it important to follow SOP?
2. How can the housekeeping staff contribute to retain the satisfied guest and generate new guests?
3. What is the SOP for entering a guest room?
4. What items are cleaned daily?
5. Which items should be clean on weekly basis?
6. Which items should be clean on monthly basis?

7. Why it is required to dip the shower curtain in Luke warm water with cleaning solution?
8. What is the frequency of washing shower curtain?
9. How to polish chrome bathroom fixtures?
10. What should be the color of the strips after cleaning?
11. What are the materials required for cleaning guest room vanity area?
12. How to move guest toiletries?
13. Explain points to be remembered while washing ash trays and washbasins?
14. How to remove water spots?
15. Explain points to be remembered while cleaning chrome fixtures?
16. Why tiles to be scrubbed from top to bottom?
17. What is the frequency of cleaning tiles?
18. What to be used to wipe the mirror?
19. What to be done if there are smudges on the mirror?
20. How to clean the bathroom drains?
21. What will happen if the staff is not briefed before the shift?
22. What points are to be elaborated during briefing?
23. What activities are to be performed during de-briefing?
24. What all to be looked for while removing the bed linen?
25. Why should the mattress be adjusted with the leg?
26. What to be done if you find a torn or soiled bed spread / bed cover?
27. What should be the distance of the pillow from headboard to the bed fold?
28. How to position the bed spread / bed cover on the bed?
29. How many types of keys are used in hotels for security purposes?
30. What is the difference between Master Key and Grand Master Key?
31. What are points to be noted while using Housekeeping staff master key?
32. What is meant by Inventory control?
33. What is par level?
34. What is Guest expendable s? Give Examples.
35. What is the importance of control desk in housekeeping department?
36. How does housekeeping coordinate with the security section in hotel?
37. How many types of reports are maintained by housekeeping department? Explain any two.
38. Why it is importance for the housekeeping staff to have a good knowledge about types of keys and locks?
39. What is the process for issuing floor keys for room maids / room boys?
40. How to control emergency keys?
41. Who is to be reported immediately in case of a lost key?
42. What should be a ideal frequency for key inventory?
43. Explain the term 'Lost and found'?
44. What is the process for valuable objects?
45. Where should the valuable items kept?
46. Why it is important to record all items on the lost and found register?
47. What is the procedure for non valuable items?
48. Why is it important for control desk to contact staff spread over the hotel?
49. What is the concept of electrical paging?
50. How does the system of electronic paging works?
51. What all details to be noted down while taking a guest request?

52. Why it is important to repeat the message / request with the guest?
53. Why it is required to follow up with the task owner?
54. What are the tips for handling guest complaints?
55. Whom to be reported in case the problem is out of your authority?

2.16 REFERENCES

1. G. Raghubalan, Smritee Raghubalan, "Hotel Housekeeping: Operations and Management", Oxford University Press, USA, 2007.
2. Sudhir Andrew, Hotel Housekeeping: A Training Manual, Tata McGraw Hill Education Private Limited, 2013.
3. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_cleanings.htm
4. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/269-tiles-and-mirrors.html>
5. <http://kb.concepthospitality.com/supervisory-level-training/briefing-debriefing/>
6. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/245-bed-making.html>
7. <http://setupmyhotel.com/train-my-hotel-staff/securityandloss/294-key-control-hotel.html>
8. <https://www.facebook.com/ziaulzh/posts/521024521283347>
9. https://www.tutorialspoint.com/hotel_housekeeping/coordination_and_work_records.htm
10. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/253-key-control.html>
11. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/254-lost-and-found.html>
12. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/246-messages-and-complaints.html>
13. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/94-how-to-handle-guest-complaints-in-hotels.html>
14. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_standard_procedures.htm
15. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/267-sink-and-vanity.html>
16. http://www.hotellerie-restauration.ac-versailles.fr/IMG/pdf/4_Cleaning_a_room.pdf
17. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/278-corridor-and-mini-bar-cleaning.html>

UNIT 3 BASIC FRONT OFFICE OPERATIONS

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS203 : Accommodation & Front Office Foundation -II

Structure

- 3.00 BEFORE WE BEGIN
- 3.01 UNIT OBJECTIVES
- 3.02 BASIC FRONT OFFICE TERMINOLOGY
- 3.03 FRONT DESK OPERATIONS & FUNCTIONS: Room Selling Techniques
- 3.04 BASIC FRONT OFFICE PROCEDURES: REGISTRATION
- 3.05 EQUIPMENTS USED AT FRONT OFFICE
- 3.06 BASIS OF ROOM CHARGING
- 3.07 TARIFF FIXATION
- 3.08 INTRODUCTION TO THE GUEST CYCLE
- 3.09 RESERVATION: CONCEPT, IMPORTANCE, TYPES
- 3.10 AMENDMENTS AND CANCELLATION
- 3.11 PROCEDURE FOR GUEST CHECK IN, AND BAGGAGE HANDLING
- 3.12 SAFE DEPOSIT BOX PROCEDURES
- 3.13 FLOOR LIMIT OR HIGH BALANCE GUEST IN HOTELS
- 3.14 SUMMARY
- 3.15 END QUESTIONS
- 3.16 REFERENCES

3.00 BEFORE WE BEGIN

In first unit we have learned about the science of cleaning. There were three major themes in that unit, namely, cleaning agents, cleaning equipments, and cleaning specific surfaces. We had presented the science of cleaning. We have studied how various cleaning agents work. We have seen the categories of the agents and differentiated among them. We have also sought to understand how various cleaning equipments were used, what were their categories, how to use, store and maintain them. We have also tried to understand various material like metals, alloys, stones, glass etc, their properties and specific needs in terms of the cleaning such surfaces.

In second unit, we have studied the various processes and procedures followed by the Housekeeping staff. These procedures are called Standard Operating Procedures (SOPs). We learned SOPs for entering a guest room, setting chambermaid's trolley, cleaning guest room, guest bath room, balcony/patio, DND rooms, lifts, front office, lobby, parking areas, dining areas, swimming pool, shower curtain, bath tub, sink, vanity areas, bathroom tiles and mirrors, keeping garden, spring cleaning dining, briefing and debriefing, making bed, key control, handling lost and found items, handling guest complaints and taking notes. We also learned in that unit very important concepts which included inventory control, classification of keys, housekeeping control desk, importance, functions, coordination with other departments, registers, checklists and reports maintained, types of lost and found items, and paging systems and methods.

In this third unit we will be learning SOPs for Hotel Front Office. We will begin this unit with a number of Hotel Front Office Terminology. This will consume a significant part of the Unit. But it is important for your understanding. If you know the terminology you would understand the concepts better. For example if you come across the term F.I.T. guest in the discussion on the process of registration, it will not make sense and you would not understand the discussion at all. You may have come across a few terms in our first semester course on Front Office and may find some repetition, but it is certainly convenient to have as many terms at one place as possible. We will then proceed to learn procedures and concepts related to room selling, registration, equipments used at front office, room charging, basis for room charging (like 12 noon, per night basis, and 24 hour basis), various rate plan types, how room count is calculated, various methods of fixing tariff including Hubbart method, guest cycle, concepts of reservation, procedure for cancellation of reservation, various procedures for guest check in, baggage handling, handling VIP guests, procedure for safe deposit box, how to handle case of guest who exceed floor limit.

It is very important to know the standard operating procedures for the front office operation, as they give you ready-made solutions to the situations which may be very critical to the operations of hotel. Studying this unit will help you become an efficient and effective professional.

3.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the terms used in Front Office
- Explain the concept of Registration,
- Describe procedures for registration, cancelling reservation, maintaining safe deposit box, handling VIP guest, handling guests who exceed floor limit
- Explain what is meant by equipments used in front office,
- Describe how rooms actually available at a time is calculated
- Explain techniques for selling rooms
- Discuss various methods for fixing tariff
- Describe concepts like guest cycle, reservation,
- Explain what is meant by equipments used in front office

3.02 BASIC FRONT OFFICE TERMINOLOGY

At the beginning of this unit we will begin with the terms used in Front Office parlance. This will enable you to understand the rest of the unit.

ADJOINING ROOMS:

Guest rooms located side by side without a connecting door between them

AFFILIATED HOTEL:

A hotel that is a member of a chain, franchise, or referral system. Membership provides special advantages, particularly a national reservation system.

AIRLINE-RELATED GUESTS:

Airplane crew members and passengers who need emergency accommodations.

ACCESS AISLE:

An aisle that is a necessary part of an accessible parking space. The aisle allows disabled individuals with a device, such as a wheelchair, to enter and exit vehicles and travel to the sidewalk or building entrance.

AIRPORT HOTEL:

A hotel located near a public airport. Although airport hotels vary widely in size and service levels, they are generally full-service and are more likely than other hotels to have in-room movies, computerized property management systems, and call accounting systems.

ALL-EXPENSE TOUR:

A tour offering all or most services transportation, lodging, meals, sight-seeing, and so on for a pre-established price. The terms "all-expense" and "all-inclusive" are much misused. Virtually no tour rate covers everything. The terms and conditions of a tour contract should specify exactly what is covered.

ALL-SUITE HOTEL:

A hotel that features suites. A suite is an accommodation larger than the typical hotel room, with a living space separate from the bedroom. A suite can also have a kitchenette or whirlpool.

AMENITY:

Service or item offered to guests or placed in guest rooms for the comfort and convenience of guests, and at no extra cost. Examples are various guest services (such as in-room entertainment systems, automatic check-out, free parking, concierge services, and multilingual staff) in addition to an array of personal bathroom items offered by most hotels and motels. Amenities are designed to increase a hotel's appeal, enhance a guest's stay, and encourage guests to return.

AMERICAN PLAN:

A room rate that includes three meals.

ATRIUM:

A guest room floor configuration in which rooms are laid out off a single-loaded corridor encircling a multistory lobby space; also the multistory lobby space, usually with a skylight.

AUTOMATIC IDENTIFICATION OF OUTWARD DIALING:

A feature of a call accounting system that immediately identifies the extension from which an out going call is placed.

AUTOMATIC ROOM/RATE ASSIGNMENT:

Computerized assignment made through algorithms based on parameters specified by hotel management officials. Rooms may be selected according to predetermined floor zones (similar to the way in which guests are seated in a dining room), or according to an index of room usage and depreciation.

AVERAGE OCCUPANCY:

A ratio that shows rooms sold over a fixed period of time as a percentage of total available rooms in a property over the same period of time.

AVERAGE OCCUPANCY PER ROOM:

A ratio that shows the average number of paid guests for each room sold. Calculated by dividing number of paid room guests by number of rooms sold. Measures management's ability to use the lodging facilities.

AVERAGE ROOM RATE:

A ratio that indicates average room rate, and to what extent rooms are being up-sold or discounted; calculated by dividing rooms revenue by number of rooms sold. Also called average daily rate or ADR.

BACK OF THE HOUSE:

The functional areas of a hotel or restaurant in which employees have little or no direct guest contact, such as kitchen areas, engineering and maintenance, and the accounting department.

BAY:

The principal compartment, generally of a suite, that is the space equivalent of a standard guestroom. A suite may have a single-bay or multiple-bay living room

BED & BREAKFAST (B&B):

A small inn or lodge that provides a room and a breakfast. Often a B&B is in a residential home setting and/or a historic building converted to a quaint lodging facility.

BILLED-TO-ROOM CALL:

An operator-assisted call that allows guests to have an operator place their calls and then advise the hotel of the charges.

BILLING CLERK:

The person responsible for charging to hotel guests all vouchers representing food, beverages, room service, and merchandise purchases.

CABANA:

A guest room adjacent to the pool area, with or without sleeping facilities

CALL ACCOUNTING SYSTEM:

A system that is part of the telephone equipment that prices telephone calls made by hotel guests and sends the information to the property management system (PMS) for billing.

CALLING CARD:

A credit card for making telephone calls; issued by either the local phone company or a long-distance company.

CALLING CARD CALL:

A call typically billed to a code number on a calling card issued by either the local phone company or a long-distance company, usually with a per-call surcharge.

CANCELLATION:

A reservation voided by a guest.

CANCELLATION HOUR:

A specific time after which a property may release for sale all unclaimed non-guaranteed reservations, according to property policy.

CANCELLATION NUMBER:

A number issued to a guest who properly cancels a reservation, proving that a cancellation was received and acted upon.

CARD KEY:

A plastic card, resembling a credit card, used in place of a metal key to open a guest room door. Card keys require electronic locks.

CASINO HOTEL:

A hotel that features legal gambling, with the hotel operation subordinate to the gambling operation.

CENTER CITY HOTEL:

Full-service hotel located in a downtown area.

CENTRAL RESERVATION OFFICE:

Part of an affiliate reservation network. A central reservation office typically deals directly with the public, advertises a central (usually toll-free) telephone number, provides participating properties with necessary communications equipment, and bills properties for handling their reservations.

CHAIN OPERATING COMPANY:

A firm that operates several properties, such as Holiday Inn Worldwide or Hilton Hotels Corporation. Such an operator provides both a trademark and a reservation system as an integral part of the management of its managed properties.

CHECK-IN:

The procedures for a guest's arrival and registration.

CHECK-OUT:

The procedures for a guest's departure and the settling of his or her account.(2) A room status term indicating that the guest has settled his or her account, returned the room keys, and left the property.

COMMERCIAL AGENCY:

A travel agency that specializes in commercial business and usually has little or no walk-in clientèle

COMMERCIAL HOTEL:

A property, usually located in a downtown or business district, that caters primarily to business clients. Also called a transient hotel.

COMMERCIAL TRAVEL:

Travel for business purposes, not for pleasure.

COMPLIMENTARY OCCUPANCY PERCENTAGE :

A ratio that shows the percentage of occupied rooms that are complimentary and generate no revenue;calculated by dividing complimentary rooms for a period by total available rooms for the same period. Sometimes referred to simply as complimentary occupancy.

COMPLIMENTARY ROOM:

A complimentary or "comp" room is an occupied room for which the guest is not charged. A hotel may offer comp rooms to a group in ratio to the total number of rooms the group occupies. One comp room may be offered for each fifty rooms occupied, for example.

CONCIERGE:

An employee whose basic task is to serve as the guest's liaison with hotel and non-hotel attractions, facilities, services, and activities.

CONDOMINIUM HOTEL:

A hotel in which an investor takes title to a specific hotel room, which remains in the pool to be rented to transient guests when ever the investor is not using the room. The investor expects to receive a gain from the increase in value of the hotel over time, as well as receive ongoing income from the rental of his or her room.

CONDUCTED TOUR:

A pre - arranged travel program, usually for a group,that includes escort service.

A sight-seeing program, such as a city tour, conducted by a guide. Also called an escorted tour.

CONFERENCE CENTER:

A specialized hotel, usually accessible to major market areas but in less busy locations, that almost exclusively books conferences,executive meetings, and training seminars. A conference center may provide extensive leisure facilities.

CONFIRMED RESERVATION:

An oral or written statement by the supplier (a carrier, hotel, car rental company, etc.) that he or she has received and will honor a reservation. Oral confirmations have virtually no legal worth. Even written or telegraphed confirmations have specified or implied limitations. For example, a hotel is not obligated to honor a confirmed reservation if the guest arrives after 6 p.m., unless late arrival is specified. Confirmed reservations maybe either guaranteed or non-guaranteed.

CONNECTING ROOMS:

Two or more guest rooms with private connecting door spermitting guests access between rooms without their having to go into the corridor.

CONTINENTAL BREAKFAST:

A small morning meal that usually includes a beverage, rolls, butter, and jam or marmalade.

CONTINENTAL PLAN:

A room rate that includes continental breakfast.

CORPORATE HOTEL CHAIN:

Hotel organization that has its own brand or brands, which may be managed by the corporate chain or by a conglomerate.

CROUPIER:

A casino employee who collects and pays bets and conducts game sat gaming tables. Also called a dealer.

CRUISE SHIPS:

Passenger ships designed for vacationers. Today's cruise ships feature a variety of activities and entertainment and can be thought of as floating resort hotels.

CRUISE-ONLY AGENCY:

A travel agency that sells only cruises.

DAY RATE:

A special room rate for less than an overnight stay

DOMESTIC TOURISM:

Travel within the traveler's country of residence

DOORKNOB MENU:

A type of room service menu that a housekeeper can leave in the guest room. A doorknob menu lists a limited number of breakfast items and times of the day that the meal can be served. Guests select what they want to eat and the times they want the food delivered, and then hang the menu outside the door on the doorknob. The menus are collected and the orders are prepared and sent to the rooms at the indicated times.

DOUBLE:

A guest room assigned to two people.

In beverage operations, a drink prepared with twice the standard measure of alcohol in one glass.

DOUBLE OCCUPANCY PERCENTAGE:

See Multiple Occupancy Percentage.

DOUBLE OCCUPANCY RATE:

A rate used for tour groups that bases the per-person charge on two to a room.

DOUBLE-LOADED SLAB:

A guest room floor configuration in which rooms are laid out on both sides of a central corridor.

DOUBLE-LOCKED ROOM:

An occupied room for which the guest has refused housekeeping service by locking the room from the inside with a dead bolt. Double-locked rooms cannot be accessed by a room attendant using a standard passkey

EARLY ARRIVAL:

A guest who arrives at the property before the date of his or her reservation.

EARLY MAKEUP:

A room status term indicating that the guest has reserved a nearly check-in time or has requested his or her room to be cleaned as soon as possible.

ECO TOURISM:

Low-impact tourism that avoids harming the natural or normal environment. In this relatively new approach to promoting enjoyment, as well as protection, of the environment, tourists seek out environmentally-sensitive travel and/or tours or vacations which, in some way, improve or add to their knowledge of an environment

ESCORT:

A person, usually employed by a tour operator, who accompanies a tour from departure to return and serves as guide, trouble-shooter, etc.

ESCORTED TOUR:

A group of travelers traveling with a guide who has travel experience and has set up an itinerary for the group.

EUROPEAN PLAN:

A room rate that does not include any meals.

EXECUTIVE FLOOR:

A floor of a hotel that offers exceptional service to business and other travelers. Also called a business floor or the tower concept.

EXPECTED ARRIVAL/DEPARTURE REPORT:

A daily report showing the number and names of guests expected to arrive with reservations, as well as the number and names of guests expected to depart.

EXPECTED ARRIVALS LIST:

A daily report showing the number of guests and the names of guests expected to arrive with reservations.

EXPECTED DEPARTURES LIST:

A daily report showing the number of guests expected to depart, the number of stay-overs (the difference between arrivals and departures), and the names of guests associated with each transaction.

FAMILIARIZATION (FAM) TOUR:

A reduced-rate, often complimentary, trip or tour offered to travel agents, wholesalers, incentive travel planners, travel writers, broadcasters, or photographers to promote a hotel or a destination.

FAMILY LIFE CYCLE:

A series of stages used to distinguish between types of travelers; variables used to determine family life cycle stages are age, marital status, and presence and ages of children.

FAMILY RATE:

A special room rate for parents and children occupying one guestroom

FLY CRUISING:

A travel trend in which tourists fly to a destination to begin a cruise, generally as part of a travel package

FOLIO:

The guest's bill that all hotel and incidental charges are posted to.

FOREIGN INDEPENDENT TOUR (FIT):

A tour created for individuals or families who walk into a travel agency and tell an agent what country or are at they would like to visit and what they would like to see

FRONT DESK:

The focal point of activity within the hotel, usually prominently located in the hotel lobby. Guests are registered, assigned rooms, and checked out at the front desk.

FRONT DESK AGENT:

A hotel employee whose responsibilities center on the registration process, but also typically include preregistration activities, room status coordination, and mail, message, and information requests.

FRONT OF THE HOUSE:

The functional areas of a hotel or restaurant in which employees have extensive guest contact, such as the front desk (in hotels) and the dining room(s).

FRONT OFFICE:

A hotel's command post for processing reservations, registering guests, settling guest accounts, and checking guests in and out

F.I.T:

Free Independent Traveller

FULL-SERVICE AGENCY:

A travel agency that handles all types of travel for consumers.

FULL-SERVICE HOTEL:

A hotel with a full range of services service and amenities which may include some or all; on site restaurant and lounge, meeting facility, pool, fitness center, business center, etc.

GLOBAL DISTRIBUTION SYSTEM (GDS):

A network of internet reservation systems that provide a central place where travelers and travel agents can check availability and reserve travel related products like hotels, airline, car rentals, cruises, rail. Formed and managed by the airline industry and includes system like Sabre, Apollo, Amadeus, and Pegasus.

GRAND TOUR, THE:

An extended trip across the European continent that served as part of the education of young British aristocrats. A typical tour began in England and had the major cultural cities of Italy as its destination. In its early years, a tour could last as long as 40 months. By the end of the Grand Tour era, the age of the traveler had increased, and the length of the tour decreased; individuals traveled more for pleasure than for an extended educational tour. The Grand Tour era lasted from about 1500 to 1820.

GROUP PICK-UP:

The guest rooms that are actually rented by a group that are help in a Group Reservation.

GROUP RESERVATIONS:

A block of multiple guest rooms that are being held under an individual or business' name at a particular hotel for a specific date or range of dates. Generally used for conventions, conferences, meetings, receptions, weddings, etc.

GUEST COMMENT CARD:

Short questionnaires that lodging properties and food service establishments ask their guests to fill out. Guest comments are used by the property to define current markets and to improve the operation.

GUEST HISTORY CARD:

A record of the guest's visits including rooms as signed rates, special needs, and credit rating.

GUEST HISTORY FILE:

A file containing guest history cards. It is maintained for marketing purposes and is referred to for return visits.

GUEST INFORMATION SERVICES:

Automated information devices in public hotel areas that enable guests to obtain information about in-house events and local activities.

GUEST PROFILE:

A list of the characteristics that a property's guests have in common. The guest profile helps management to identify which market segments the property appeals to and which segments the property wants to attract.

GUEST RELATIONS:

The establishment of personal rapport and goodwill with guests through service and attention to individual guest needs. In a narrower sense, the promotion of in-house products and services, the entertainment of VIPs, and the handling of social functions--especially in a resort hotel.

GUARANTEED RESERVATIONS:

A reservation that is guaranteed by the guest to be paid even if the guest fails to arrive. Often this guarantee is made by a company or with a credit card.

GUEST SERVICE MANAGER (GSM):

Manager of the guest services department.

GUEST SERVICE REPRESENTATIVE (GSR):

Employees who provide check-in check-out, mail, key, message, and information services for guests.

GUESTROOM CONTROL BOOK:

A book used to monitor the number of guestrooms committed to groups. It controls guest room booking activity by providing the sales office with the maximum number of guest rooms it can sell to groups on a given day. The remaining guest rooms (and any unsold guest rooms allotted to groups) are available for individual guests.

GUESTROOM KEY:

A key that opens a single guest room door if it is not double-locked.

GUESTROOM MAINTENANCE:

A form of preventive maintenance involving the inspection of a number of items in the guest room, minor lubrication of doors and other equipment, repair of obvious small problems and, when needed, the initiation of a work order for more substantial problems or needs.

HOSPITALITY:

The cordial and generous reception of guests. Derived from the Latin term hospes, "a guest."

HOSPITALITY INDUSTRY:

Lodging and food service businesses that provide short-term or transitional lodging and/or food.

HOSPITALITY SUITE:

A room used for entertaining (e.g., a cocktail party); usually a function room or parlor.

HOTEL:

A large lodging facility, generally a hotel is full service and a multi-story building with interior entrance guest rooms.

HOTEL CHAIN:

A group of affiliated hotels.

HOTEL GUEST CYCLE:

The sequence of phases that begins with pre-sale events, continues through point-of-sale activities, and concludes with post-sale transactions. The phases identify the physical contacts and financial exchanges that occur between guests and various revenue centers within a lodging operation.

HOTEL MANAGEMENT COMPANY:

A company that is hired to professionally manage a hotel(s) for other owners.

HOTEL REPRESENTATIVE:

An individual who offers hotel reservations to wholesalers, travel agents, and the public. A hotel representative or "rep" maybe paid by the hotels he or she represents on a fee basis or by commission. Many hotel reps also offer marketing and other services.

HOUSE LIMIT:

A guest credit limit predetermined by management officials.

HOUSEKEEPING DEPARTMENT:

A department of the rooms division, responsible for cleaning the hotel's guest rooms and public areas

INCENTIVE TRAVEL:

Travel financed by a business as an employee incentive.

INCLUSIVE TOUR:

A tour in which specific elements--air fare, hotels, transfers, etc.--are included for a flat rate. An inclusive tour rate does not necessarily cover all costs.

INDEPENDENT FOOD SERVICE OPERATION:

An operation owned by an owner or owners with one or more properties having no chain relationship. Menus, food purchase specifications, operating procedures, etc. may differ among the owned properties.

INDEPENDENT HOTEL:

A hotel with no chain or franchise affiliation. It may be owned by an individual proprietor or a group of investors.

IN-ROOM GUEST CONSOLE:

A multi-feature phone that may include such functions as two-way speaker phone capability; a jack for portable computer use; an alarm clock; radio; remote control of heating, ventilating, and air conditioning, television, and room lights; energy management; and a theft alarm.

IN-ROOM MOVIE SYSTEM:

Guest room entertainment provided through a dedicated television pay channel. Charges for the use of this in-room entertainment are posted to the appropriate guest folio.

INN:

A smaller lodging facility, generally an inn is limited service and one to three stories.

INTERNATIONAL TOURISM:

Travel people make outside their country of residence.

KING BED:

A bed approximately 78 inches by 80 inches

LANAI:

A guest room with a balcony or patio, overlooking water or a garden.

LANDMARK:

Distinguishing feature that stands out and provides a reference point for orientation. Landmarks also provide travelers with information about direction and distance.

LATE ARRIVAL:

A guest holding a reservation who plans to arrive after the property's designated cancellation hour and so notifies the property.

LATE CHECK-OUT:

A guest who is being allowed to check out later than the property's standard check-out time.

LIMITED SERVICE HOTEL:

A lodging facility that offers no or very few amenities, services or extra facilities such as restaurants, pools, meeting rooms, etc. Generally an inn or motel is limited service

LONG-TERM STAY/RELOCATION GUESTS:

Those individuals or families relocating to an area who require lodging until permanent housing can be found.

LODGE:

A lodging facility that is generally small and often designed in located in a rustic outdoors environment or activities such as; fishing, skiing,boating, Eco-tours.

LODGING FACILITY: A

business that rents guest rooms to the public on a nightly or shorter term range of dates, i.e. weekly, month to month.

LODGING INDUSTRY:

Lodging and food service businesses that provide short-term or transitional lodging.

LUXURY HOTEL:

A hotel with high room rates that features exceptional service and amenities.

MASS TOURISM:

Wide-scale travel by a large number of people--not just the elite--brought about by the increase in leisure time, discretionary income,and reliable and inexpensive modes of transportation such as the automobile and airplane.

MASS TOURISTS:

Travelers participating in wide-scale travel designed for large numbers of people.

MASTER FOLIO:

A bill that all charges for the members of a group are posted to.

MASTER KEY:

A key that can open all guest room doors that are not double-locked

MID-PRICE/EXTENDED-STAY HOTELS:

Hotel that caters mostly to persons who must be in an area for a week or longer. The guest rooms of mid-price/extended-stay hotels have more living space than regular hotel guestrooms, and may also have cooking facilities. Guest rooms in these hotels tend to be less expensive than guest rooms in full-service or all-suite hotels.

MID-RANGE SERVICE:

A modest but sufficient level of service that appeals to the largest segment of the traveling public. A mid-range property may offer uniformed service, airport limousine service, and food and beverage room service; a specialty restaurant, coffee shop, and lounge; and special rates for certain guests

MOTEL:

A smaller lodging facility, generally a motel is limited service and one to two stories with exterior entrance rooms that guest can drive up to. Often referred to as motor hotel.

NATIONAL TOURISM OFFICE:

Primary government agency responsible for implementing national goals and public policy with respect to tourism, and for providing information services to international travelers

OCCUPANCY REPORT:

A report prepared each night by a front desk agent that lists rooms occupied that night and also lists those guests expected to check out the following day.

OCCUPIED:

A room status term indicating that a guest is currently registered to the room

ONLINE RESERVATION SYSTEM:

An internet based system used by hotels that allows prospective hotel guests to check availability and make reservations at the hotel.

OVERBOOKING:

Accepting reservations that exceed available rooms

OVERSTAY:

A guest who remains at the property after his or her stated departure date.

PACKAGE:

A special offering of products and services created by a hotel to increase sales. There are weekend packages, honeymoon packages, sports packages, and so on. A typical package might, for a special price, include the guest room, meals, and the use of the property's recreational facilities.

PACKAGE TOUR:

A tour put together by a tour packager or operator. Travelers who buy the package make the trips by themselves rather than with a large group. The package offers, at an inclusive price, several travel elements which a traveler would otherwise purchase separately--any combination of lodging; sight-seeing; attractions; meals; entertainment; car rental; and transportation by air, motor coach, rail, or even private vehicle. A package tour may include more than one destination.

POINT OF SALE SYSTEM (POS):

Computerized systems that retail outlets such as restaurants, gift shops, etc, enter orders and maintain various accounting information. The POS generally interfaces with the property management system (PMS).

PROPERTY MANAGEMENT SYSTEM (PMS):

A computerized front desk system that manages hotel room inventory, guest billing and interfaces with various other systems such as telephone, call accounting, point of sale (POS),entertainment, etc.

PROPRIETARY BOOKING ENGINE:

A internet reservation system that is owned and operated by an individual hotel or group of hotels to allow them to take reservation on their own website without paying a fee to the GDS, third party booking engines or franchise reservation systems

QUAD:

A guest room assigned to four people; may have two or more beds.

QUALITY GROUP:

The group of travelers for whom the quality of their vacation is of paramount importance. They want and are willing to pay for first-class accommodations and service.

QUEEN:

A bed approximately 60 inches by 80 inches

RACK RATE:

The current rate charged for each accommodation as established by the property's management

RESERVATIONS:

A guest room that being held under an individual or business' name at a particular hotel for a specific date or range of dates.

RESERVATIONS AGENT:

An employee, either in the front office or in a separate department, who is responsible for all aspects of reservations processing.

RESERVATIONS DEPARTMENT:

A department within a hotel's rooms division staffed by skilled telemarketing personnel who take reservations over the phone, answer questions about facilities, quote prices and available dates,and sell to callers who are shopping around.

RESIDENT MANAGER:

The manager in charge of the rooms division in amid-size to large hotel. Sometimes resident managers are also in charge of security.

RESORT HOTEL:

A hotel, usually located in a desirable vacation spot, that offers fine dining, exceptional service, activities unavailable at most other properties, and many amenities.

ROOM BLOCK:

An agreed-upon number of rooms set aside for members of a group planning to stay at a hotel.

ROOM DATA CARD:

A card used to record information concerning the basic characteristics and major elements of an individual guest room

ROOM OCCUPANCY SENSOR:

A device that uses infrared light or ultrasonic sound waves to sense the physical occupancy of a room. Sensors have the ability to turn on devices and appliances such as lights, air conditioning, and heating whenever a guest enters a space, and to turn these devices and appliances off when the guest leaves.

ROOM RACK:

A card index system that is constantly updated to reflect occupied and vacant rooms. In the evening, the room rack contains forms for only those registered guests remaining for the night who are to be charged for rooms. A daily room report can be prepared from the room rack.

ROOM RATE:

The price a hotel charges for overnight accommodation. See also Rack Rate.

ROOM STATUS:

Information about current and future availability of guestrooms in a lodging property. Current availability is determined through housekeeping data. Future availability is determined through reservations data.

Information about availability data which extends several days into the future is important because it may affect the length of stay of in-house guests.

ROOM STATUS DISCREPANCY:

A situation in which the housekeeping department's description of a room's status differs from the room status information that guides the front desk employee in assigning rooms to guests. Discrepancies can seriously affect a property's ability to satisfy guests and maximize room's revenue.

ROOMING LIST:

A list of the guests who will occupy reserved accommodations. This list is submitted in advance by the buyer.

ROOMS ALLOTMENT REPORT:

A report that summarizes rooms committed (booked or blocked), by future date

ROOMS CHECKLIST:

A list, used for guest room (preventive) maintenance, of all the items in the guest room with a brief notation opposite each item of the type of inspection, repair, lubrication, adjustments, or cleaning activity to be performed.

ROOMS DISCREPANCY REPORT:

A report that notes any variances between front desk and housekeeping room status updates. It often alerts management to investigate the possibility of sleepers. See Sleeper.

ROOMS DIVISION:

The largest, and usually most profitable, division in a hotel. It typically consists of four departments: front office, reservations, housekeeping, and uniformed service.

ROOMS HISTORY REPORT:

A computer-based report that depicts the venue history and use of each room by room type. This report is especially useful to those properties employing an automatic room assignment function.

ROOMS STATUS REPORT:

A report that indicates the current status of rooms according to housekeeping designations, such as: on-make-up, on-change, out-of-order, clean, and ready for inspection.

SCIENCE TOURISM:

A subgroup of ecotourism in which laypersons travel with scientists and students to help with scientific work at various sites throughout the world. Science tourists often work very hard (even though they are paying for the vacation) and make a contribution to a body of scientific knowledge.

SERVICE CHARGE:

A percentage of the bill (usually 10% to 20%) added to the guest charge for distribution to service employees in lieu of direct tipping.

SIDE-BY-SIDE SUITE:

A suite that consists of two small bays, each with windows to the outside.

SINGLE BED:

A bed approximately 36 inches by 75 inches.

SKIPPER:

A guest who leaves without paying.

SLEEPER:

A vacant room that is believed to be occupied because the room rack slip or registration card was not removed from the rack when the previous guest departed.

SPA:

A mineral spring, or a locality or resort hotel near such a spring, to which people resorted for cures (from Spa, a watering place in eastern Belgium). To day, the word spa is used more loosely to refer to any fashionable resort locality or hotel.

STAY OVER:

A room status term indicating that the guest is not checking out and will remain at least one more night

STUDIO:

A guest room having one or two couches that convert into beds.

SUITE:

- (1) A guest room with a parlor area in addition to a sleeping room, and perhaps a kitchenette.
- (2) Several pieces of furniture of similar design, usually sold together to outfit a complete room.

SUITE HOTEL:

A hotel whose sleeping rooms have separate bedroom and living room or parlor areas, and perhaps kitchenettes

TOUR:

Any pre-arranged (but not necessarily prepaid) journey to one or more places and back to the point of origin.

TOUR BROKER:

An individual licensed and bonded by the Interstate Commerce Commission to operate motor coach tours in the United States and, in some cases, Canada, as permitted by the scope of his or her license. Also known as a motor coach broker or tour operator.

TOUR OPERATOR:

A business that puts together travel tours and sells them directly to individuals or through travel agencies.

TOURISM DEVELOPMENT:

The long-term process of preparing for the arrival of tourists; entails planning, building, and managing attractions, transportation, accommodation, services, and facilities that serve the tourist.

TOURISM ENCLAVE:

Self-contained resort complex that caters to all the needs of tourists who arrive as part of a tour or other type of package.

TOURISM PLANNING:

The process of preparing for tourism development;a tool for addressing the choices associated with tourism development.

TOWER:

A guest room floor configuration in which rooms are grouped around a central vertical core.

TRANSIENT HOTEL:

Lodging operation that caters primarily to businesspeople; transient hotels tend to be busiest Monday through Thursday.

TRAVEL CLUB:

A type of travel agency that charges an annual fee to its members and in return offers packaged vacations to members at reduced prices.

TWIN:

A guest room with two twin beds.

TWIN BED:

A bed approximately 39 inches by 75 inches.

UNDER STAY:

A guest who checks out before his or her stated departure date

UPGRADE:

To move to a better accommodation or class of service.

VACANT:

A room status term indicating that the room has been cleaned and inspected, and is ready for the arriving guest.

VILLAGE STAY:

An alternative form of tourism in which the tourist can experience life in a rural place--fishing village, farm, historic village, etc.--by staying in the home of a resident, in a dormitory, or in some other type of accommodation

VOICE MAIL:

A system that is part of the telephone equipment which provides for hotel guests and staff to retrieve a message left by a caller.

WALK-IN GUEST:

A guest who arrives at a hotel without a reservation

WALKING A GUEST:

A situation in which a hotel is unable to honor a guest's reservation and helps the guest find accommodation elsewhere.

WATER PARK HOTEL:

A hotel that offers a large recreational water elements such large pools, multiple pools, slides or other water related venues.

YACHT CLUB:

A private club located near a large body of water, whose main purpose is to provide facilities such as marinas to boat owners.

0 - CALL (Zero - Call):

A telephone call placed with an operator's assistance. Examples may include calling- and credit-card calls, collect calls, and third-party calls.

ZONE LIGHTING:

Lighting designed to facilitate traffic from one space to another.

THIRD PARTY BOOKING ENGINE:

An internet site that provides a booking engine where a traveler can search a large number of lodging facilities for availability and reserve a room. The lodging facilities are not affiliated with the site and pay a fee for the business that the third party site generates. Examples of third party sites include; hotels.com, price line.com

CHECK YOUR PROGRESS

What is meant by walk-in guest?

Who is a skipper?

What is a room occupancy sensor?

3.03 FRONT DESK OPERATIONS & FUNCTIONS: ROOM SELLING TECHNIQUES

UPSELLING ROOMS

Mark Gordon an experienced F. O. & GM trains his staff in 3 non pressure selling techniques. They are especially effective in inducing guests to accept medium-priced and deluxe rooms instead of minimum - rate accommodations this techniques are.

1. The choice - of - door technique

The FOA gives the guest a choice of rate categories and asks, “which would you prefer”? No presume is applied, the guest does that all by himself. People tend to avoid extremes and are likely to select the middle choice. Thus a guest being offered a room are of Rs.4000, Rs.5000 or Rs.6000 will likely go for the Rs.5000 room even if he had planned on the lowest rate.

2. The Door-in-the-face technique

This approach has to be handled with fact and without presume. It can result in drastic increase of the average rate per occupied room. FOAs start from the top down quoting the highest priced room in the category the guest wishes.

A single room on our club floor, with patio and sitting room at Rs.7,500/-. The guest may accept this or ask for something less expensive, at which the FOA quotes the next date down, say the Deluxe room on the 4th floor with KB and view of the garden at Rs.6800”. By comparison this room still appears of above average quality but considerably less expensive than the previously quoted one. According to the theory of reciprocity, many guests will be convinced that after rejecting the highest rate, accepting the middle rate room is a rational compromise.

3. The Foot-in-the-Door Technique

This technique is based on the notion that people who have already agreed to one proposition will quite easily agree to another one. The reservationist while taking a reservation over the phone or selling a room over the counter can use this by saying, ‘We are holding a std. room in the East wing for you, Mr. Sharma for an extra Rs.500 you have a deluxe room in our lake view wing or for Rs.600 per person you can take advantage of our week end package, which includes the American b’fast in your room plus dinner for two at the Zodiac grill. The guest can simply say “no, thank you” or accept the upsale suggestion.

Upselling is not a game or a way to squeeze extra rupees out of unsuspecting travelers. It should be part of a professional receptionists and guest services representatives repertoire. It should be seen as one more way to

- (a) provide better services to the guests by offering choices
- (b) Increase rooms revenue for the hotel.

Upselling techniques

1. Know the product

2. Control the encounter

Ask specific questions such as, “we have a quiet double room on our. Silver floor. Is that suitable for you?” Avoid asking e open-ended questions, such as ‘what kind of a room are you looking for?’

3. Sell high, but avoid high-pressure selling techniques

4. Always quote the full rate plus tax

5. Turn a negative aspect of a room or rooming situation into an advantage for the guest eg. A room without a view becomes a quiet room. A room near the elevator or near the busy pool may be noisy but is ‘handy’ and easily accessible if you plan to do much ---

6. Sandwich the price between descriptive phrases, “one of our extra - large rooms at Rs.6,500/- plus tax overlooking the garden” or quote the price of more than one room giving the guest a choice.

“We have double rooms for Rs.6500/- but the ones with the new minibar are Rs.6,800/- “

7. Ask for the sale

Once all the information has been presented to the guest the FOA must gently but resolutely, close the sale. “If that is a suitable choice, may I ask you to sign the registration card”, is an effective way to move negotiations to a close.

8. Listen to guest conversational comments, such as “Oh what a hot day ! I could do with something cool”. They will help to determine their needs better and to sell other services of the hotel. “Our outdoor pool and bar are still open.”

9. Sell the whole hotel by making suggestions for dinner. “Just dial 7 on your room phone to make a reservation” or for drinks in the lounge “The new entertainer is fantastic’ and for recreational facilities. “There is no charge for the use of the Sauna and the health club”.

10. Try to anticipate the guest’s needs and offer services, suggestions, and assistance.

CHECK YOUR PROGRESS

What is meant by up-selling techniques?

What is the Door-in-the-face technique?

What is Foot-in-the-Door Technique?

3.04 BASIC FRONT OFFICE PROCEDURES: REGISTRATION

INTRODUCTION :

The registration process begins when the guest arrives at the reception or the arrival section of the hotel. The process terminates when he has signed the registration card or guest arrival register, has been assigned a room and goes to his room.

The registration procedure differs for the different categories of the guests, like guests with reservation, without reservation, foreigners, groups, etc.

This process of registration is very important for the hotel as it not only contributes significantly to the basic information the hotel needs to monitor its business, but it is also a legal requirement. A complete record of present and past guests has to be maintained. It is a legal requirement that each guest must be registered. Guest signature is important as it signifies his consent to pay for all the services provided by the hotel and abide by the rules and regulations of the hotel. It also serves as a proof of his stay in the hotel from a certain date to another certain date. So in short, registration serves as legal contract between the hotel and the guest. We can summarize the objectives of the registration system as follows :

1. To provide guest information about the hotel.
2. To fulfill legal requirements.
3. To provide mode of payment.
4. To provide information about the date of departure.

A registration process is based on the following four concepts.

1. Collection : It helps the hotel in capturing information pertaining to the guest needs, expected or actual date of departure, billing instructions like cash or credit, mode of payment and personal data like his occupation, date of birth, purpose of visit, his office and residential address, etc.
2. Assignment and allocation of room : The assignment of room matching the guest requirement both in terms of type and the rate of the room.
3. Credibility of the guest : Based on the policies like advance payment and credit limits, etc. of the hotel and also on the basis of information provided by the billing instructions, the hotel decides upon fixing the credit limit for the guest.
4. Future planning of the room sales : The hotel can maximize it's occupancy through a knowledge of room availability based on the information from the registration records.

Various Types Of Registration Records:

Information about the guest which may be required by the hotel or police may be registered in two ways

1. In the form of a 'Hotel Register' also known as 'Red Book' or 'F form'.
2. Individual guest 'Registration cards'.

Bound Book Register

The register can be a 'Bound Book Register' which is normally used by small hotels. Thick book which can be used for long time.

Merits :

1. All records are available in one book.
2. No filing is required.
3. Wastage is minimum.

Demerits :

1. Only one guest can register at a time.
2. It is bulky and difficult to carry to other departments.
3. Being very bulky and used for long period, it looks shabby on the counter.
4. Privacy can not be maintained.
5. Pre-registration not possible.
6. If the book is misplaced all the record is lost.

Loose Leaf Register

Another type of register is a 'Loose Leaf Register' which is same as the bound book register in it's contents but the pages are not bound. One page or sheet is used for each day.

Merits :

1. To some extent privacy is maintained.
2. Easy to hand over to customer to write details.
3. If one sheet is lost only one day's record is lost.

Demerits :

1. It can be very easily misplaced.
2. If for a day, one full sheet is not completed, the rest goes waste.
3. Only one guest can register at a time.
4. Filing becomes an additional job.

Individual guest registration cards are most widely used in hotels these days. They may be duplicate or triplicate depending on the hotel

Merits :

1. Many guests may be registered at the same time.
2. Privacy can be maintained.
3. Storage is easy.
4. No wastage.
5. Guests can be pre registered.
6. More mobile.

Demerits :

1. Expensive.
2. If not properly stored, may be lost.

Documents Generated In The Registration Process :

1. Registration Card : Used to collect guest personal data.
2. Room Rack Slip : A document on which the information is transferred from the registration card in the form of a summary. This slip is placed in the room rack.
3. Information rack Slip : Used to provide guest name and room no. A copy of this slip goes to room service, housekeeping, telephones, etc. These departments also maintain information racks.
4. Bell Boy's Errand Card : It is communicate the guest arrival to the bell desk and to keep a check on the movement of the bell boys.
5. Other Support Documents :
 - a) Arrival notification slips : These slips are prepared and distributed to all the concerned departments.
 - b) 'C' Form : The Registration of Foreigners Act 1939 Section 3(e) Rule 14 makes it obligatory on the part of the hotel to send information about the foreigners registered at the hotel. In this connection any person who is not an Indian National or one who does not hold an Indian passport is termed as a foreigner. The form which is used to notify F.R.R.O. (Mumbai, Calcutta, Chennai, Madras) is called as 'C' form. Within 24 hours from the time of registration of a foreigner (12 hours for Pakistani, Chinese and other middle eastern countries) the information should reach the F.R.R.O. In the cities where there is no F.R.R.O. this information should reach the office of the Superintendent of Police of that area or town. Nepal and Bhutan and Shree Lanka nationals are exempted from the 'C' form notification. The 'C' form is made in duplicate or in triplicate. It is made in duplicate if sent to F.R.R.O. (original copy goes to F.R.R.O.). If it is sent to the S.P. office, it has to be made in triplicate (two copies sent to the S.P. office). A bell boy is debuted to do this work everyday and it is his duty to bring the acknowledgment of their receipt from the F.R.R.O. The 'C' forms are serially numbered and contain all the information about the guest which is collected from the G.R. card (guest registration card).

TYPES OF REGISTRATION SYSTEMS :

Non-Automatic Systems: It refers to a manual system. This system is used for small hotels where the installation of automatic system would prove to be quite expensive and waste. All the forms like 'C' form, room rack slip, information rack slip, arrival notification slip, etc. are produced and distributed manually. It is wholly dependent on guests accurate and legible completion of the registration card.

1. Semi-Automatic System : It is a combination of manual and automated systems which involves the usage of the office machinery, clerical equipment and people.
2. Fully Computerised System : It is system in which various section of the front office department are connected to each other with the help of computer interfaces. The data collected at one point can be transmitted and utilized at any other location. This system speeds up the process and reduces the no. of errors.

CREATIVE OPTIONS IN REGISTRATION

Hotels have experimented with different techniques to make registration more efficient and effective.

Techniques tried with varying degree of success include :

1. Eliminating the front desk : Instead of the front desk, a host waits at the reception area with a list of expected guests and their pre-assigned rooms. The host identifies the guests, completes an abbreviated registration process. Marriot, Hilton and several other hotel companies are currently using this procedure at selected hotels. Credit is established at the time of reservation, through a special interface between the

central reservation computer and the credit card company. With everything else in place, all the hotel staff has to do is pre-register the guest and attach a room key to the registration card. When the guest arrives at the hotel a simple verification of information on the registration card completes the process.

2. Having 'Hotel Greeter' registering the guests at a special lobby location : The regular front desk is screened off and used only for sorting and filing records. The screen can be temporarily removed, for check-in and settlement at peak time.
3. Creating a unique, separate registration area for VIP guests : This concept is similar to hotel greeter concept, but is only available for VIP guests.
4. Self-registration : Self registration terminals are usually located in lobbies of fully automated hotels. These terminals can vary in design. Some resemble the Automated Bank Teller Machine (ATM), while the others possess both video and audio capability. Recent technological advances allow hotels to place these terminals at off premises locations such as airports, car rental agencies, etc. To use an advanced self registration terminal, a guest generally must have made a reservation which led to creation of reservation and registration record.

FLOW OF ACTIVITIES AT THE SELF-REGISTRATION TERMINAL

1. Guest enters his reservation confirmation number or valid credit card.
2. Terminal reads information from the magnetic strip, passes the information to hotel computer to locate the reservation record.
3. Terminal prompts the guest to feed in additional data with the help of key pad.
4. Computer which is interfaced with computerised room management system, enables automatic room and rate assignment.
5. Some terminals print & request the guest to sign the registration card & deposit it in a card drop box.
6. Some terminals then direct the guest to a guest room key pick-up area. In other cases, the terminal dispenses the guest room key.

STEPS IN REGISTRATION PROCESS

Registration procedure can be divided into six steps -

1. Pre-registration activity
2. Creating a registration record
3. Assigning the room and rate
4. Establishing the method of payment
5. Issuing the room key
6. Fulfilling special request

(a) Pre-registration activity

Information is taken from the reservation record for quick check-in. It includes printing of the registration card, room and rate assignment, creation of a guest folio, other functions may also be part of the pre-registration activities. Sometimes room number is not assigned especially when the occupancy is high. Pre-registration can help plan for special requests. This leads to innovation in registration.

Option- when the driver goes to the airport to pick up the guest. He can get the guest signature on the

registration card, take an imprint of the credit card, the room key can be given to the guest even before reaching the hotel. The check in can be carried out at the airport itself.

(b) Creating registration record

Registration cards- have details about the guest taken from the reservation record such as name of the guest, address, contact no., date of arrival, date of departure, type of room, special request etc. At check out they are stored as guest history record. It is a database for future trends.

Flow of guest registration information:

Room rack slip
POS charge status
Guest folio slip
Registration record
Housekeeping schedule
Information rack slip Guest history card

(c) Room and rate assignment

Involves identifying and allocating an available room in a specific room category. If not available, identify an acceptable available room. The room can be pre- assigned. A variety of room rates exist for similar types of rooms. Rates differ based on room view, location, furnishing etc.

I. Room status

Effective room and rate assignment depends on accurate and timely room status information. Housekeeping uses status- occupied, vacant, on- change, out of order. The housekeeping status should be communicated to the front office and it should be checked against the front office status. The discrepancy should be rectified. Communication between front office and housekeeping is written, spoken, through telephones, computers, interface in- room telephone. Occupancy report is sent by the housekeeping to the front office.

Use of Computers in Registration Process

Computers give instantaneous access to the room status. Pagers can be connected to the computer terminals. At times the rooms are ready in all respect but there could be a delay in clearing the rooms as the housekeeper may be clearing a number of rooms together. It can be made faster when the telephone and computer are interfaced.

Room rates

A room rate is the price a hotel charges for overnight accommodation.
Rack rate – standard rate for each room.

Food plans – room rate is inclusive of breakfast, lunch or dinner. Eg. Continental plan, European plan, American plan, Bermuda plan, modified American plan.

Special rates – these are discounted rates.

- Commercial or corporate rate – for frequent guests
- Complimentary – for business promotion
- Group rates – for groups, tour operators etc.
- Family rates – for families with children under 12.
- Day rates – hourly rate generally for a minimum of four hours. Applicable only during slack seasons.
- Package plan rates – room rate includes room rent and some facilities.
- Frequent traveler rate – for regular guests or guests who are flying with the airline that is part of the intersell agency or the co- marketer of the hotel.

Room locations

Front Office assistants should know the location of each room in the hotel. Room rack should contain information about the room types, rate, décor etc. computers record this information in their room history records.

Future blocks

Future blocks implies the showing of reservations on charts. Example: advance letting chart, density chart etc.

(d) Methods of payment

Hotels accept different modes of payment such as cash, credit card, direct billing, special programmes and groups. Hotels have policies regarding the different modes.

(e) Issuing the room keys

By issuing the room keys the registration process is complete. Hotels have guidelines for the issue of room keys. Never announce the room number to the guest. When using key card draw the attention of the guest on the room number while writing it on the key card. Bell boy escorts the guest.

(f) Fulfilling special request

Part of registration is making sure that any special requests made by guests are acknowledged. Sometimes even the room could be blocked in advance. Example inter connecting room.

CREATIVE OPTIONS IN REGISTRATION

Apart from the traditional method, innovations could be used in the registration process. Some of them could be eliminating the front desk and having hotel greeters, creating a unique separate registration area for a VIP, combining the hotel registration with the meeting registration in a separate area of the building. Also, having a separate desk for the registration of groups.

(a) Self registration

Self registration terminals are installed in the lobby. They are interfaced with the front office computer terminals. It makes use of the credit card that was used for guaranteeing the reservation. These machines resemble the bank ATM machines.

WHEN GUEST CANNOT BE ACCOMMODATED

In case of guaranteed reservation: Hotel makes arrangement for the guest in a hotel of the same standard in the vicinity. Hotel may go to the extent of paying for the accommodation of the guest when it is walking the guest.

Walk in guest: hotel is not liable to provide accommodation to a walk in guest if there is no room available. But hotel can offer to assist the guest in finding accommodation in a similar hotel in the vicinity. The hotel may make reservation for the guest in the other hotel.

Guest with non- guaranteed reservation: reservation is held till the reservation cancellation hour, in case the room position is minus the hotel can release the room. The hotel must be tactful in dealing with non guaranteed reservations. Guests should be told about the hotels policy regarding the cancellation hour at the time he makes the room reservation.

SOP for handling situation of non-availability in case of Guests with guaranteed reservation:

- Review all front office transactions to ensure full occupancy.
 - accurate counts of occupied rooms, compare room racks.
- Telephone due outs/ expected check outs.
- Check the condition of Out Of Order rooms.
- Identify pre- blocked rooms.
- Guests are encouraged to return to the hotel as VIPs.
- Management should prepare a follow up letter.
- For members of a convention, the planner should be informed.
- In case of a tour group, tour operator should be informed.
- If no room is available in the hotel guest can be sent to another hotel.

REGISTRATION SITUATIONS

DNS (Did Not Stay):

The guest sometimes wants to move-out almost immediately after being shown the room. If the room is not satisfactory to the guest the receptionist should try and provide alternative accommodation to this guest in the same hotel. If that is not possible then she should try and accommodate the guest in some other hotel of similar standard.

If the guest departs for reasons, which are beyond hotel's control, the receptionist should express her regret and should assist the guest with departure. If the room is not being used, no charges will be made to the guest. All the forms and records will be marked 'DNS'. Management is informed about these DNS cases and the reasons for the same.

DNA (Did Not Arrive):

At the end of the day, the receptionist should take following steps:

1. Check for reservation slips in the reservation rack.
2. Check the room rack to verify that the guest has not checked-in already.
3. Double check the arrival dates.

4. Check with the airline company for delay in the flight (if flight no. is given)
5. Time stamp the reservation form and attach it with folio card (in case of advance payment), mark it as 'DNA'.
6. These reservation forms are kept with the next day's reservations as the guaranteed reservation guest may arrive the next day.

RNA (Registered Not Assigned):

A guest arriving early in the morning, when the rooms are not available, may be asked to register himself. He is requested to deposit his luggage in the left luggage room and return to the hotel for room assignment later in the day (by hotel's check-in time). The registration card is marked 'RNA' and kept at the reception counter. As soon as room of the required type is available, room assignment will be done. Room no. is then mentioned on the registration card.

PIA (Paid In Advance):

At arrival, if the guest has very little luggage (scanty baggage/ scanty luggage), then payment in advance is normally requested. This situation should be handled with extreme care and tact. Guest with cash payment should be informed about the hotel's policy, very politely and advance should be collected. All the other revenue centers should be informed that the guest has to in cash for all the services and products provided to him. A 'Cash Only Slip' or a 'PIA guest list' is sent to all the service outlets. If the guest holds a credit card and wants to make the payment through the same, then his card is validated and an imprint of the card is taken on the credit card voucher.

No Information:

The guest may request that no information regarding his/her presence in the hotel be given to any caller or visitor. 'No Information' should be clearly marked on the slips so that the staff can respond appropriately.

Signature check in:

The Registration card is filled in before the arrival of the guest as a part of the pre registration activity. The details are taken from the reservation record. The guest only signs on the registration card at the time of arrival. This saves a lot of time and is found convenient by guests as well as the hotel.

ARRIVAL STANDARD OPERATING PROCEDURE

Guest Arrives At The Hotel:

- Doorman greets the guest, opens door of the vehicle and helps guest alight.
- Bellboy unloads guest luggage, carries it to the bell desk, directs the guest to the reception counter.

Guest arrives at the reception counter:

- Check expected arrivals list.
- Reconfirm accommodation requirements and mode of payment and special instructions with the guest.

- Check correspondence file for clarification if necessary.
- If the guest is an unknown FIT, if the mode of payment is cash ask the guest for an advance voucher or the pre-typed GR card or registration record and give it to the guest for completion.
- In the mean time check for the mail and messages for the guest.
- Decide on the room to be allocated from room rack availability of the type of room required.
- Prepare the key card and/ or welcome slip.
- Collect key, prepare lobby attendant's errand card.
- Check that the registration card is properly filled.
- Ensure guest signature and then sign.
- In some hotels details of advance voucher are noted on the registration record at this stage.
- Hand over to the guest to the guest key card and / or welcome slip.
- Call for the Bell boy, enter his name on the errand card.
- Hand key to the Bell boy and instruct him to escort the guest to the room. (announce guest name and room number clearly but softly, at the same time indicating guest to the bell boy so as to avoid mistakes).
- After the guest leaves the counter inform Telephone department and Room Service immediately on phone.
- Prepare rack slips for room rack and Information rack.
- If hotel policy dictates prepare rack slips for Room Service and Telephone department. Also the slips themselves serve as arrival notification slips (permanent notification slips). Otherwise temporary notification slips may be prepared and sent.
- Housekeeping department has to be informed.
- Attach reservation form and relevant correspondence to the guest registration card and sent to the Cashier to open the guest folio.
- In some hotels, guest folio is opened by the Receptionist and sent to the cashier with the rest of the forms to be maintained till the guest departure.
- Make entries in the arrival and departure register.
- Prepare 'C' Forms for foreigners.

FORMATS:

- Expected arrival list
- Registration card,
- C Form
- Key card / Welcome slip
- Arrival-Departure register
- Bell boys errand card
- Bell captains control sheet
- Arrival notification slip

SOP for Pre-arrival procedure:

- Refer log or memorandum.

- Calculate room position.
- Block room for existing reservation.
- Make amenities voucher if required.
- Keep registration cards ready.
- Use Formula for calculating room position:

$$\text{Room position} = \text{Available rooms} - \text{Expected arrivals} + \text{Exp. Dep.} - \text{Out of order} / \text{blocked rooms.}$$

F.I.T (Free Independent Traveller) ARRIVAL PROCEDURE

Guest without a reservation (walk in guest):

- Find out the requirement of the guest and allot a room as per the guest request.

Guest with a reservation:

- Obtain the name of the guest.
- Check for the name of the guest in the expected arrivals list and tick it off.
- Check if the room is already blocked or allocated from the room rack. If not, then identify a suitable vacant room from the room rack to be assigned to the guest.
- Confirm the mode of payment. If cash, then request an advance payment. If the guest is paying by credit card, take an imprint of the credit card and validate the card.
- Offer a blank registration card if the guest is not pre-registered.
- Let the guest fill up the registration card and check it to see if all details have been entered.
- Prepare the key and welcome card.
- Summon the bell boy and fill the errand card for the bell boy.
- Let the bell boy escort the guest to the room.

FORMATS

FRONT OFFICE LOG BOOK

S.No. Particulars Time
 (given) Time
 (completed) Completed by Transferred

FORMAT OF REGISTRATION CARD

Name

Surname first name _____

Arriving from _____ Company Design. _____

Next destination _____ Organisation _____

Date of birth _____ Address _____

Residential address _____

Arrival on _____ Dep. On _____

FOR FOREIGNERS:

PURPOSE OF VISIT : Business ()

Conference ()

Leisure ()

Date of arrival in India: _____

Duration of stay in India: _____

MODE OF PAYMENT: Cash ()

Traveller Chq ()

BTC voucher

Credit card () Visa () Master() Amex()

Passport no. _____

Nationality _____

Date of issue: _____

Credit card no. _____ Place of issue: _____

Expiry date _____ Certificate of registration

(Only for foreigners residing in India)

No. _____

Bill to _____ Date: _____

Room to be charged to _____ Issued at: _____

Room types _____ Room no. _____

Room rate

No. of guests

Room type _____

I agree to release my room(s) by 12 noon on the date of departure. Should I fail to check out, I authorise the management to pack and remove my belongings to the hotel check room so that my room will be available for incoming guests with confirmed reservations. The management is not responsible for any theft or loss of the valuables from the room.

Signature of the receptionist _____ Guest's signature _____

FORMAT OF AMENITIES VOUCHER

Date: _____

From : Front Office

To : Room Service / Housekeeping / Pantry

Please supply:

() fruit basket (small / large / special)

() flower arrangement (small / large)

() bottle of wine

To _____ Room no. _____ at _____
(Guest's name) (time)

Authorised by _____

Card to be attached of _____ Signature _____

- Copies: 1. Room service/ Pantry / Housekeeper
2. F & B Controls
3. File copy
-

Format of KEY CARD

Guest name _____

Room no. _____

Arrival Date _____ Departure date _____

Signature of the guest _____

Room key, on presentation of this card.

Purpose: This card is an authorization for guest to collect key.

CHECK YOUR PROGRESS

What are rules for communicating the foreigner geust to the authorities?

What is the procedure for registering a F.I.T. guest?

What is the C form?

3.05 EQUIPMENTS USED AT FRONT OFFICE

Different Racks Used In The Front Office

1. INFORMATION RACK:

An Information rack is composed of two index listings of in-house guests. One by the guests last name and another by assigned room number. An Information rack is commonly used to assist Front Office employees with proper routing of telephone calls, mails, messages and visitors inquiries. The Information rack normally consists of aluminium slots designed to hold guest information slips. These slots can be easily arranged and rearranged to fit the immediate needs of the hotel. Computer systems eliminate the need for an Information rack since guest name and room number data are easily retrievable through computer system.

2. ROOM RACK

This is the most important piece of Front Office equipment in non-automated and semi-automated hotels. The room rack is an array of metal file pockets designed to hold room rack slips that display guest and room status information. The Room rack is normally recessed into the front desk counter , tilted against the desk, or mounted below or behind the desk. When key slots are added to the Room rack, it can serve as combination room and key rack.

The Room rack contains a summary of information about the current status of all rooms in the hotel. A room rack slip or in some hotels, the guest registration card itself can be inserted into the Room rack to display guest information, room number and room rate. At one glance the room rack informs the front office assistant of the occupancy and housekeeping status of all rooms. The room rack may also contain information about room types, features and rates. This information may be used to match available room with guest request during the registration process. Need for room rack is eliminated in a computerised system.

The room rack are the equipments where registration records are inserted to serve as room rack slips. Considered as most important piece of front office equipment. Array of metal file pockets designed to hold room rack slips that display guest and room status information. When key slots are added to the room rack, it can serve as a combination room and key rack. One glance at the room rack should immediately inform the front desk agent of the occupancy and housekeeping status of all rooms. Front desk agents normally use this information to match available rooms with guests needs during the registration process,

3. MAIL AND KEY RACK

A key rack is an array of numbered compartments used to store guest room keys. To minimise the number of racks in the front desk area, hotels may combine the key rack with either the room rack or the mail and message rack. A combination of these is either a free standing wall unit, an under the counter row of compartments, or a set of drawers. Some front offices use rack as room divider by placing it between the front desk and the telephone operators.

When mail and message compartments of the rack are open from both sides, telephone operators and front office assistants have equal access to rack contents.

If guest room telephones are equipped with 'message lights', they can be used to notify guests when they have messages at the desk. In room message lights can be activated with a control switch beside each room's slot in the mail, message and key rack.

Alternatively, we can say tht key racks are sets of racks were generally kept at the front desk in earlier day. A key rack is an array of numbered compartments used to store guestroom keys. Key racks are often placed in front desk drawers to ensure the safety and security of guests.

Reservation rack

A special board or series of pigeonholes where cards are put to show which room have been booked. Front office uses both two types of reservation racks. In an advance reservation rack, reservation rack slops or registration cards are arranged by the guest scheduled dates of arrival and with each day's grouping.

A current reservation rack is portable subset of the advance reservation rack. The current reservation rack is used by the front desk agents to assist in processing guests during registration.

Folio trays:

Folio tray or folio bucket is where the guest folios are stored and arranged by guestroom numbers. Guest folios remain in the tray throughout the occupancy stage of the guest cycle, except when they are used in posting transactions. A second folio tray is normally located in the hotel's accounting office. This tray contains the folios of departed guests being directly-billed or of guests who paid by credit card. Once these accounts are settled, the folios are moved to permanent storage location.

Account Posting Machine

This is an electromechanical or electronic device used in semi-automated hotels. An account posting machine is used to post, monitor, and balance charges and credits to guest accounts.

Voucher rack

It is a container for storing vouchers for future reference and verification during the night audit.

Cash register

It is used to record cash transactions and maintain cash balances.

CHECK YOUR PROGRESS

What is a key rack?

How does the front office clerk know about the occupancy of a room?

3.06 BASIS OF ROOM CHARGING

Hotel Tariff

Tariff is the rate or charges offered to the guest by the hotel for the use of different facilities and services, during their stay. Commonly, tariff is a charge of room rates and other facilities. Tariff is a charge of room rates and other facilities. Tariff or room charges may include meal or breakfast depending upon the plan as per the guest choices. Prices of hotel services are incorporated in a card known as the 'tariff card'.

Tariff card is the card containing the rates or price charged by a hotel for accommodation. Tariff card may include meals depending upon the types of plan the hotel offers to the guests. Prices of meals and other hotel services are also printed in the hotel tariff card.

Basis of charging room rates

The sale of rooms contributes more than 50% of total revenue generated in the hotel. Rooms are charged on the following basis:

1. The 24 hours basis:

In twenty-four hours basis the room is charged for the stay of 24 hours. If a guest arrives at 9 am today, the room charges will cover until 9 am tomorrow. No concession will be given if the guest leaves few hours earlier. His/her hotel day begins at 9 am every subsequent day. There is not any fixed time for check-in and check-out.

2. The 12:00 noon:

A particular time of a day is fixed, mostly 12:00 noon as a check-in and check-out time for all the guests, hotel day begins at this time. This method is advantageous that a room can be sold twice in a same day. For example, Mr. A arrives at 12:00 noon and checks out early. After few hours, Mr. Y arrives and is provided the same room, he is also charged for whole day.

3. The Nightly basis:

Here, the charge is fixed, according to the nights spent in the hotel. If a guest stays from 10 am until 6 am the next day, the guest is charged for one night or a day.

CHECK YOUR PROGRESS

What is meant by tariff?

What are the three types of tariff basis?

Describe the 12 noon type of tariff basis.

Types of Rate Codes used in hotels

Hotels always have more than one rate code category for each room type. Room rates categories generally correspond to types of rooms available to sell in the hotel (Eg: Suite, Deluxe, Premiere, Studio, Pent house etc.).

Room Rates and rate codes may also vary according to the available room features such as room size, location, view, furnishing, décors etc and also with competitors pricing.

Standard Room Rates and Rate codes used in hospitality industry:

Rack Rate: It is the Standard rate or Published tariff defined by the hotel management for a particular room category / type. This is generally printed on the tariff sheet of the hotel and these details are also submitted to the local government authorities for hotel licensing and in some countries for Govt. tax compliance. In other words these rates are always without any sorts of discounts.

Corporate or Commercial Rate: These are rates offered to companies that provide frequent business for the hotel or its chain. This rate may vary according to the volume of business guaranteed by the companies. Eg: NEG1, COR1 etc.

AD HOC Rate Code: These are normally non-standard rates which is offered as a special one time rates for first time corporate's.

Group Rate: These are rates which is offered to groups, meetings and conventions using the hotel for their functions.

Promotional Rate Codes: These rates are generally offered during low occupancy periods to any guest to promote occupancy. Early Bird Rates, Stay for 3 and pay for 1 etc. are some examples. These rates may also include certain add-ons to attract the customers like free WiFi for 24 Hrs, free buffet dinner etc.

Incentive Rate Code: The Rate offered to individuals who belong to an association or holders of special membership cards or Credit cards. Eg: Amex / VISA / Master card holders get 5% discount on Rack Rate, Lufthansa Frequent Flyer members get 25 % discount etc. For hotels these rates always give potential referral business.

Early bird Rate: This type of rates are only open X days before arrival. Eg: Open only when 7 Days before arrival, 14 Days Before Arrival, 30 Days Before arrival Etc.

Family Rate: A rate reserved for families with children. Usually these rate include Extra Bed charges and may also include some free add-on activities for children.

Package Rate: Rates that includes a guest room in combination with other available events or activities. (Eg: Best of London package which includes room rental, all meals, site seeing, airport transfers etc.) Package rate can be also a simple room and meal package like American Plan (AP), Modified American Plan (MAP), Continental Plan (CP)etc.

Best Available rates (BAR) : These rate codes are the lowest discounted rate available for a day which can be offered to the guest by the Reservation or Front desk staff. BAR can be off different types:

'Dynamic BAR' - Has different tiers and each tiers will be opened and closed according to the occupancy of the hotel. (The new age hotel management software's does this automatically for the Revenue Mangers.)

Sample Dynamic BAR Rate

BAR Level	Open / Close when Occupancy Between
BAR -01	0% TO 25 %
BAR -02	26 % TO 35 %
BAR - 03	36% TO 50%
BAR - 04	51% TO 75%
BAR - 05	76% TO 100%

'Daily BAR' - Has a pre-defined daily room rate regardless of room categories (Run of the house) and occupancy, these rates are set according to the day of the week, as per the demand of hotel rooms in the city, special day's or seasons, as per the room demand forecast done by the hotel revenue manager.

Sample Daily BAR Rate

DATE	DAY	RATE (Rs)
19/10/2016	WED	200.00
20/10/2016	THU	200.00
21/10/2016	FRI	250.00
22/10/2016	SAT	250.00
23/10/2016	SUN	250.00
24/10/2016	MON	200.00
25/10/2016	TUE	200.00

Complimentary Rate: A Room rate with zero room charge which is offered to special guests, industry leaders, Gov. officials etc.

House use Rate: A Room rate with zero room charge which is used for rooms stays for hotel purpose. Eg: Manager or duty room, In house General / Resident manager room etc.

Zero Rate Code: These kind of rates are used as system requirements for PMS's as these would be tagged to Dummy rooms, Paymaster rooms and Group Master rooms.

Virtual Rate / Follow Rates : A Special Type of rate codes whose values are derived from another rate code or rate group. Eg: BAR1 which is 10% off on the Rack Rate.

3.07 TARIFF FIXATION

Before we actually learn about the methods how the tariff is fixed, we learn about how to arrive at the room counts. This is important information which is to be used in calculating the tariff. Hence we begin by a discussion on how to accurately calculate room count.

How to Accurately calculate Room Count in hotels

It is important for Front desk agents to know exactly how many rooms are available, especially if the hotel expects to operate near 100 percent occupancy.

Once procedures for gathering room count information are established, planning procedures can be extended to longer periods of time to form a more reliable basis for revenue, expense, and labour forecasting.

Below points will help the front desk team to do a accurate room count :

- Make counts of the rack and reservations. On tight days, a count should be made at 07:00 Am, Noon, 03:00 PM, and 06:00 PM. On Normal Days, a 07:00 AM and 06:00 PM Count will be OK.

- Check Room Rack against the folio bucket or Open balance report to catch sleepers and skippers.
- Check housekeeping reports against the room rack to catch sleepers and skippers
- Check for rooms that are due out, but still have balance on their folios, especially where credit cards are the indicated source of payment.
- Check reservations for any Duplications.
- Check all the reservation systems to make sure reservation status of all cancelled reservations has been marked as cancelled on the system.
- Check the Switchboard, Telephone Rack, Or Alphabetical room rack to make sure that the guest is not already registered.
- Call the local airport or Airport representative for a report on cancelled flights.
- Check the weather report for cities from which a number of guests are expected.
- Check reservations against convention blocks to catch duplications.
- Check with other hotels for duplicate reservations if a City event team had booked the hotel room as a second choice.
- Check arrival dates on all reservation form with the arrival list from the PMS to make sure none was entered wrongly.
- Check room cancellation list.
- After the property's cut-off time, if it becomes necessary, pull any reservations that were not guaranteed or pre paid.
- If any rooms are out-of-order or not presently in use, check to see if they can be made up. Let housekeeping know when a tight day is expected, so that all possible rooms are made up.
- Before Leaving from work, convey in writing all pertinent information to the oncoming staff.

CHECK YOUR PROGRESS

Why is it important to have a clear idea of how many rooms are actually occupied?

How can we find how many rooms are available at a hotel?

What are standard operating procedures for finding number of occupied rooms?

How are the tariffs calculated?

The tariff can be calculated in a number of ways simplest being the rule of thumb. The following are some of the approaches in calculating tariff:

1) Market Based Pricing

Under this type of method of calculating tariff, we concentrate on how the customer perceives the value of the room. For example if you have branded your property so well that the customer is willing to pay a very large premium for a stay at your hotel, you would keep very large profit margin. Alternately, if some event is going on close to your hotel, the value that the customer gets in staying at your hotel would dramatically increase and hence you may charge much. On the other hand if your hotel is new and does not have that type of standing, you would think about the competition and fix a rate which is on par with your competitors so that the sale is enough to generate the revenue to keep your business going.

The following factors are kept in mind while fixing the tariff under Market based pricing strategy:

Competition

Considering the rate offered by the rival hotel, you fix your rate so that your hotel meets the expenditure, even though the profit may be limited.

Rate cutting

Lower the rate to enhance the volume of sale. Going by economy of scale, larger volume yields larger profit. It however depends on your business strategy whether you want your property to be an exclusive property to be enjoyed by the elite, upper class patrons (in which case you will keep rate higher than those for the average hotels, low sale and high price strategy) or you want your hotel to be people's hotel, where middle class persons can afford (then you would go for high sale, lower price method). You may cut rates during those days of week when business is less and when you want more business.

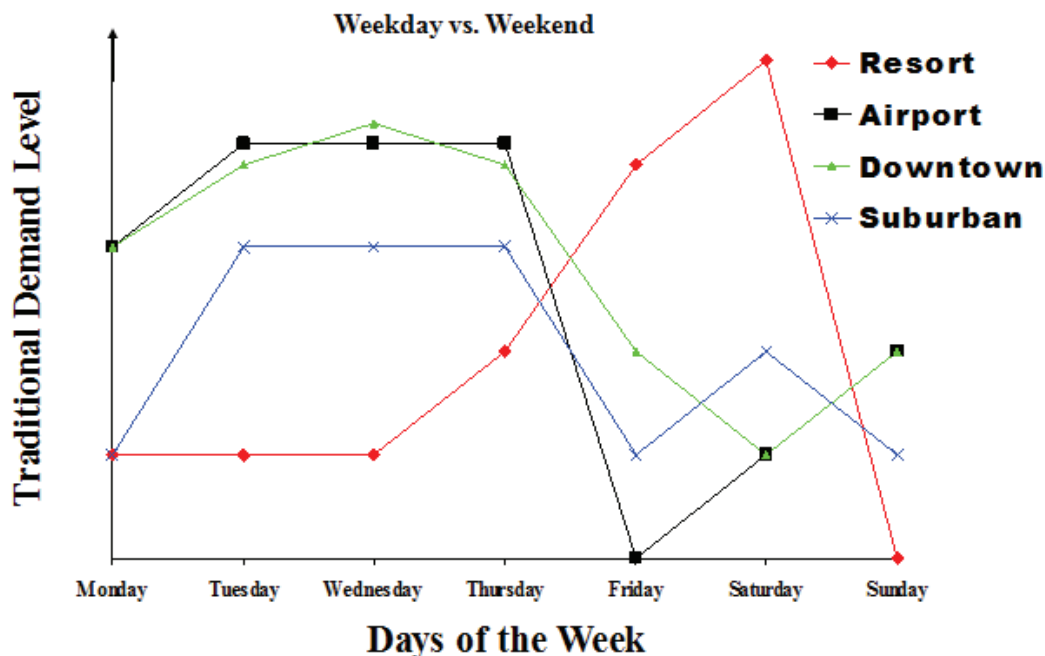


Fig 3.00: Variation of Demand on various days of weeks in various types of hotels
(www.delmarlearning.com/companions/content/0766823431/.../Chapter07.ppt)

Tariff by guest requirements

You may have a base price for your hotel room and charge extra for air conditioning, telephone, conference room, etc.

Market tolerance

You would keep your price dynamic by keeping an eye on the rival hotels pricing by making anonymous phone calls etc.

Customer Profile

You consider, while fixing tariff, the social profile (social status, financial position, purpose of their visit) of the category of customer which come to your premise.

Locality

Depending on the locality of the hotel, the customers may find the points of interests in tourism near hence their cost of traveling goes down and hence they may be willing to pay more on their stay.

Publicity

Expenditure which you incur on promotion of the hotel through advertisements, conducting special events, etc are to be loaded on the customers.

Standard of Service

If you hire quality staff like chefs etc, the customer would be willing to pay more and you may also pay decently to your staff.

2) Cost Based Pricing

Let us see one by one various methods under these.

Rule of thumb:

It says that you keep the rate as one thousandth of the cost on the construction of the room. Thus you will recover the capital investment in 1000 days (around 2 years). If the capital investment on per room basis is say one lac rupees in your hotel, the tariff would be Rs 100/- per day. You may devise your formula by considering other break-even points.

Hubbart's Formula

Derived by Roy Hubbard in 1940's, it uses the detailed analysis of how much you invested, what rate of returns you envisage, etc.

Roy Hubbard developed a method to calculate a hotel room rate based on the costs incurred in operating the hotel and a reasonable return on investment for the investors

The Hubbart Formula incorporates three schedules. I looks at specific financial calculations, II looks at the rates per occupied room, and III incorporates square footage into the analysis.

Hubbart Formula– Schedule I

Traditional room cost is considered. In addition, Return on Investment is factored in to give owners/investors a fair rate of return. What hotel trend precipitated the need to incorporate ROI? That is, what changed in the industry and what other industries became involved? Let us see it for a sample case.

Step 1. Find your operational expenditures on annual basis

(Add expenditures on all departments, add expenditures on light heat, power, maintenance, etc)

Suppose it come to \$13,00,000.

Step 2. Find your tax and insurance liability

Suppose it comes to \$1,75,000.

Step 3. Find total depreciation on book value

Suppose it comes to \$3,00,000.

Step 4. Find fair rate of return amount for a year

Let us say, you think your property should yield \$5,00,000.

Step 5: Find total income you should get

Adding Step 1 to 4, you will get, \$22,75,000.

Step 6: Find annual incomes from sources other than rooms

Add incomes from restaurants, and other souces. Let us say it come to be \$2,15,000.

Step 7. Find revenue to be generated through sale of rooms (annual)

Subtract Amount you got from step 5 from step 6, you should get \$20,600.

Schedule II

The figure reached at the end of Schedule I is used to determine the average daily rate the hotel would need to charge to meet its obligations (operating costs and owner ROI).

Schedule II incorporates opportunity cost.

Schedule II also assumes an average occupancy percentage.

How can using the 70% occupancy figure sometimes cause problems?

Hubbart Formula Example - Schedule II				
				<i>Example</i>
1. Amount Needed from Guest Room Sales (Schedual I)				\$20,60,000
2. Number of Guest Rooms Available				175
3. Number of Rooms Available on an Annual Basis				
	Item 2 multiplied by 365 (175x365)		100%	63,875
4. Less Allowance for Average Vacancy			30%	19,163
5. Number of Rooms to be Occupied Based				
	on Average Occupancy		70%	44,712
6. Average Daily Rate Required to Cover Costs and				
	Provide Reasonable ROI (Item 1 divided by Item 5)			\$ 46.07

You can make further changes in the calculations by making further refinements. If you get 70% occupancies and charge the rate of \$46.07, you would meet a target profit of \$5,00,000 per year.

If you use Hubbart formula, you will get a clear idea as to how well you are progressing in achieving your envisage rate of investment (roi) and you may plan accordingly. This is similar to the required rate calculations, in one-day cricket matches, which are used in finding what average rate is, of run per over if you wish to win the match. You know whether the target is too stiff to achieve or too easy.

CHECK YOUR PROGRESS

How do we set tariff using Market oriented approach?

What are the steps involved in finding the average tariff using Hubbart Formula ?

What are the advantages of using Hubbart formula?

3.08 INTRODUCTION TO THE GUEST CYCLE

The hotel guest stay cycle can be divided into four main stages. Within these four stages there are important task related to guest services and guest accounting.

Front office employees must be aware of guest services and guest accounting activities at all stages of the guest stay. Front office staff can effectively serve the guest if they have a clear understanding of the flow of business in hotel. Guest Cycle also represents a systematic approach to front office operations.

1. Pre - Arrival

The Guest chooses a hotel during the pre- arrival stage of the guest cycle. Choice of the guest can be affected by many factors, including previous experiences with the hotel, advertisement, word of mouth referral by friends and colleagues, location, corporate, travel agent booking, hotel name, hotel loyalty program member etc.

The guest's decision of making the reservation can also be effected by the ease of making the reservation and the way reservation agent interacted and described the facility of the hotel like room type, room rate, recreational facilities and other attractions near the hotels etc.

We can certainly call the reservation area as the sales office for non-corporate or group bookings. Its employees should be sales orientated and present positive, strong image of the hotel.

If a reservation can be accepted, the reservation agent create a reservation on the hotel management software. The creation of this reservation record starts the hotel guest cycle. This reservation contains details of guest specific request which will help the hotel to provide the guest with personalized service during his stay.

The details which is collected during the reservation also helps the hotel to complete pre-registration activities like assign room according to guest request, room rate to be charged to the guest folio during the course of stay etc.

Although the reservation details helps in providing guests with anticipatory service the primary objective of making the reservation is to make sure that room will be available when he arrives to the hotel.

2. Arrival

The arrival stage of the guest cycle includes registration and room assignment process. After the guest arrives, he or she establishes a business relationship with the hotel through front office. It is the front office staff responsibility to clarify any query of the guest especially the details of room rate of packages he /she is booked on.

Front office staff should determine the guest's reservation status before beginning the check-in / registration process. Guest with reservation and guest without reservation commonly known as Walk-in's also provides a opportunity of business for front desk staff.

A Registration card or Reg. card is printed and completed at the time of check in, which will help the front desk to collect essential information. The reg. card should contain details like billing instructions, reservation details, number of adults and children occupying, address, passport and visa for foreign nationals, full address, personal details and credit card details. Because the guest and hotel gains certain legal benefits it is mandatory to get guest signature on the registration card.

The registration process is complete once a method of payment and the guest's departure date have been confirmed and duly signed by the guest. The guest may be given a room key and direction to the room or escorted by the guest service associate or guest service manager .

When the guest checks-in to the room the occupancy stage of the guest cycle begins.

3. Occupancy

The manner in which the front office staff represents the hotel is important during the occupancy stage.

As the main contact centre for hotel activity, the front office is responsible for coordinating guest requests. Among those providing information and supplies to the guests.

Front desk should take extra care to respond to the guest on a timely and accurate manner. The main focus of the front desk staff is to provide anticipatory service and to meet or exceed the guests expectations. This will encourage the guest to repeat to the hotel.

Security is also a main important concern during occupancy of the guest. Issues like protection of funds and valuables are among those. The front desk should also follow the hotel standard operating procedure for handling the hotel and guest keys, property surveillance, safe deposit boxes, guests personal property, and emergencies are also important.

A variety of charges restaurant charges, telephone, internet, travel desk etc. during the occupancy stage affect guest and hotel account. Most of these charges will be posted to the guest account according to

front office posting procedures. And also in most cases the Room charges is the single largest charge on the guest folio.

Other front office financial tasks during the occupancy stage is to verify the charges posted to the guest account and checking guest accounts against the credit limit.

4. Departure

Guest services and guest accounting aspects of the guest cycle are completed during the cycle's fourth and final phase ie departure.

At Departure the guest vacates the room, receives the accurate statement of the settled accounts, returns the room keys and leaves the hotel. Once the guest has checked out, front office updates the rooms availability status and notifies the housekeeping department. (For hotels using Property management software the status of the room is updated automatically).

At this stage front office also collect the feedback of the guest experience in the hotels by handing over the guest feedback form.

CHECK YOUR PROGRESS

What is meant by Guest Cycle?

What happens during pre-arrival phase?

What activities are done by staff during departure phase?

3.09 RESERVATION: CONCEPT, IMPORTANCE, TYPES

Reservation of the hotel accommodation is one of the important responsibilities of the front office department. A potential guest contacts a hotel for availability of the desired type of accommodation and any allied services that the hotel offers. The front office department needs to react to the enquiry of the guests.

For a guest, reservation increases the chances of a better deal for assured accommodation on arrival. For a hotel, reservation can enable a better management of guest experience during usual as well as peak seasons. Reservation procedure varies depending on the size and brand of the hotel and the reservation system employed.

Let us know the details how the front office handles reservations.

Types of Hotel Reservation Systems

An efficient and effective reservation system is what adds to the hotel's profitability. Following are the most popular reservation systems –

Whitney System of Reservation

It was developed in 1940 by Whitney Paper Corporation from New York, hence the name. This is a conventional manual reservation system the hotels used to follow during pre-computer days in the hotels. It contains the following setup for reservation –

- Slip for request of accommodation reservation
- Whitney slip that records guest name, accommodation type, number, and duration of stay
- Temporary/Permanent arrival slip
- Guest bill
- Guest registration card
- Correspondence file
- Bedroom journal that records daily occupancy of the guest with date, guest name, room type, and room number

Let us see how a Whitney slip and the bedroom journal looks like.

Whitney Slip

Guest Name	Date of Arrival	Room Type	Room Rate	Date of Departure
Mode of Reservation		Reserved By		Date Received
Reservation Agency if Any:				
Billing Instructions			Date of Confirmation	

Bedroom Journal

Date: _____		
Guest Name	Room Number	Room Particulars

Though this system proved efficient, it generated a lot of paperwork with occasional scope for errors. The drawbacks were overcome by the central reservation system.

Central Reservation System (CRS)

It is a computerized reservation system that reduces paperwork and can handle large amount of reservation data effortlessly.

In this system, since the guest data and reservation data are stored on the storage disks of the computers, it can be accessed at wish. It is stored in the form of a database of collection of records which can enable searching, adding, removing, or updating any guest related data.

The computerized reservation system not only helps to make guest reservations but also helps to forecast how many accommodations can be reserved in an upcoming time period.

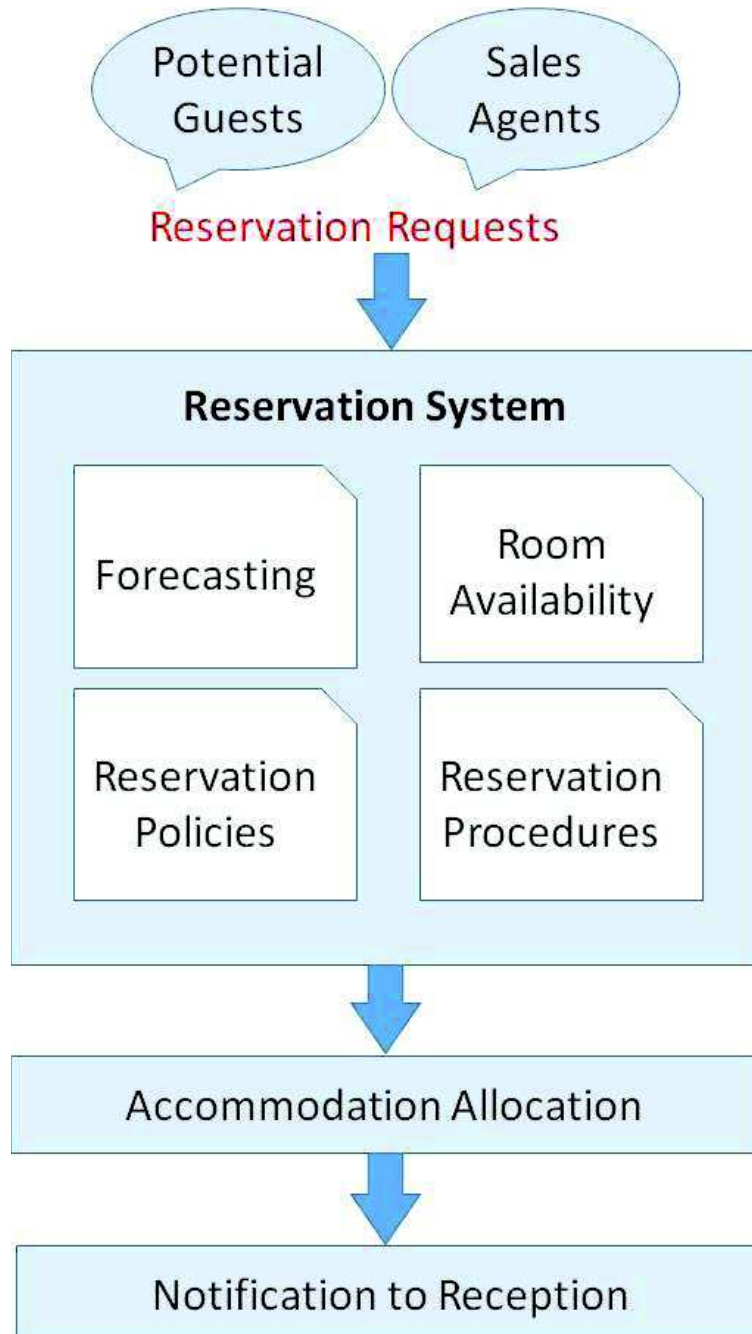


Fig 3.00: How Central Reservation System software works

This is how a CRS typically works. The guests of hotel sales agents call for checking room availability. It is forwarded to the front office reservation staff. The staff finds out details about the requirement and checks the availability of desired accommodation in the database. According to the reservation policies and procedures, the reservation staff member then notifies or suggests the reception about the accommodation availability and takes further appropriate action.

The Role of Internet in Reservation

The Internet has brought a momentum in the hospitality business as well. It facilitates seamless management of a hotel's offices located at various places and their various departments.

The hotel businesses are actively working on the Internet 24 hours a day, seven days a week. The Internet has simplified complex system of reservations. It enables Online Hotel Management Systems (OHMS) such as **Hotelogix** to help guests reserve accommodation of their choice fast and conveniently. The guests of the hotel can access rate charts, accommodation availability, check-in and check-out timings, details about the restaurants, and so on, at their own convenience.

Sources of Reservations

People travel for various reasons such as personal as well as for MICE. There are various sources from whom the requests of reservation pour in –

- **Direct Request from Guests** – The prospective guests can approach individually to the hotel for reservation of accommodation mostly when they are single travelers or family travelers.
- **Request from Travel Agent** – They can approach the hotel for booking accommodations for group travelers.
- **Request from Corporate Agent** – An organization can request a hotel to reserve accommodations for their employees, clients, or visitors.
- **Request from Airlines** – The airlines can reserve accommodations for their working staff for routine stay as well as in case of flight cancellations.
- **Request from Institutions** – Various SMERF or NGO institutions request to reserve hotels for sports people, delegations of embassies, or performing-art program groups, workshop groups, and alike who travel to different location.

Managing Reservations

The first step in reserving an accommodation is to check if the requested kind of accommodation is available for selling for a specific period of time. It is done by checking forecast boards or computerized systems.

[Accepting Reservation of Accommodation](#)

Reservation of an accommodation is accepted if the desired type of accommodation is available in the hotel for selling. If it is not available during a rush season or if the guest is in urgent need, the staff member suggests for almost similar alternative accommodation by stating its amenities and facilities.

Reservation is accepted in the following cases in conjunction with the availability of the accommodation –

- Is the guest new to the hotel?
- Does the guest have good credentials with the hotel regarding payment and behavior?
- Is the guest a VIP?

Denying Reservation of Accommodation

Denial of reservation directly means loss of revenue. But there are certain situations when the reservation staff turns down the reservation for the guests or agents. The potential causes of denying reservation are –

- **All accommodations in hotel booked** – In such case, the reservation staff refuses the reservation politely and suggests an alternative hotel in the same area or different property of the same owner in a nearby area.
- **Requested type of accommodation not available** – In such case, the reservation staff suggests an alternate accommodation.
- **Guest/Agent blacklisted** – Some guests or agents are blacklisted due to their history of payment dues against the hotel. In such case, the reservation clerk seeks for reservation manager's advice.

Finally, the reservation section of the front office prepares the list of the reservations for the day and sends it to the front desk. The list also contains vital information such as if the guest is new or repeat, guest preferences about room location or décor. The rooms are then prepared by housekeeping.

Cancelling a Reservation of Accommodation

This is yet another event when the hotel loses business with a guest. Though the fact is overt loss of revenue, the front office staff must react to it politely and gracefully. The staff member also needs to convey any cancellation charges the guest must pay while cancelling the reservation. Cancellation is done in the following steps –

- Finding out details of the guest and respective reserved accommodation.
- Verifying charges of cancellation, if any.
- Notifying the guest about cancellation charges.
- Cancelling the reservation in the system.
- Updating the system for accommodation availability.
- Confirming the guest about the cancellation.

Generating Reservation Report

Reservation reports are generated for the sake of helping the management find trends and making forecast about business.

The reports typically are of the following types –

- Occupancy report
- Special arrival report
- Revenue forecast report
- Turnaway report

CHECK YOUR PROGRESS

What is the CRS and how does it work?
What is the Whitney system of reservation?
What points are to be kept in mind while denying accommodation?
What is procedure for canceling reservation?

3.10 AMENDMENTS AND CANCELLATION

How is Reservation Cancellations Handled in hotels

A guest actually does a service to the hotel when they take time to cancel a reservation instead of not informing and then the reservation becomes a no-show. A reservation cancellation informs the hotel that a previously reserved room is once again available, and helps the front desk more effectively manage its room inventory.

Hotels should make processing cancellation easy and efficient. Reservation Cancellation, like any guest service, require the hotel staff to be polite, courteous and effective as possible.

Following points to be taken with care while cancelling a non-guaranteed reservation:

- Obtain the guest's name and address
- Number of reserved rooms
- Arrival and departure date
- and the reservation confirmation number if available
- Name and contact number of the Person calling for cancelling the booking
- Reason of cancellation

These information will ensure that the correct reservation record is accessed by the reservation agent and then cancelled. After recording the cancellation, if available the agent can give the cancellation number to the guest / caller who had cancelled the booking.

Reservation agent must ensure that the correct reservation has been cancelled and also may ask the guest whether they would like to make a alternate reservation for any other dates.

Cancelling a Guaranteed or Credit Card Guaranteed reservations:

- While cancelling a Guaranteed reservation, along with the points mentioned above the reservation agent should also take care of the following points:-
- Communicate to the caller that according to the hotel cancellation policy their credit card would be charged along with the total amount which is going to be charged.
- After processing the cancellation the reservation agent should give the cancellation number to the guest, this would be retained by the guest as proof of cancellation in the event of erroneous credit card billing.
- Make the reservation record as cancelled, properly initiated and documented and add the cancellation number to the reservation record.

- Most credit card companies support no-show billing only if the hotel issues a cancellation number.
- If a non-automated property then update the room availability, returning the reserved room back to availability status.

File cancelled reservation documentation for future references as per the hotel policy. In a non-automated hotel the reservation record is kept until the expected date of arrival just in case the reservation was cancelled by mistake.

Advance Deposit Policy: Policies related to cancellation of reservations with advance deposits may always vary among hotels. The reservation agent should treat cancellation of reservations with advance deposit with much care as they do with other types of reservation cancellations. According to the hotel policy of some hotels the advance deposit charges are refunded back to the guest after deducting the applicable cancellation charges.

CHECK YOUR PROGRESS

What measures are to be taken while cancelling the reservations?

What points are to be kept in mind while cancelling credit card guaranteed reservation?

What is the advance deposit policy of a hotel?

3.11 PROCEDURE FOR GUEST CHECK IN, AND BAGGAGE HANDLING

Tips for Blocking/Allocating rooms for expected arrivals

Room blocking is a part of the guest pre-registration activity, this will help plan the hotel to meet special requirements of guest as well as a proper room allocation for the hotel. In Some hotels this process is done one or two days in advance.

Although the reservation department may block the desired rooms in advance, it is the responsibility of the front desk to assign guest rooms as per the specific requirement made by them at the time of reservation. Below points will help you to achieve a proper room blocking.

- 1) Print detailed arrival list for the next day's arrival. Which shows additional guest details like arrival date, departure date, room type booked, room rate, VIP status, previous number of stays, time of arrival, gender, room specific features (smoking / non-smoking), guest specific feature etc.
- 2) Block rooms according to the booked room type of the guest. If the room type is not available then try to upgrade according to the availability and hotel policy.
- 3) If there is a room specific request like smoking / non-smoking, away from elevator etc then look for room which is matching this requirement and then allocate the room.

- 4) If you are blocking a connecting room (room which is departing and you are blocking the same to another arrival for the day) then always check the arrival time of the guest. Give enough time for HK to prepare the room for next arrival.
- 5) Take special care while blocking rooms for VIP guests after blocking the room you may put a 'Trace' or send requisition voucher to other department for placing VIP amenities in the room. If the PMS / hotels software has a feature to super block these rooms then activate this feature. This will ensure that no other front desk staff can de-block and allocate this room for other guest.
- 6) While upgrading a guest to a higher category you must always consider his no previous visits, room rate, importance of the client if the booking is from corporate, designation of the guest etc.
- 7) For single ladies do not block a inter connecting room, Also if your hotel has a separate ladies floor / rooms then block those.
- 8) Room allocation has to be done as per the status of the reservation ie confirmed / guaranteed bookings to be blocked first. Waitlisted / Tentative bookings can be blocked later.
- 9) Guest with disabilities may need rooms fitted to their special needs, special amenities or services required at the time of reservation. It is always advisable to super block these rooms well in advance.
- 10) Some Frequent guest might be very particular about specific rooms which they enjoy most and stay regularly. Try and block this room for these guests.

CHECK YOUR PROGRESS

What is room blocking?

What points are to be borne in mind while blocking a room?

Activities at the bell desk on arrival:

LUGGAGE CONTROL AND BELLBOYS CONTROL

Many guests arrive at the hotel with heavy baggage or several pieces of luggage. Guests receive help from the bell attendants. Bell attendants provide baggage service between the Lobby area and the guest room.

1. Bell boy returns to the bell desk with errand card and hands it over to the bell captain.
2. Hotel tags are prepared and fixed by the bell boy in the presence of the guest to identify the luggage and avoid confusion or mistakes.
3. Bell boy escorts the guest to the room with the luggage.
4. Places luggage on the luggage stand or as directed by the guest.

5. Returns to the bell desk and punches time of return on the errand card.

The details on the errand card are filled up by the bell captain. He also makes entries of the details into his control sheet on the bell boys return.

The errand card contains details such as the description and the number of pieces of baggage, the time at which the bell boy left the counter, time of return etc.

CHECK YOUR PROGRESS

Why it is important to assign task of helping guest to the bell boys?

What activities take place during guest arrivals at bell desk area?

How to Handle Walk In Guest or Guest Without Reservation in hotels

In General, a Hotel is obligated to accommodate guests. Legitimate reason for refusing to accommodate a guest may include lack of room availability, or the potential guest's disorderly conduct or unwillingness to pay for accommodations or services.

Who is a Walkin Guest ? A Guest who arrives at a hotel without a reservation is called as 'Walk in'.

The Classic nightmare for any traveler who travel for miles and miles who then walk-in to the hotels and find that the hotel is fully occupied. Hotels have no obligations to accommodate guests who arrive without reservation when no rooms are available for the night.

When the hotel cannot accommodate a walk-in guest, the front office agent can make the situation a little easy for the guest by suggesting and providing directions to alternative hotels nearby.

The front office staff can even call other similar hotels and help the guest to make reservation.

If there seems to be no alternative to turning away the guest, a manager not a front desk agent, should explain the matter in a private office.

Registering one guest in view of another who cannot be accommodated can be extremely awkward and embarrassing.

Following steps to be clarified before accepting a Walk-in Reservation:

1. If the guest presents a confirmation letter, verify the date and the name of the hotel; the guest may have arrived on a different date or at the wrong hotel.
2. Check with the guest if the reservation was made by another person, it is possible that the reservation agent might have entered the reservation under the booker / caller name !
3. Re verify the reservation by searching the hotel software by last name, first name, reservation number, partial name search, mobile number, Booker name, company, travel agent, etc. If the guest had booked from the travel agent ask the guest to call up the travel agent and get more details of the booking.

4. Ask the guest to reconfirm the arrival date and departure date again, the guest may be arriving on a different date or it is possible that this guest was a no-show for the previous night.
5. If all of the above checks and given negative result then after checking the availability of rooms in the hotel the front desk agent can create a new reservation. When the reservation is created for walk-in guest the source segment of the reservation should be tagged as 'Walk-In'.
6. It is also a good practice to collect an advance deposit for the complete room rental and approximate incidental charges from a Walk-in guest.

How to Handle VIP and VVIP arrivals in hotels

Who is a VIP guest ?

Criteria for Categorizing guests as a VIP may differ from hotel to hotel. Below are few examples for the same:

VIP: Decision Makers of Companies, Travel Agents, Honeymoon couples, A guest who had a bad experience on his last visit, Journalists, Event Planners, GM or Unit head of Companies etc.

VVIP: Board of Directors, Owners, Partners, Celebrities, Loyalty members, Head of States or countries, Senior Government officials etc.

Preparation for a VIP and VVIP arrival starts right from the reservation stage, All department must coordinate effectively and carefully controlled to have an effective VIP procedure.

A VIP status is often approved by the General Manager, Rooms Director/Director of Operations, or Director of Sales. Because all VIP's guests are pre-registered, the person approving the VIP status also assumes responsibility for the guest's credit status.

- Sales team should always inform the reservation department regarding VIP reservation well in advance, This lead time allows the reservation agent to block the appropriate room and also notify the same to other departments.
- During reservation an appropriate VIP code to be attached to the VIP reservation on the Property Management System.
- Tagging of VIP code to the reservation helps other department to easily identify the VIP status of the guest and do the required preparations.
- VIP Status is normally printed on reports like Arrival list, Room Boy list, Departure list etc. In addition to this new age hotel management software's also give pop-up to users whenever they try to access the guest reservation. Eg: "GM / AGM to meet on arrival"
- After blocking the room for the VIP guest, Front office department should send the VIP requisition form to Housekeeping and Room service well in advance so they can do the required arrangements.
- If there is any further change in the room number at a later stage then same need to be communicated to Housekeeping and Room service immediately.
- Housekeeping department put a priority on VIP arrivals and return those rooms to Front office as soon as possible.
- HK department places all complimentary VIP welcome amenity in their rooms.

- The Welcome Amenities must reflect the prestige and cultural background of the Guest.
- Executive housekeeper / Asst. Executive housekeeper should verify the rooms before releasing the same to front desk for check-in.
- On the arrival day Ensure that all special requests have been accommodated and actioned.
- Upon arrival Front desk team must inform the FOM / Resident Manager / General Manager to greet and meet the VIP Guest.
- Always accompany the VIP Guest to the room and proceed with the check in procedures in the room.
- Fill in as much information that you can on the Registration Form prior to presenting it to the Guest.
- Offer a tour of the property at the Guest's convenience and the person who escorted the Guest to make courtesy call within the first 24 hours.
- List of VIP and VVIP guests are noted down on the white board at Back office, Operators Cabin and housekeeping control desk.

3.12 SAFE DEPOSIT BOX PROCEDURES

The following procedures will ensure that all properties are in compliance with the use of safe deposit boxes by registered guests (boxes are not to be issued to non-registered individuals).

Failure to comply with government requirements can result in the forfeiture of protection offered by these statutes. Any departure from these procedures must be reviewed by management.

Responsibility: The hotel manager is responsible for procedure implementation and training of front desk personnel. Periodic, documented audits of critical elements of the program are also required.

Safe Deposit box Location: A protected area should be provided for guest activity with his/her box. If the area is enclosed, the door should be kept shut at all times. Entry should be by means of a key-or code activated locking device. If the area is not enclosed, a location should be used that provides adequate security for this activity (i.e., back office, business center). Closed-circuit TV is recommended for enclosed rooms in order someone who is not supposed to be there.

Limits of liability: Each Hotel should define specific limits for monetary liability of a registered guest's property. Limits of liability for safe deposit boxes should be

- 1) In writing on the Safe Deposit Box Agreement card (along with state law reference number),
- 2) Posted over the safe deposit boxes, and
- 3) Placed on the inside lid of the safe deposit box tray. The rupees/dollar amount stated must be the same as the state law.

Safe Deposit Box Keys: Guest keys for boxes are to be kept in a locked key cabinet until issued. The key to this cabinet is to be on the MOD/designate key ring at all times. The property's control key is not to be kept

- 1) in a drawer.

- 2) in the door of an empty box, or
- 3) on a hook/ring behind the front desk.

Procedures for Sign Up and Initial Use:

- The registered guest completes the Safe Deposit Box Agreement.
- The front desk agent checks the card for completeness, fills in time and date of box issuance, and signs the card. The card is filed by box/key number.
- The agent hands the box key to the guest and informs him/her about the "one-key policy" and the fee for drilling if a key is lost.
- The guest is escorted to the safe deposit box area.
- The agent unlocks the box by inserting the guest key and control .
- The box tray is removed by the agent and given to the guest along with his/her key. The guest places his/her property into the tray.
- The guest returns the tray to the agent, along with his/her box key. After locking the box, the agent returns the guest key and secures the control key.

Procedures for Accessing the box:

When a guest wishes to access his/her box, the following procedures must be followed

- The guest wishes to access his/her key and requests access. The front desk agent asks for the guest's name. The agent does not take the guest's key at this time.
- The agent pulls the Agreement card and verifies the information to confirm the guest's identify. This includes room number, home address, and other information given on the card.
- Upon confirmation of the guest's ID, the agent has the guest sign a Safe Deposit Box Access slip. The signature is checked against the original on the Agreement card.
- If the signature is the same, the agent signs and dates the Access slip and staples it to the Agreement card. All subsequent Access slips are stapled to the card.
- The process continues from "Sign Up and Initial Use" procedures, Step 4.

Procedures for Surrendering Box:

The following procedures are to be followed whenever a guest wishes to surrender his/her box.

- Follow the same procedures for box access up to and including the handling of the tray and guest key to the guest, Step 6.
- After the guest empties the tray and returns it to the agent, the agent asks if the tray is empty. If the guest says "Yes," the agent visually checks the tray.
- The agent places the tray back into the box, inserts both keys, locks it, and removes the control key.
- The guest signs and dates the line on the back of the Agreement card for surrendering the box. The agent confirms this and signs and dates the card. The card is filed with the hotel registration card.

Procedures for Guest Leaves without Surrendering Box:

The following procedures must be followed whenever a guest checks out of the hotel without emptying his/her box.

1. The guest must send a notarized letter indicating:
 - his/her request that the box be opened
 - the box's contents and value
 - how the contents are to be returned to the guest
 - if the guest will have a representative present when the box is opened
2. The MOD and one front desk agent must be present when the box is opened
3. The guest's letter is signed and dated by the MOD and agent, indicating that the written instructions were followed.

Procedures for A warrant Is Presented for Box Contents:

Whenever a law enforcement officer presents a warrant for the contents of a safe deposit box, the following procedures must be followed:

- The property retains a copy of the warrant.
- The MOD is present when the box is opened and contents are inventoried.
- The warrant is signed and dated by the MOD, indicating that the box was opened and all contents were delivered to the officer.

Procedures for Abandoned Box:

The determination of whether property in a safe deposit box has been "abandoned" must be considered carefully in accordance with local laws. The process must involve the hotel manager, and complete documentation of all actions must be maintained.

Procedures for Special Requirements:

- Guest loses key--The property has the box drilled by a qualified locksmith or facilities engineer. This procedure is witnessed by the MOD, and proper documentation is maintained. The guest is charged for drilling according to the property's policy.
- Property loses control key--To maintain the integrity of the safe deposit box system, a new control key must be made for all control locks replaced.
- Record retention--Safe deposit box records (cards, guest letters, warrants, etc.) must be retained for seven (7) years.
- Audits--Keys, cards, and boxes should be audited nightly by the night auditor. The hotel manager should conduct an audit of the safe deposit box program at least quarterly. All audits are to be documented.

CHECK YOUR PROGRESS

What is the procedure for safe deposit box for the guest who do not empty the safe deposit box after check out?

What is to be done if (a) guest loses keys (b) abandoned safe boxes (c) hotel loses control key

What are the procedures to be followed for box contents, if a warrant is presented?

3.13 FLOOR LIMIT OR HIGH BALANCE GUEST IN HOTELS

A high balance report is made on a daily basis after the completion of the Night audit / End of day process which states all the guest accounts whose totals are near to or in excess of the credit limit of the hotel.

- The Floor limit (the maximum credit limit) given to different types of guest will be set by the hotel management.
- Any guests who had exceeded this floor limit is captured on the report 'High Balance Guest'.
- It is the responsibility of the Night Auditor / Night Manager to prepare this report every night after day closing.
- The report should list every room folio which is having a balance more than the hotels standard floor limit (Eg: All guests who is having a balance more than \$500 for individual / FIT guest).
- Based on this list the night auditor or front desk agent responsible for night shift prepares a letter and also print and attach the folio. This set is send to the front office manager for his review.
- High balance guest notification card | Floor limit notification card is sent to the guest notifying him or her of having exceeded the limit of balance and requesting the guest to settle the balance as early as possible.
- The Front Office Manager will assume responsibility for these accounts for required follow-up action. All room accounts listed must be thoroughly checked for method of payment and booking correspondance.
- The Front office manager will then sign the letter and send a copy of the guest room requesting him to make a partial settlement or make a deposit in the reception so that they can extend the credit facilities to the guest.
- If an approved credit card voucher or pre authorization is already taken and the charges do not exceed the current balance plus remaining number of nights room and tax, then no further action is necessary. When a reservation folio exceeds this amount, the card authorization center must be contacted and a new pre-authorization to be taken.
- Determine the average daily charges incurred by the guest and the number of days remaining until scheduled checkout. This amount, plus the current balance on the room folio must be authorized through the credit card. The authorization code and amount is then entered on to the appropriate field on property management system (PMS).
- For Reservation which is to be billed to company account or bills to Travel agent have to been approved for credit by the accounts department.

- In case for any clarification regarding current credit limit or validity of a AR (Accounts receivables) billing, then the same to be reconfirmed with the accounts / credit department.
- If the above conditions are not met for customers with credit facility, then the guest must be contacted for immediate payment of the account.
- A detailed report about the action taken on each account listed on high balance report must be remarked on the same report and a copy of the report must be forwarded to the General Manager, Finacial Controller, Director of Sales and Resident Manager.

CHECK YOUR PROGRESS

What is the procedure for guests who exceeds floor limit?
 What is nature of notice to be sent to high balance guest?
 What is to be done in case of high balance guest whose bill is to be paid by a company?

3.14 SUMMARY

In this third unit we have learned SOPs for Hotel Front Office. We had begun this unit with a number of Hotel Front Office Terminology. We then proceeded to learn procedures and concepts related to room selling, registration, equipments used at front office, room charging, basis for room charging (like 12 noon, per night basis, and 24 hour basis), various rate plan types, how room count is calculated, various methods of fixing tariff including Hubbart method, guest cycle, concepts of reservation, procedure for cancellation of reservation, various procedures for guest check in, baggage handling, handling VIP guests, procedure for safe deposit box, how to handle case of guest who exceed floor limit.

It is very important to know the standard operating procedures for the front office operation, as they give you ready-made solutions to the situations which may be very critical to the operations of hotel. Studying this unit will help you become an efficient and effective professional.

3.15 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. Who is a skipper?
2. What is meant by walk-in guest?
3. What is a room occupancy sensor?
4. What is meant by up-selling techniques?
5. What is the Door-in-the-face technique?
6. What is Foot-in-the-Door Technique?
7. What are rules for communicating the foreigner geust to the authorities?
8. What is the procedure for registering a F.I.T. guest?
9. What is the C form?
10. What is a key rack?
11. How does the front office clerk know about the occupancy of a room?

12. What is meant by tariff?
13. What are the three types of tariff basis?
14. Describe the 12 noon type of tariff basis.
15. Why is it important to have a clear idea of how many rooms are actually occupied?
16. How can we find how many rooms are available at a hotel?
17. What are standard operating procedures for finding number of occupied rooms?
18. How do we set tariff using Market oriented approach?
19. What are the steps involved in finding the average tariff using Hubbart Formula ?
20. What are the advantages of using Hubbart formula?
21. What is meant by Guest Cycle?
22. What happens during pre-arrival phase?
23. What activities are done by staff during departure phase?
24. What is the CRS and how does it work?
25. What is the Whitney system of reservation?
26. What points are to be kept in mind while denying accomodation?
27. What is procedure for canceling reservation?
28. What measured are to be taken while cancelling the reservations?
29. What points are to be kept in mind while cancelling credit card guaranteed reservation?
30. What is the advance deposit policy of a hotel?
31. What is room blocking?
32. What points are to be borne in mind while blocking a room?
33. Why it is important to assign task of helping guest to the bell boys?
34. What activities take place during guest arrivals at bell desk area?
35. What is the procedure for safe deposit box for the guest who do not empty the safe deposit box after check out?
36. What is to be done if (a) guest loses keys (b) abandoned safe boxes (c) hotel loses control key
37. What are the procedures to be followed for box contents, if a warrant is presented?
38. What is the procedure for guests who exceeds floor limit?
39. What is nature of notice to be sent to high balance guest?
40. What is to be done in case of high balance guest whose bill is to be paid by a company?

3.16 REFERENCES

1. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/347-foa-pm-task-list.html>
2. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/136-key-terms-used-in-front-office.html>
3. <http://elearning.nokomis.in/uploaddocuments/Front%20office%20operations/chp%207%20Front%20Office%20Equipments/PPT/Chapter%207%20-%20Front%20Office%20Equipments.pdf>
4. <http://joecad.blogspot.in/p/hotel-front-office-terminology.html>
5. [http://ihmbbs.org/upload/Check%20Out%20Settlement\(1\).pdf](http://ihmbbs.org/upload/Check%20Out%20Settlement(1).pdf)
6. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/178-types-of-room-rates-used-in-hotels.html>
7. <http://hotelmanagement234.blogspot.in/p/hotel.html>
8. http://www.ihmbbs.org/upload/1_Tariff%20Structure.pdf

9. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/131-the-guest-cycle-in-hotel.html>
10. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/346-foa-gen-task-list.html>
11. <http://www.hospitality-school.com/hotel-front-office-equipment>
12. www.delmarlearning.com/companions/content/0766823431/.../Chapter07.ppt
13. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/188-top-10-tips-for-room-blocking-allocation-for-expected-arrivals.html>
14. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/177-tips-for-resolving-declined-credit-card-check-issues-in-fo.html>
15. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/345-foa-am-task-list.html>
16. [http://www.ihmbbs.org/upload/6\)%20Hotel%20Entrance,Lobby%20and%20Front%20Office.pdf](http://www.ihmbbs.org/upload/6)%20Hotel%20Entrance,Lobby%20and%20Front%20Office.pdf)
17. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/315-high-balance.html>
18. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/134-how-to-handle-walk-in-guest.html>
19. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/351-foa-ns-task-list.html>
20. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/146-how-to-do-a-accurate-hotel-room-count.html>
21. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/352-tel-oper-mrng-task.html>
22. http://www.answers.com/Q/What_are_the_front_office_equipment_and_their_usage
23. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/321-late-checkout.html>
24. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/338-fo-rules.html>
25. <http://shamikagroupd.blogspot.in/2010/03/front-office.html>
26. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/166-samdepbox.html>
27. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/306-vip-and-vvip.html>
28. <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/329-guests-and-needs.html>

UNIT 4 THE GUEST ROOM SERVICING

Program Name: V101:BSc (HTS) 2016 pattern, V102: BSc(HSCS) 2016 Pattern

Course Name: HTS203 : Accommodation & Front Office Foundation -II

Structure:

- 4.00 BEFORE WE BEGIN
- 4.01 UNIT OBJECTIVES
- 4.02 THE GUEST ROOM SERVICING
- 4.03 CLEANING OF GUEST ROOMS & BATHROOMS:
- 4.04 DAILY CLEANING OF GUEST ROOMS DURING CHECK-IN, OCCUPIED, CHECK-OUT PHASES
- 4.05 SUPER CLEANING
- 4.06 WEEKLY CLEANING /SPRING CLEANING,
- 4.07 EVENING SERVICE/ TURN DOWN SERVICE,
- 4.08 FORMS AND FORMATS,
- 4.09 REPLENISHMENT OF GUEST SUPPLIES AND AMENITIES
- 4.10 USE OF MAIDS CART & CADDY
- 4.11 SUMMARY
- 4.12 END QUESTIONS
- 4.13 REFERENCES

4.00 BEFORE WE BEGIN

In first unit we have learned about the science of cleaning. There were three major themes in that unit, namely, cleaning agents, cleaning equipments, and cleaning specific surfaces. We had presented the science of cleaning. We have studied how various cleaning agents work. We have seen the categories of the agents and differentiated among them. We have also sought to understand how various cleaning equipments were used, what were their categories, how to use, store and maintain them. We have also tried to understand various material like metals, alloys, stones, glass etc, their properties and specific needs in terms of the cleaning such surfaces.

In second unit, we have studied the various processes and procedures followed by the Housekeeping staff. These procedures are called Standard Operating Procedures (SOPs). We learned SOPs for entering a guest room, setting chambermaid's trolley, cleaning guest room, guest bath room, balcony/patio, DND rooms, lifts, front office, lobby, parking areas, dining areas, swimming pool, shower curtain, bath tub, sink, vanity areas, bathroom tiles and mirrors, keeping garden, spring cleaning dining, briefing and debriefing, making bed, key control, handling lost and found items, handling guest complaints and taking notes. We also learned in that unit very important concepts which included inventory control, classification of keys, housekeeping control desk, importance, functions, coordination with other departments, registers, checklists and reports maintained, types of lost and found items, and paging systems and methods.

In the third unit we have learned SOPs for Hotel Front Office. We had begun this unit with a number of Hotel Front Office Terminology. We then proceeded to learn procedures and concepts related to room

selling, registration, equipments used at front office, room charging, basis for room charging (like 12 noon, per night basis, and 24 hour basis), various rate plan types, how room count is calculated, various methods of fixing tariff including Hubbart method, guest cycle, concepts of reservation, procedure for cancellation of reservation, various procedures for guest check in, baggage handling, handling VIP guests, procedure for safe deposit box, how to handle case of guest who exceed floor limit.

In this last unit of the course we will be studying the SOPs for the guest room servicing, cleaning of guest rooms & bathrooms, daily cleaning of (occupied/ departure/ vacant/ under maintenance/vip rooms (systematic procedures), super cleaning, weekly cleaning /spring cleaning, evening service/ turn down service, system & procedures involved, Forms and formats, replenishment of guest supplies and amenities, and use of maids cart & caddy.

4.01 UNIT OBJECTIVES

After studying this unit you will be able to

- Describe the guest room servicing
- Explain the procedures for cleaning guest rooms
- Describe ways to clean the guest rooms which are occupied or departed or checked out
- Explain what is meant by super cleaning and how it is achieved
- Describe spring cleaning
- Explain evening or turn down service
- Describe the replenishment of guest supplies and amenities
- Describe how maid carts are used

4.02 THE GUEST ROOM SERVICING

Servicing of Occupied Rooms:

- All occupied rooms are serviced twice daily and as and when requested by the guest.
- Enter the room according to the procedure of entry to guestrooms.
- Clear the garbage according to the procedure of removal of garbage from dustbins.
- Collect the soiled linen and throw in the linen bag.
- Make the bed, follow the bed making procedure.
- Perform dusting of the room.
- Vacuuming of carpet and the upholstery maintenance.
- Clean Bathroom.
- All amenities are replenished in bathroom. (Maintain photograph for standard amenity placement)
- After servicing the room following facilities function to be checked.
- Television
- All Telephones
- All Bulbs.
- Any in room Entertainment system.

Servicing of vacant room:

- Room has to be spic and span at every given time.
- Knock the door.
- Switch on all lights.
- Open heavy and sheer curtains.
- Remove turn down service.
- Put bed cover.
- Do the dusting.
- Replenish water and ice.
- Mop bathroom flooring with disinfectant.
- Vacuum the carpet if necessary.
- Close sheer curtain.
- Heavy curtain should be half closed.
- Put of all the lights.
- Give final looks and shut the door.

Servicing of vacant dirty room:

- Vacant dirty rooms cleaned thoroughly and all used items/ amenities are changed with fresh ones. Left guest items to be deposited at Housekeeping control Desk.
- Knock and enter the room.
- All drawers and cupboards are checked for any lost and found of guest.
- All dustbins are cleared of garbage.
- Soiled linen to be removed.
- Bed is made according to procedure for bed making.
- Dusting of room is done.
- Vacuum upholstery and carpet.
- All glassware and Ashtrays have to be cleaned.
- All guest amenities in room have to be replenished.
- Bathroom is cleaned according to procedure.
- Replenished amenities in the bathroom.
- All items used by the previous guest are changed with fresh ones.
- All maintenances are noted and given to the Engineering department.
- Inform room status to the Housekeeping control desk.

CHECK YOUR PROGRESS

What is the difference in servicing occupied, Dirty and a vacant departure room?

Points while servicing a occupied room?

Why should we replenish all guest amenities with a new one while servicing a ‘Vacant departure room’?

What all to be check after servicing the room?

Whom to be reported in case you find any issues with TV / Bulbs etc?

4.03 CLEANING OF GUEST ROOMS & BATHROOMS:

Preparing room for cleaning

Remove room service equipment's from room:

- Pickup all room service equipment and move it to the floor pantry.
- Move the room service cart / trolley to the floor pantry.
- Inform the room service / IRD department to clear the trays / trolley from guest room / floor pantry.
- Never place the room service trays or trolleys on the guest corridor or the service elevator.

Removing rubbish:

- Collect recyclable items such as (Newspapers / Aluminum cans, glass bottles, News paper bags etc.) and place them either in the bag or on the floor pantry.
- Empty the waste paper basket and ashtray on to the garbage bag.
- Pick up all the rubbish and put it in the rubbish bag.
- All rubbish removed from room upon entering that room, and placed in rubbish bag on trolley.
- Extra care should be taken with broken glass, razor etc.
- Remove all disposal items like ash, cigarette buds etc. into the dustbin.
- Keep ashtrays and glassware under washbasin tap to wash.
- With lukewarm water and teepol, clean the ashtrays and glassware with the help of sponge.
- Wash liberally with water.
- Wipe with a lint free cloth.
- After drying, place back the items in the appropriate place.
- Ashtrays and glassware are spotless and clean.
- Use a dry tissue to collect hair from the vanity, toilet, bath tub and floor.
- Do not throw away any guest property that may be wrapped in a tissue.
- Cleaning of ashtrays and glassware.
- Collect all ashtrays and glassware.

Emptying dirty linen:

- Remove any guest clothing from the bed and neatly lay it across the back of the chair.
- If there is any personal items on the bed then remove them and place it neatly on the table.
- If it's a departure dirty room then if you find any guest items and record the same as lost and found item.
- Remove all dirty linen from the room and put everything in the space provided for storing soiled linen in the R/A trolley.
- When the dirty linen is at level with the top of the trolley, empty the linen and collect in the pantry.

- All the dirty linen removed from room and put in linen bag in the trolley.
- Do not use guest linen and towels for cleaning the guest rooms.

CHECK YOUR PROGRESS

What is the step for removing room service equipment's?

How to clean the ashtrays and glass wares?

What to be done if you find any guest items in the bed, floor?

Important points while removing rubbish from the guest room?

Why one should not place the room service tray or trolley on the guest corridor?

4.04 DAILY CLEANING OF GUEST ROOMS DURING CHECK-IN, OCCUPIED, CHECK-OUT PHASES

Cleaning the Check-In Room

The Check in rooms are cleaned when the guest is about to occupy the room. A checklist of room readiness is shared between the guest room supervisor and the guest room attendants. The supervisor inspects the readiness of the room for occupancy.

The guest room attendant performs the following cleanings –

- Checking power switches, air conditioner, TV, and other electronic appliances for healthy condition.
- Making bed with the fresh linen, pillow cases, and bedside mat.
- Cleaning ashtrays and dustbins, replacing if required; and putting fresh paper stripes.
- Checking stationery and vanity supplies. Replacing/refilling if required.
- Cleaning the bathroom: floor, walls, toilet, shower area, and tub.
- Checking bathroom supplies. Replacing the used supplies with the new ones.
- Checking the room curtains and drapes for stains, replacing if needed, and closing.
- Discarding the used supplies in the guest room.
- Spraying the room freshener.

Cleaning an Occupied Room

The room is cleaned when the guest is occupying the room. It includes cleaning and keeping all occupied rooms twice per day on guests' requests and convenience.

- Entering the guest room by following the set procedure.
- Clearing the dustbins.
- Collecting the used linen and putting it in the linen bag.
- Making the bed.
- Carrying out the guest room dusting.
- Vacuuming of carpet and bedside mats.

- Cleaning the bathroom and replenishing the bathroom supplies.
- Checking the functionality of light bulbs, television, electric kettle, and intercom device.

Cleaning the Check-Out Room

This cleaning is performed when the guest vacates the guest room and proceeds for hotel check-out formalities. The cleaning involves –

- Assembling bed, chairs, settees, and other furniture and placing it appropriately.
- Wiping guest room floor with wet mop.
- Cleaning the writing tables, assembling and placing stationery appropriately.
- Checking under the beds and chairs, and in the locker for any articles the guest left behind.
- All personal stuff, documents, articles left in the room (if any) are removed and deposited to Lost and Found desk.
- Cleaning all walls of bathroom with wet wipe.
- Cleaning all electric appliances such as microwave, fan, refrigerator and others.
- Keeping heaters/air conditioners at lowest power consuming option.
- Switching off the room light and television.
- Locking the guest room door and cleaning area outside it.
- Depositing the keys at front office desk.

CHECK YOUR PROGRESS

What is the procedure for cleaning an occupied room?
 What is the procedure for cleaning an check-in room?
 What is the procedure for cleaning checked-out room?

4.05 SUPER CLEANING

Under the Super cleaning program, the assistant housekeeper assigns one room to each maid, on one room per month basis.

The responsible cleaning staff is expected to perform their respective tasks on weekly, monthly basis.

The Floor Supervisor supervises the each of the room prepared and super cleaned by the maid assigned the room. A control report is prepared and and submitted to the housekeeping office at the end of the shift where it is kept for further processing.

The executive housekeeper is expected to review and supervise at least five rooms per working day and records perperly the spot checking.

The service area and public area are included in the super cleaning program.

The executive housekeeper is responsible to ensure that the specific assigned staff performs its respective duties and that the well-documented standard procedures have been followed thoroughly.

The supervisors are expected to review all completed super cleaning program reports meticulously and ensure that the concerned room attendant has rectified any required non-conformities.

Each individual staff's performance is entered into a database by a designated staff. The evaluation of such database would lead to monitoring of individual's progress and the common weaknesses for the employees are identified and remedied using necessary training programs.

The super clean program reports are reviewed by the Executive Housekeeper at the end of each month and a copy of the report is submitted to the concerned Director of rooms.

Cleaning tasks performed in the Super Cleaning program

The super cleaning program consists of the following tasks to ensure the efficacy of the program:

1. Appropriate equipments and tools for cleaning are arranged for cleaning. We have already studied various equipments and tools in the earlier unit of the course. These include vacuum cleaner, cleaning cloths, all-purpose cleaners, sponges, chrome polish, toilet brush sponge, scrubbing pads and gloves.
2. The beds are pulled out and mattresses are turned out as required and as mentioned in the SOP.
3. It is made sure that all the articles in the room including the artworks, vent, nightstands, waterbaskets, headboards, framesm tables, desks, chairs, clothes, sofa, chandeliers, clocks, radio, telephone, television, armories, etc are free of any imperfections like dust, dirt, spots, frayed edges, scratches, discoloration and tears. All the crevices and corners are cleaned so that there are no debris or dust or cobwebs. The furnitures should be placed at the positions as per the documented plan.
4. All the steel or chrome plated items should be free of rust, moveable freely, polished to shine, without hair, or any similar imperfections.
5. All the surface and service area are cleaned and polished so that they are neat and clean and free of any imperfections as mentioned above.
6. The grills of the air conditioning system are cleaned and toilet bowls are washed properly.
7. The mini bar is cleaned using vacuum cleaner, and other devices as per the SOP.
8. Carpets need to be cleaned daily and it should be ensured that there are no dust, dirt, hair, strains, spots, burns, threads, bald spots, faded colors, wrinkles, buckling, foot prints, shoe marks, etc.
9. The sinks, vanity, stalls, walls, grouting etc are cleaned to such an extent that there are no dust, dirt, hair, smudges, fingerprints, hard water marks, lime deposits, moulds, scum, soap build-ups, water spots, residues, faded color, chips and peelings.
10. The grouting should be consistent, smooth and in polished color conditions.

11. The sink stopper should be in good working conditions. Faucets and handles should work flawlessly without drips or leaks.

12. The cleaning should result in toilet flooring as free of hair, debris, scum, waste built-up, stains, faded color, dust, odor, mold, burns, scratches, chips, cracks. The flush should work effectively. The seat of the toiler should be firmly fixed with the cap properly at its place. There should be no leaks or running water.

13. The tub stopper or stainer mechanism should operate properly. The tub should relase water freely and the drain should work properly.

14. The dustbin or sanirory baskets should be cleaned by spraying cleaning solution thouroughly inside the baskets. They should be wiped properly to remove any unpleasant odor and residues.

CHECK YOUR PROGRESS

What is the procedure for super cleaning?

What standard of cleaning is expected for carpets?

What is the role of database analysis in ensuring quality in the super cleaning process?

4.06 WEEKLY CLEANING /SPRING CLEANING,

Spring cleaning is the practice of thoroughly cleaning a house in the springtime. The practice of spring cleaning is especially prevalent in climates with a cold winter. In many cultures, annual cleaning occurs at the end of the year, which may be in spring or winter, depending on the calendar.

The term is also used metaphorically for any kind of heavy duty cleaning or organizing enterprise. A person who gets their affairs in order before an audit or inspection could be said to be doing some spring cleaning.

Rules for Spring Cleaning

The following rules are excerpted from Jeff Campbell's best-selling book, Spring Cleaning. Following these rules will help you get through the yearly top-to-bottom spring cleaning process, with plenty of time left over for you to enjoy the season.

Rule One: Make a List

It's difficult to get through your spring cleaning if you aren't clear on what's included in the process, so make a list of the tasks you need to accomplish. The modern definition of spring cleaning (the one that we use), is: The cleaning jobs that you don't do during your normal weekly or bi-weekly cleaning routine that you cannot ignore forever. That's good to know: spring cleaning doesn't have anything to do with the season any longer. Instead of waiting until spring, do your "spring cleaning" chores when whatever it is needs to be done. For example, clean out the refrigerator when you can see that it's needed.

Here's a sample list to get you started:

1. Wash windows (it's not a difficult task when you know how, and the rooms look so much better when you're finished!)
2. Clean and reorganize your cupboards
3. Clean out the refrigerator
4. Clean the refrigerator coils
5. Clean and reorganize drawers, closets, etc.
6. Refinish floors (add a coat of wax)
7. Clean light fixtures, chandeliers, etc.
8. Wash ceilings and walls (especially in bathrooms and the kitchen)
9. Clean or change filters
10. Polish silver and other metals
11. Clean and treat leather furniture
12. Vacuum or dust mini blinds

Rule Two: Make an Appointment to Tackle the Worst

You know that there are certain tasks that you dread, so make an appointment to take on one ; the appointment will help you get started. Maybe it's the closet that you can't fit anything more into and that you can't find anything that's already in it. It doesn't matter what the job is, make a serious appointment – the same kind you make to take your child to the doctor, and keep to it. Set the appointment far enough in the future that you'll have time to complete Rule Three and Rule Four before hand.

Rule Three: Assemble the Required Tools and Supplies Since spring cleaning jobs are chores you don't do often, you may not have all of the supplies on hand. If you're planning on sealing grout, you may not even know what supplies are needed! Do your research and gather everything you need.

Rule Four: Research Before Starting If you don't know how to do a task (or you're just guessing), read more about the job online or in a book or article. There's few things more depressing than to want to accomplish something but not know how to do it. Also, if you don't have a firm grasp of what needs to be done first (and second and so forth), until the job is completed, you'll waste time and the results are apt to be mediocre at best.

Rule Five: Be Careful with Spot Cleaning If you've not cleaned an area in a while and you decide to spot clean, you may end up with a clean spot surrounded with dirt. If you spot clean a dirty ceiling, you'll have a clean spot that's more annoying than the bit of spaghetti sauce that you removed – and now you have a much larger task of cleaning the entire ceiling. The same can be true of walls and carpets. Of course, if

things are so dirty that you can't safely spot clean, then you really need to clean them in their entirety – so put them on your spring cleaning list (Rule One).

Rule Six: Safety Is Essential Because spring cleaning entails cleaning areas that you don't regularly attend to, you may need some special and unfamiliar equipment. You may need a ladder – and you may be cleaning an electric chandelier. Take precautions to ensure you don't fall or electrocute yourself.

Rule Seven: Spring Cleaning Includes Repairs If caulk is missing in some areas in the shower, you may need to remove what is left and re-caulk. A toilet that leaks water may need a new flush valve. If you're spring cleaning and come across a gouge in the wall, consider patching it with spackle and spot-painting it as a follow-up to the cleaning job. Do not be afraid: these small repairs can be easier than many cleaning jobs.

Rule Eight: Create Personal Cleaning Intervals The refrigerator owner's manual may tell you to clean the coils every six-months. Instead of following that generic instruction, just check your coils in six-months; if they are nice and clean, then check again in six more months. You may find that, in your home, they need to be cleaned only once every 18 months. Do similar calculations for as many other spring cleaning chores as possible and put dates on your spring cleaning list (Rule One) whenever you establish a cleaning interval.

Rule Nine: Spread-Out the Chores Since spring cleaning has nothing to do with springtime anymore, you can spread out the various tasks so that they are more manageable or logically grouped together instead of an overwhelming marathon of jobs.

Rule Ten: Implement Clutter Control Spring cleaning is a great time to implement clutter control practices. When cleaning out a closet, separate out the clothes you're going to donate, those that need repair, and those that you will keep. While you're in the closet, take out things that don't belong there in the first place and place them into their proper location (or recycle them). Make yourself toss things that you no longer use, that are parts to things you no longer own, and so forth.

Rule Eleven: Call In a Professional If you are no longer interested in renting a carpet-cleaning machine, hire a carpet cleaner rather than letting the carpet get so dirty that it can no longer be satisfactorily cleaned. The same goes for your windows if they are too difficult to reach, or your floors if your knees can't take the punishment the way they used to.

Rule Twelve: Work as a Team You may know that this is also a Speed Cleaning Rule, but it bears repeating. Everyone that helps get the house dirty should help get it clean – and that includes spring cleaning jobs!

CHECK YOUR PROGRESS

What is meant by spring cleaning?

What are the rules for spring cleaning?

Give a list of things to do in spring cleaning.

4.07 EVENING SERVICE/ TURN DOWN SERVICE,

In hotels, normally the bulk of room cleaning should have been done in the morning shift. The exception would be rooms with the 'do not disturb' sign. Some rooms are occupied by late night /early morning arrivals by international flights. All rooms therefore require an evening service which mostly, involves preparing the room for the guest to sleep comfortably for the night and it should be done prior to the guest retiring for the night. In this service, the bed is made for night, the room is cleared and soiled bath linen is replaced.



Fig 4.01: Evening service involves preparing room for guest to sleep comfortably (Source: <https://www.facebook.com/ziaulzh/>)

Night service is carried out in the following way:

- 1) Knock at the door and enter the room as per the procedure mentioned earlier.
- 2) Switch on the lights and ensure that all the light fixtures are working.
- 3) Draw the heavy curtains.
- 4) Hang guest clothes if lying around.
- 5) Take off the bedcover, fold neatly and store in the wardrobe, either in the topmost shelf for in the lowermost shelf
- 6) Fold one corner of the blanket to enable the guest to slide in to the bed.
- 7) Place the breakfast knob order card along with a chocolate / cookies / sweet as prescribed by the management on the pillow.
- 8) Remove soiled glasses and bottles if any. Replenish fresh glasses and fill in the water flask with drinking water.

- 9) Empty and clean ashtrays and waste paper baskets.
- 10) Replace soiled linen on bed and bath if required.
- 11) Replenish missing toiletries and other supplies.
- 12) Set climate control as directed.
- 13) Turn out all the lights except the night lamp/ passage light as prescribed by the management.
- 14) Before leaving the room, give a final glance then lock the door properly, and proceed to the next room.

SOP for Evening/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. onward.
- 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.

CHECK YOUR PROGRESS

What should be done before taking out the trolley to the guest corridor for evening service?
 On what angle the second sheet to be folded?
 From what side the turn down service to be provided?
 What all to be checked while tidying the guest room?
 How to create a pleasant atmosphere in the guest room?

4.08 FORMS AND FORMATS,

Room attendant report:

This format is given to each room attendant after their morning briefing. Room attendants can record the tasks done during their shift on this sheet and also helps them to plan their work for the day.

After each room is serviced the room attendant list down the time they have entered in the room for service, time out after completion, room status before service, room status after service, no of extra bed or

cot placed and also the number of linen replaced on the room to the room attendant maids daily assignment maids sheet.

ROOM ATTENDANT REPORT LINEN CONSUMPTION REPORT

Date:

Name:

Floor:

Shift:

ROOM	STATUS	TIME		DUVE T DL		DUVET SGL		DBL Sheet		SGL Sheet		P-Cover		BATH Towel		HAND Towel		FACE Towel		BATH MAT		REMARKS
		IN	OUT	S	F	S	F	S	F	S	F	S	F	S	F	S	F	S	F			

Room Inspection Checklist

Every guest room must be checked on daily basis by housekeeping supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons. If the floor supervisor is not been able to check the room by the end of shift, the Asst. Executive housekeeper must do it before releasing the room for guest occupancy.

Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure ensuring that will remind both Housekeeping Supervisor / Executive and Room maids of any defects and missing amenities for the guest.

The following attachments will offer a sample and guide to check each aspect of getting a room ready for guest.

Hotel XYZ,

ROOM INSPECTION CHECKLIST					
SI No:	DATE:		Name of Room Attendant:		
ROOM NO:			Name of Floor Supervisor:		
REMARKS			SIGN :		
ENTERANCE / DOOR WAY					
Exterior door/Frame	YES	NO	Peep - Hole	YES	NO
Lock Operation	YES	NO	DND- Card (1 Nos.)	YES	NO
Room plate Polished	YES	NO	Make My Room - Card (1 Nos.)	YES	NO
Entry light switch	YES	NO	Laundry - Card (1 Nos.)	YES	NO
Closet door mirrors	YES	NO	Closet Light	YES	NO
Entry light	YES	NO	Wardrobe Door	YES	NO
Cloth Hangers (8 Nos.)	YES	NO	Extra Blanket (1 Nos.)	YES	NO
Luggage Rack	YES	NO	Extra Pillows (2 Nos.)	YES	NO
Electronic Safe	YES	NO	Shoe Shine (1 Nos.)	YES	NO
Safe Instruction Card	YES	NO	Laundry Bags (1 Nos.)	YES	NO
Closet Door Tracks	YES	NO	Lights Switches	YES	NO
Emergency Exit Plan	YES	NO	A/C Operation	YES	NO
GUEST ROOM					
Desk	YES	NO	Desk Lamp	YES	NO
Chair	YES	NO	Aminity Folder (1 Nos.)	YES	NO
Trash Can	YES	NO	Room Service Menu	YES	NO
Hotel Rules	YES	NO	Hotel Directory	YES	NO
Breakfast Knob Card	YES	NO	Writing Material	YES	NO
Sewing Kit (1 Nos.)	YES	NO	All Pourpose Kit (1 Nos.)	YES	NO
Bible (1 Nos.)	YES	NO	Gita (1 Nos.)	YES	NO
Mirrors	YES	NO	Heavy Curtain clean	YES	NO
Sheer Curtain clean	YES	NO	Window operation	YES	NO
Drapes open properly	YES	NO	Picture & Frame lights Dusted	YES	NO
Window Cleaning	YES	NO	Night Stand Surface clean	YES	NO
Sofa cleaned	YES	NO	Table Cleaned	YES	NO
Beds Propery Made	YES	NO	Trash behind furniture	YES	NO
Under table clean	YES	NO	Under bed clean	YES	NO
Floor Lamp dusted	YES	NO	Picture & Frame Dusted	YES	NO
Bed Side table Clean	YES	NO	Bed Side lamp	YES	NO
Lamp shade	YES	NO	Telephone Disinfected & Working	YES	NO
Message pad (1 Nos.)	YES	NO	Service directory	YES	NO
Pen (1 Nos.)	YES	NO	TV Remote - Working	YES	NO
TV - Channel set correctly	YES	NO	Bed Side Radio set at proper time	YES	NO
Carpets Vaccummed	YES	NO	Mini Bar - All aminities placed	YES	NO
Thermos flask (1 Nos.)	YES	NO	High Ball glasses (2 Nos.)	YES	NO
Bottle Opener	YES	NO	Tissue Box	YES	NO
GUEST BATHROOM					
Toilet Door Cleaned	YES	NO	Toilet door latch working	YES	NO
Bolt	YES	NO	Robe Hook	YES	NO
Washbasin and counter	YES	NO	Mirror	YES	NO

Mirror Screw caps	YES	NO	Tissue Box	YES	NO
Soap & Soap dish	YES	NO	Lights Switches	YES	NO
Hair Dryer	YES	NO	Sink Stopper Clean	YES	NO
Vanity Ledges Clean	YES	NO	Aminity Placement	YES	NO
Gargle Glasses	YES	NO	Ashtray	YES	NO
Toilet Tumblers	YES	NO	Shower cap	YES	NO
Pipes under sink	YES	NO	Waste basket clean	YES	NO
Sanitary disposal Bag	YES	NO	Toilet Porcelain	YES	NO
WC	YES	NO	WC Band	YES	NO
Flush	YES	NO	Toilet Roll - With Extra roll	YES	NO
Bath tub / Bath tub Stopper	YES	NO	BathTub Fitting (Nuts, Bolts etc.)	YES	NO
Bath Tub - No Hair	YES	NO	Bath Tub Drain	YES	NO
Shower Head	YES	NO	Soap Dish	YES	NO
Tap & Shower Operation	YES	NO	Shower Curtain	YES	NO
Bath Bucket	YES	NO	Bath Cup	YES	NO
Bathroom Floor	YES	NO	Bathroom Wall tiles	YES	NO
Telephone working & Clean	YES	NO	Vanity Area lights	YES	NO

CHECK YOUR PROGRESS

Which items are mentioned in the room inspection checklist?

What is the room attendant report?

4.09 REPLENISHMENT OF GUEST SUPPLIES AND AMENITIES

It is the most important duty of the housekeeping staff to prepare the guest room and the other places in the hotel so that the guest is most comfortable. Due to this, the housekeeping staff places some necessary supplies in the guest rooms and guest bathrooms. The idea behind is, the guest need not pack and carry each and every essential article while travelling.

As per the hotel policy, and the standard of the room, the lists of these supplies may change. The housekeeping staff needs to ensure that those supplies are kept in appropriate numbers and condition while preparing room for guest check-in.

Let us see more on the guest supplies.

List of Supplies for Guest Room

The guest room supplies are considered as guest essentials. The housekeeping staff places the following standard supplies in the guest room –

- **Furniture** – It includes bed, bedside table, chairs, wardrobe with locker facility, writing table, dressing table, center table, and a magazine holder.
- **Bedding** – It includes mattress, bed sheet, bed cover, quilt, quilt cover, pillows, and pillow cases.
- **Bedside Supplies** – They include non-slip mats on the either sides of the bed.
- **Bedside Table Supplies** – They involve a telephone device, and a printed compiled list of important intercom numbers such as reception, restaurant, and laundry of the hotel. The housekeeping staff also provides a copy of Bible, Geeta, or Koran, depending upon the prior knowledge of the guest's religious orientation.
- **Center Table Supplies** –It includes room service, laundry service, and spa and health club rate cards. It also has an ash tray and a small decorative center piece.
- **Clothing and Clothing Care** – It involves bathrobe, coffee table cover, rocking chair cover, and hangers for clothes and ties.
- **Hospitality Tray** – It is a small tray with compartments that holds sachets of coffee, tea, cocoa powder, creamer, and sugar. Some hotels also offer the sachets of condiments like black and white pepper powder, and salt. They also keep an electric kettle, a couple of cups, saucers, spoons, and water bottle so that the guest can make the beverage of his choice once in a day.
- **Mini Bar Supplies** – It includes a small personal refrigerator filled with a couple of soft drinks, alcoholic drinks, soda, and ice cubes. It also involves a couple of personal servings of salted peanuts, cashew nuts, or chips.
- **Writing Desk Supplies** – A writing pad, a pencil, an eraser, promotional brochures, La carte menu, and the short list of places of historical and commercial importance in the city for guest's reference.

List of Supplies for Guest Bathroom

They are also considered as guest essentials. The guests are expected to use these supplies or take them away on departure. Depending upon the type of room, the list of supplies for guest bathroom are –

- **Bathroom Attachments** – Bath area with shower and handheld shower attachments, a bath tub with hot-cold water mixer and handheld shower attachment, soap dispenser, toilet paper attachment, towel holder, and a basin with hot-cold water mixer attachment.
- **Towels** – The couple of pairs of a large and a small towels each for the guests to be used according to their requirement.
- **Dustbin** – A small dustbin with lid, which can be often, opened by the foot and lined with a plastic bag from inside.
- **Non-slip Foot-mat** – It is often, kept near the bathtub.
- **Slippers** – Flat non-slip slippers for the guest.
- **Mirror** – A large mirror is often, fit on the wall above the basin.
- **Hair Dryer** – A wall mounted fixed hair dryer for the guest is kept in the bathrooms.
- **Vanity Tray** – It contains small bottles of shower gel, shampoo, and conditioner. Some hotels also provide moisturizer, shower cap, hand and foot cream, ear buds, and a small manicure kit. It may also contain a couple of empty glasses, disposable toothbrushes, and a small bottle of mouthwash.



Fig 4.02: Various items in guest bath

Items Provided on Request

The items provided on request are given to the guests when they ask for them. These are the supplies apart from regular supplies required by some guests. These are often provided as the guest expendables. Some of them are as follows:

- Alarm clock
- Comb
- Crib or Cradle
- Disposable Diapers
- Disposable razor
- Electric blanket
- Electric fan
- Extra blankets
- First aid medical kit
- Handheld shower attachment
- Hearing equipment
- Hot water bag
- Iron
- Ironing board
- Pillow
- Potty Ring for toilet
- Raised toilet seat
- Sanitary napkins
- Sewing kit

- Stationery items
- Tampons
- Wipes

CHECK YOUR PROGRESS

Which items are supplied to guest on request?
 Which items are used in guest bath room?
 What is the importance of guest amenities?

4.10 USE OF MAIDS CART & CADDY



Fig 4.03: Maid cart

also called as a room attendants trolley, or chamber maid's trolley, this is perhaps the most significance piece equipment in the housekeeping department. it is like a giant tool box, stocked with everything necessary to service a guest room effectively. Most such carts available now are made of metal, but sometimes wooden carts may be in use.

The cart should be spacious enough to carry all the supplies needed for a GRA to complete half a day's room assignments. Since the cart is large and may be heavily loaded, it must be easily movable as well. the ideal cart would have fixed wheels at one end and castor –wheels at the other. the cart should be well organized so that the GRA's do not have to waste time in searching for supplies or make frequent trips back to the supply room. Also, if the cart is not stacked neatly, it will look very unsightly.

They are more useful than hand caddies when a large amount of supplies and items are to be carted or replaced. They are ideal for the efficient removal and carriage of smaller pieces of cleaning equipment, cleaning agents, linen and rubbish.

They eliminate the time wasted in assembling equipment at the work location or moving them from one place to another.

Care & maintenance:

- All carts and trolleys need to be kept clean, wiped daily and stored locked.
- The room should be dry area and it should be well ventilated.
- The soiled linen bag and thrash bags should be emptied.
- A thorough cleaning may be done once a week.
- The wheels may be oiled during this cleaning for the smooth movement of the trolley.
- Carts and trolleys should be never used as general dumping grounds when not in use.
- All the linens and amenities should be well arranged when the shift is completed so that it will be easier to replenish extra items when necessary.

SOP for setting up maid cart

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 maid's cart:

- Shampoo
- Moisturizer
- Mouthwash

- Foam bath
- Sewing kit
- Shower cap
- Shoeshine
- Detergent
- Loofah
- Disposal bag
- Toilet rolls
- Tissue box
- Soap dish
- Bath towel
- Hand towel
- Face towel
- Bathmat
- Bed spread
- Pillow covers etc.
- The cleaning supplies are kept in a separate hand caddy, Listed below are few items stocked on the hand caddy.
- Toilet cleaning solution
- Bowl brush
- Toilet brush
- All-purpose cleaner
- Cleaning clothes
- 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.

CHECK YOUR PROGRESS

- Who is responsible for setting up the maids cart / trolley?
 What should be looked for while purchasing a maids cart / floor trolley?
 Disadvantage of over stocking and under stocking maids cart?
 Give few examples of guest room supplies loaded in cart?
 What is a hand caddy?

4.11 SUMMARY

In this last unit of the course studied the SOPs for the guest room servicing, cleaning of guest rooms & bathrooms, daily cleaning of (occupied/ departure/check-in/check-out rooms systematic

procedures), super cleaning, weekly cleaning /spring cleaning, evening service/ turn down service, system & procedures involved, Forms and formats, replenishment of guest supplies and amenities, and use of maids cart & caddy.

4.12 END QUESTIONS

The following questions should help you prepare for the End Examinations. These questions are for 5 marks each and should take you 11 minutes under examination conditions.

1. What is the difference in servicing occupied, Dirty and a vacant departure room?
2. Points while servicing a occupied room?
3. Why should we replenish all guest amenities with a new one while servicing a ‘Vacant departure room’?
4. What all to be check after servicing the room?
5. Whom to be reported in case you find any issues with TV / Bulbs etc?
6. What is the step for removing room service equipment's?
7. How to clean the ashtrays and glass wares?
8. What to be done if you find any guest items in the bed, floor?
9. Important points while removing rubbish from the guest room?
10. Why one should not place the room service tray or trolley on the guest corridor?
11. What is the procedure for cleaning an occupied room?
12. What is the procedure for cleaning a check-in room?
13. What is the procedure for cleaning a checked-out room?
14. What is the procedure for super cleaning?
15. What standard of cleaning is expected for carpets?
16. What is the role of database analysis in ensuring quality in the super cleaning process?
17. What is meant by spring cleaning?
18. What are the rules for spring cleaning?
19. Give a list of things to do in spring cleaning.
20. What should be done before taking out the trolley to the guest corridor for evening service?
21. On what angle the second sheet to be folded?
22. From what side the turn down service to be provided?
23. What all to be checked while tidying the guest room?
24. How to create a pleasant atmosphere in the guest room?
25. Which items are mentioned in the room inspection checklist?
26. What is the room attendant report?
27. Which items are supplied to guest on request?
28. Which items are used in guest bath room?
29. What is the importance of guest amenities?
30. Who is responsible for setting up the maids cart / trolley?
31. What should be looked for while purchasing a maids cart / floor trolley?
32. Disadvantage of over stocking and under stocking maids cart?
33. Give few examples of guest room supplies loaded in cart?
34. What is a hand caddy?

4.13 REFERENCES

1. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/242-guest-room-service.html>
2. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/262-guest-room-cleaning.html>
3. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_quick_guide.htm
4. https://en.wikipedia.org/wiki/Spring_cleaning
5. <https://www.facebook.com/ziaulzh/posts/542186915833774>
6. <http://setupmyhotel.com/formats/house-keeping/128-room-attandend-sheet.html>
7. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_guest_supplies.htm
8. <http://hospitality-school.blogspot.in/2012/06/what-is-maids-cart-in-hotel-used-by.html>
9. <http://speedcleaning.com/spring-cleaning-rules/>
10. <http://setupmyhotel.com/train-my-hotel-staff/how-to-define-sop-in-hotels/housekeeping-sop/273-turndown-service.html>
11. <http://setupmyhotel.com/formats/house-keeping/323-room-checklist.html>
12. https://www.tutorialspoint.com/hotel_housekeeping/hotel_housekeeping_standard_procedures.htm

Yashwantrao Chavan Maharashtra Open University



Cover image By Vijay Sharma (Own work) [CC BY-SA 3.0 (<https://creativecommons.org/licenses/by-sa/3.0/>)], via Wikimedia Commons

Page URL:

https://commons.wikimedia.org/wiki/File%3AGateway_of_India_at_night.jpg

File URL:

[https://upload.wikimedia.org/wikipedia/commons/2/2f/](https://upload.wikimedia.org/wikipedia/commons/2/2f/Gateway_of_India_at_night.jpg)

[Gateway_of_India_at_night.jpg](https://upload.wikimedia.org/wikipedia/commons/2/2f/Gateway_of_India_at_night.jpg)

V101: B. Sc. (Hospitality and Tourism Studies)
V102: B.Sc. (Hospitality Studies & Catering Services)

**HTS 203: Accommodation and Front Office
Foundation - II**