



•UNIT 6

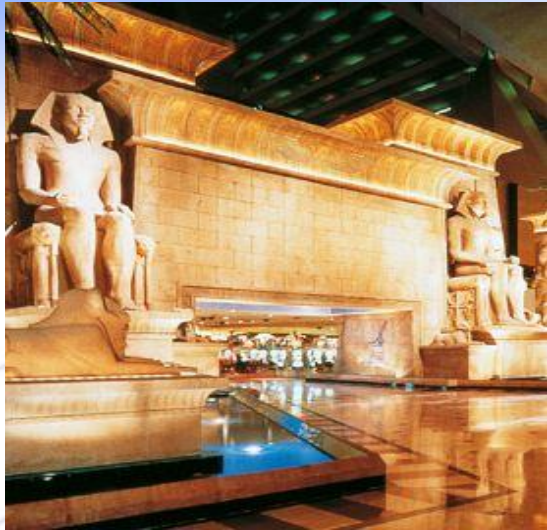
•PUBLIC AREA AND OTHER TYPES OF CLEANING

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PUBLIC AREA



PUBLIC AREA AND OTHER TYPES OF CLEANING

I. INTRODUCTION.

II. PROCEDURE.





PUBLIC AREA AND OTHER TYPES OF CLEANING

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I. INTRODUCTION

- ✦ Public area consist of a property's entrances, lobbies, corridors, elevators, restrooms, health facilities. And other areas which the guest sees including dining areas, banquet and meeting rooms, administration and sales offices, mezzanines, plant – laden balconies, ornate furniture and fixtures...
- ✦ ...But all levels of architecture and design aside nothing can make or break an impression more than the cleanliness and condition of a property's public areas.



I. INTRODUCTION

- ✦ Depend on architectural differences, lobby space allocation, activities and guest traffic ... The cleaning tasks to be performed at night or on a special project basis. Among the typical front of the house areas that need daily – if not hourly – housekeeping attention area entrances lobbies, corridors, elevators, public restrooms, swimming pools and exercise rooms.

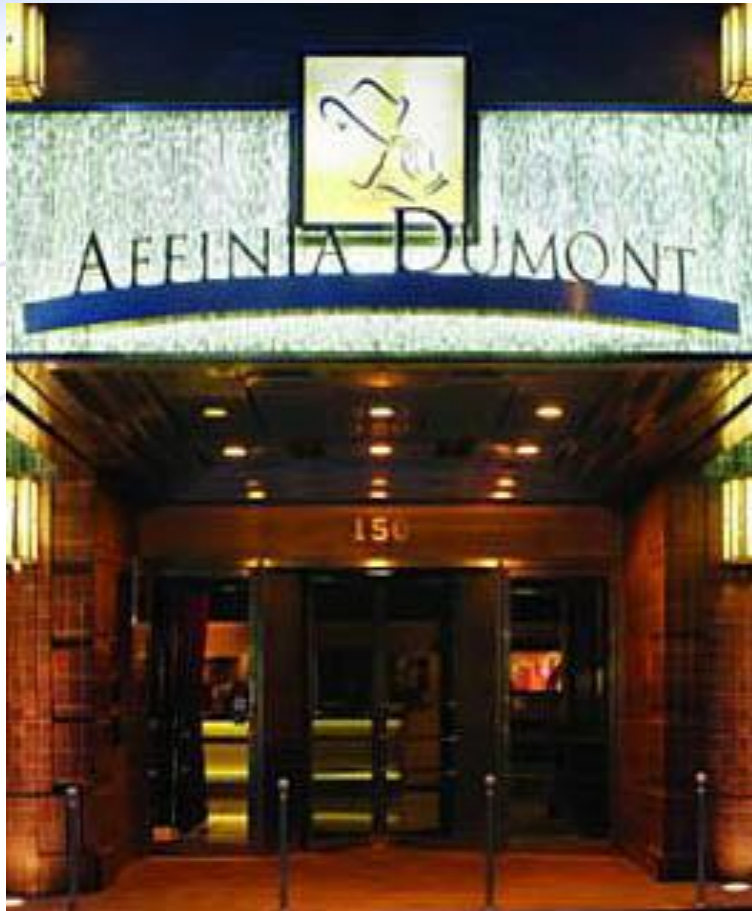


PUBLIC AREA AND OTHER TYPES OF CLEANING

I. INTRODUCTION.

II. PROCEDURE.

Entrance





II PROCEDURE

A. Cleaning the Hotel Entrance

- ✦ The most heavily trafficked areas in property. Entrances must be keep clean both for aesthetic and for safety reasons.
- ✦ Attention at the weather (Rain, Snow, Shining...)
- ✦ Attention at Matting or Runners particularly carpets.



II PROCEDURE

Procedures

- ✦ Using dry mop, rag or sponge the floor.
- ✦ Sweep floor area(including Matting or Runners).
- ✦ Mop floor area(including Matting or Runners).
- ✦ Clean glass areas of doors on both side.
- ✦ Clean non glass areas of door.
- ✦ Polish knobs or handles.



II PROCEDURE

- ✦ Clean door tracks.
- ✦ Make sure all mats and Runners are laying straight and flat. As a final check, open each door to ensure proper clearance along the bottom.

Lobbies





II PROCEDURE

B. Cleaning the lobby _ Night activities.

- ✦ They are heavy traffic area and because they are the “gateway to the hotel”.
- ✦ Properties generally schedule cleaning for the late night and early morning hours – meaning from 10.30 PM to 7.00 AM



II PROCEDURE

Procedures

- ✦ Remove and replace dirty ashtrays.
- ✦ Pick up loose paper and trash.
- ✦ Empty trash container _ Replace waste basket liners.
- ✦ Clean glass and window area.
- ✦ Dust furniture, fixtures, and lobby telephones.
- ✦ Polish drinking fountains.

II PROCEDURE

- ✦ Spot clean walls and wall fixtures. Dust top and sides of any picture frames.
- ✦ Dust and polish hand railings.
- ✦ Clean hard wood or tile floor areas.
- ✦ Vacuum carpeted floor area.
- ✦ Straighten furniture including loose cushion on sofas and chairs.



Front desk





II PROCEDURE

C. Cleaning the Front Desk Area

- ✦ Avoid interrupting the flow of business.

Procedures

- ✦ Remove and replace dirty ashtrays, restock with matches.
- ✦ Empty trash _ Replace basket liners.
- ✦ Dust light fixtures and decorative wall items.
- ✦ Dust and polish front desk surface

II PROCEDURE

- ✦ Spot clean wall areas.
- ✦ Vacuum behind the front desk area.



Corridor





II PROCEDURE

D. Cleaning Corridors

- ✦ Other sections of the hotels which most guest see before stepping foot into the guestroom are the public corridors or halls.

Procedures

- ✦ Dust air supply vents, sprinklers and ceiling corners.
- ✦ Dust and polish light fixtures, replace burned out light bulbs.



II PROCEDURE

- ✦ Spot clean walls.
- ✦ Clean baseboards.
- ✦ Clean bothside of all exit doors.
- ✦ Vacuum carpet.

Elevator





II PROCEDURE

E . Cleaning Elevators .

- ✦ Depending on interior design features, elevator surface may consist of carpet, vinyl, wallpaper, glass, mirrors or a combination of materials.
- ✦ Avoid high traffic periods.

Procedures

- ✦ Wipe down exterior of elevator door _ outside control and surrounding wall area.



II PROCEDURE

- ✦ Empty and clean ashtray near elevator entrance.
- ✦ Enter the elevator to clean with doors open.
- ✦ Dust the ceiling light. Replace any burned out light bulbs.
- ✦ Wipe down interior surface.
- ✦ Clean and polish hand railing.
- ✦ Wipe down control panel.

II PROCEDURE

- ✦ Vacuum elevator carpet.
- ✦ Vacuum and wipe elevator door track.
- ✦ Final check and normal operation.



Swimming pool





II PROCEDURE

Other

- ✦ Swimming pool areas.
- ✦ Pools can be either indoor or outdoor. Some pool areas include whirl pools and saunas.
- ✦ Collecting wet towels and dirty linen.
- ✦ Restocking towels and linens.
- ✦ Emptying and cleaning trash receptacles.
- ✦ Emptying and cleaning ashtrays.

II PROCEDURE

- ✦ Cleaning wall areas.
- ✦ Sweeping and mopping hard floor surface.
- ✦ Cleaning and straightening lounge furniture.





II PROCEDURE

- ✦ F Cleaning Public Restroom
- ✦ Public restroom should be cleaned twice daily once in the morning and once in the evening – sometime these additional cleaning consists of “touch up”, cleaning every one or two hours depend on traffic.
- ✦ The goal is to maintain a sanitary, safe and attractive atmosphere for the visiting guest.

Public Restroom





II PROCEDURE

✦ Procedures

✦ Check status of restroom .

- ✦ Knock firmly on the door and say “Housekeeping” if no answer is heard, knock again and repeat “Housekeeping”
- ✦ Wait for response if you still do not receive an answer opened the door slightly and repeat “Housekeeping”



II PROCEDURE

- ◆ If washroom is occupied excuse yourself and close the door.
- ◆ If washroom is unoccupied, prop the door open with the door stop and proceed to cleaning.
- ✦ Flush toilets and urinals, apply cleaner inside toilet bowls, let cleaner stand while you attend to other tasks.
- ✦ Empty trash containers, replace waste basket liners.

II PROCEDURE

- ✦ Empty and clean ashtrays in sink area and individual stalls.
- ✦ Clean sink and counter top areas.
- ✦ Clean toilet and urinals.
- ✦ Clean patitions between stalls.



Exercise room





II PROCEDURE

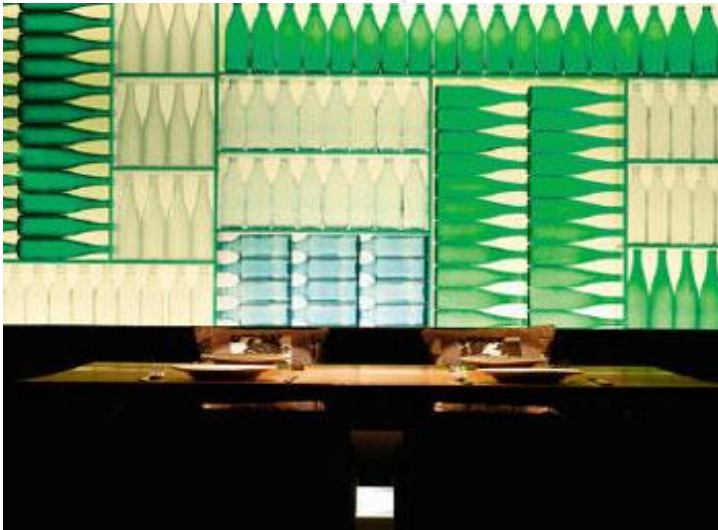
- ✦ Exercise Rooms.
- ✦ The responsibility for maintaining the proper function of exercise equipment typically rests with the hotels engineering staff. Housekeeping dept make sure these facilities meet the same standards of cleanliness that the guest enjoys in other public area.
- ✦ Perform tasks as:
 - ✦ Dusting equipment



II PROCEDURE

- ◆ Cleaning mirrors and glass areas.
- ◆ Sweeping and mopping the floors.
- ◆ Remove soiled linen.
- ◆ Restock clean linen.
- ◆ Cleaning and straightening any furniture.
- ◆ Dusting light and air conditioner unit fixture.
- ◆ Spot cleaning walls.

Dinning room





II PROCEDURE

✦ Dining rooms:

- ◆ Cleanliness in dining room is important not only for image but for safety and sanitation reasons.

✦ Perform task as:

- ◆ Cleaning phone.
- ◆ Wiping down the hostess station.
- ◆ Spot cleaning walls.
- ◆ Wiping window sills.



II PROCEDURE

- ◆ Dusting and polishing furniture.
- ◆ Cleaning up upholstery.
- ◆ Cleaning light fixtures.
- ◆ Employee areas.
- ◆ Housekeeping areas.
- ✦ Banquet and meeting room.
- ✦ Administration and sale offices.



Other





**Thank you
for your attention**



THE END