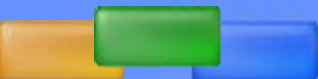


UNIT 3

SERVICING THE GUEST ROOM



- 
- Guestroom is the main product that a property sells.
 - To maintain the standard that keep guest coming back.
 - Saving time and energy, ensure quality for the guest, ensure efficiency and satisfaction for the employee. We must follow.





SERVICING THE GUEST ROOM

- I. ENTERING THE GUESTROOM.
- II. BEGINNING TASK.
- III. MAKING THE BED.
- IV. DUSTING.
- V. CLEANING THE BATHROOM.
- VI. VACUUMING.
- VII. FINAL CHECK.



SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.

ENTERING THE GUESTROOM.

Procedures.



- ✦ Check the room status.
- ✦ Check for a “Do Not Disturb” sign. Do not knock if a sign is on the door.
- ✦ Announce presence. Knock firmly and say “Housekeeping”. Do not use a key to knock on the door.
- ✦ Wait for response. If you don’t hear an answer, knock again and repeat “Housekeeping”.
- ✦ Wait a second time for a response. If you still do not receive an answer, open the door slightly and repeat “Housekeeping”.

ENTERING THE GUESTROOM.(CONT.)

- ✦ If the guest is asleep or in the bathroom, leave quietly and close the door.
- ✦ If the guest is awake but dressing, excuse yourself, leave, and close the door.
- ✦ If the guest answers your knock, ask when you may clean the room.
- ✦ If the room unoccupied, position your cart in front of the door and leave the door open. Begin cleaning.
- ✦ If the guest returns while you are cleaning offer to finish later. Ask to see the guest room key.



I ENTERING THE GUESTROOM.(CONT.)

- ★ “please excuse the knock, I am conducting a room status check. Thank you, have a nice stay with us”
- ★ Housekeeping, may I come in, please?
- ★ I am sorry I disturbed you, when would it be convenient for me to service your room? I will be glad to come back at later time if you wish.
- ★ Did you have a nice sleep last evening?
- ★ Will you be staying another night with us or will you be leaving to day?
- ★ All right, I will just make the bed and tidy the room and bath room for you now, and I'll return later to finish after you have departed.
- ★ May I continue to make up your room or to come back later (I will return later to finish after your leave the room?)



SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.



BEGINNING TASK.

- ✦ Remove hand caddy from cart and carry into the room.
- ✦ Turn on all the lights.
- ✦ Open the draperies.
- ✦ Open windows if appropriate.
- ✦ Check the air conditioning and heating unit for proper operation. Set according to property standards.
- ✦ Check the general room condition.

BEGINNING TASK.

- ◆ Note any damaged or missing items.
- ◆ Notify your supervisor if anything of value is gone or if something needs repair.
- ★ Remove and replace dirty ashtrays.
Replenish matches.
- ★ Remove and replace dirty glasses.
- ★ Collect any food service trays and dishes
 - ◆ Set items neatly outside the door.
 - ◆ Call room service for pick up.
- ★ Empty the trash and replace wastebasket liners.



BEGINNING TASK.

- ✦ Straighten newspapers and magazine in stayover rooms.
- ✦ For check – out rooms, report and personal belongings left behind by the guest to your supervisor.





SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

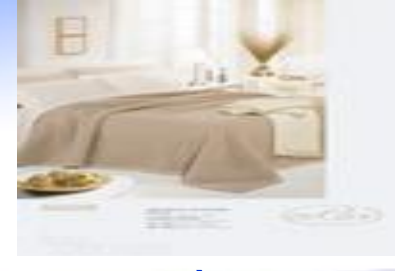
IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.

MAKING THE BED



A. With Hollywood twin style (The short way)

- Bend yours knees and pull bed out from wall.
- Fold bed cover.
- Strip soiled bedroom and bathroom linens.
- Check mattress pad and mattress.
- Place the mattress pad properly on the bed.
- Place the underneath (first) sheet on the bed (right side up).





MAKING THE BED

- Put the second sheet on the bed (wrong side up).
- Put the blanket on top of the second sheet (Approx 8 to 12 inches away from the head of the bed).
- Put the third sheet on top of the blanket (right side up) in line with the blanket.
- Turn the second sheet over the blanket. (place for the pillow)



MAKING THE BED

- Miter the upper left corner of the sheet.
- Miter the upper right corner of the sheet.
- Tuck both second and third sheet with blanket along the side of the bed.
- Miter the first, second and third sheet with blanket at left foot of the bed. (lower left)
- Miter the first, second and third sheet with blanket at right foot of the bed. (lower right)
- Place the pillows at the head of the bed.
- Place the bedcover over the third sheet and tuck in folding pillows under bed cover.

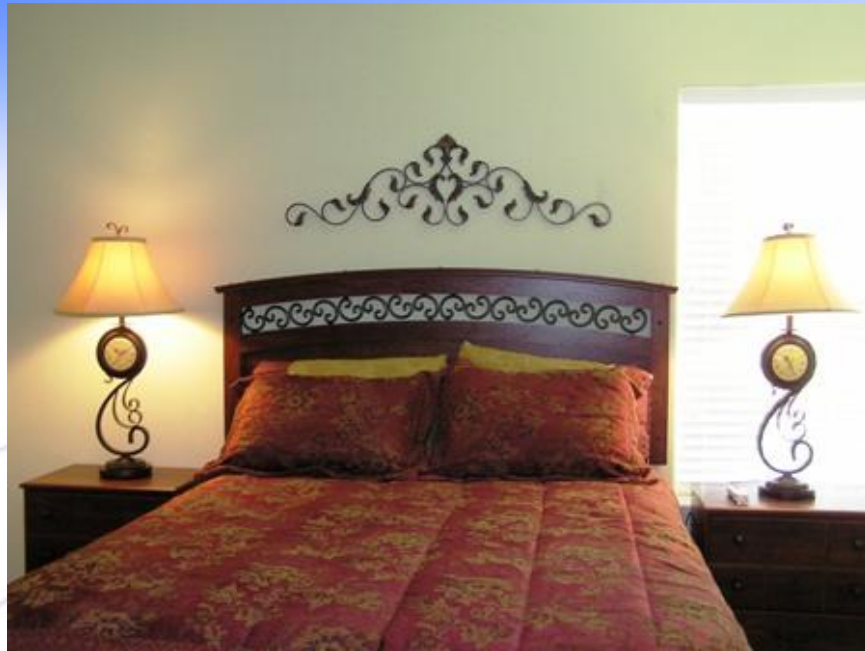
MAKING THE BED



B. With Duvet cover style

- Strip soiled bedroom and bathroom linens.
- Check mattress pad and mattress.
- Fling the bedsheets.
- Miter corner of bed.
- Replace duvet cover with a new one.
- Replace pillow case with a new one.
- Proper placement of bed runner.





With blanket



With duvet





SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.



DUSTING

- ✦ Using a cloth sprayed with dusting solution, dust items located on walls or high off the floor. Work clockwise around the room. Items include:
 - ✦ Headboard
 - ✦ Picture frames
 - ✦ Lamps, shades, and light bulbs
 - ✦ Any air conditioning or heating units you can reach.
- ✦ Dust and polish mirrors. Spray glass cleaner or a clean cloth and wipe down the mirror.
- ✦ Check the windows carefully. Clean with glass cleaner if necessary.



DUSTING

- ✦ Dust the windowsill.
- ✦ Dust and polish the dresser. Open the drawers and dust the inside surfaces.
- ✦ Dust the nightstand. Start with the top surface and work your way down the sides to the legs or base.
- ✦ Clean and dust the telephone. Check proper operation by picking up the receiver and listening for the dial tone. Use spray disinfectant on the mouthpiece and earphone (optional).



DUSTING

- ✦ Dust the top and sides of the television set and the stand it rests on.
- ✦ Clean the front of the television set with glass cleaner. Turn on the set to make sure it works properly, then turn it off .
- ✦ Dust any tables, beginning with top surface and working your way down the legs.
- ✦ Clean both sides of the connecting door to an adjoining guestroom, if applicable.
 - ◆ Wipe from top down.



DUSTING

- ◆ Polish the knobs and remove any smudges around the knob area.
- ◆ When finished, make sure the door is closed and locked.
- ✦ Clean the closet
 - ◆ Dust both the top and underside of the closet sheft. Remove any smudges on the surfaces.
 - ◆ Wipe down the closet rod.
 - ◆ Dust hangers and hooks.
 - ◆ Clean and dust both sides of the closet door.

DUSTING

- ✦ Wipe down light switches and clean any smudges on surrounding wall area.
- ✦ Clean both sides of guestroom door.
- ✦ Restock the room with guest supplies.





SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.

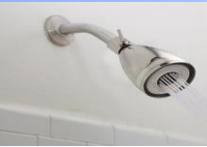
CLEANING THE BATHROOM

- ✦ Turn on lights and fan. Replace any burned – out light bulbs. Check fan for proper operation.
- ✦ Remove used towels, washcloths, and bath mat.
- ✦ Empty trash and wipe container.
- ✦ Flush the toilet. Apply toilet bowl cleaner or all purpose cleaner around and under the lip of the bowl. Let it stand while you attend to other cleaning tasks.
- ✦ Clean the shower area
 - ✦ Check the shower head to make sure it is positioned correctly.



CLEANING THE BATHROOM

- ◆ Wash the tub or shower walls and soap dishes with sponge.
- ◆ Clean both sides of the shower curtain or shower door. Pay special attention to the bottom where mildew may accumulate. Wipe dry.
- ◆ Clean shower curtain rod or clean the tracks and frame of the shower door.
- ◆ Scrub the bathtub with all purpose cleaner. Remove and clean the drain trap.
- ◆ Clean bathtub fixtures. Polish dry to remove water spots.
- ◆ Hang clean bath mat over edge of the tub.



CLEANING THE BATHROOM

- ◆ Reposition shower curtain or shower door to the center of the tub.
- ◆ Clean the vanity and sink area
 - ◆ Run some warm water into the sink. Add the correct amount of all-purpose cleaner.
 - ◆ Clean the countertop area of the vanity.
 - ◆ Clean the sink. Remove drain trap and clean.
 - ◆ Clean sink fixtures. Polish dry to remove water spots.
 - ◆ Wipe dry the countertop area of the vanity.
 - ◆ Clean mirror with glass cleaner.



CLEANING THE BATHROOM

★ Clean the toilet

- ◆ Scrub the insides of the toilet and under the lip with the bowl brush. Flush.
- ◆ Using cleaning solution and a cloth, clean the top of the seat, the lid, the tank, and the outside of the bowl.
- ◆ Wipe dry all the outside surfaces.
- ◆ Close the lid.



CLEANING THE BATHROOM

✦ Clean bathroom walls and fixtures.

- ✦ Dust light fixtures.
- ✦ Using clean damp cloth, spotclean fingerprints and smudges.
- ✦ Wipe down electrical outlets and light switches, paying close attention to the surrounding wall area.
- ✦ Wipe and polish towel bars.
- ✦ Dust all exposed piping.
- ✦ Clean both sides of the bathroom door.



CLEANING THE BATHROOM

★ Restock bathroom supplies

- ◆ Replenish the towels.
- ◆ Replenish guest amenities.
- ◆ Replenish toilet and facial tissue supplies.



★ Clean the floor

- ◆ Spray bathroom floor and base boards with all – purpose cleaning solution.
- ◆ Starting with the farthest corner and working your way toward the door, scrub the floor and wipe baseboards.

CLEANING THE BATHROOM

- ✦ Make one final check. Visually scan all areas of the bathroom from areas you may have overlooked. Turn off the lights and the fan.





SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.

VACUUMING

- ✦ Clean the baseboards. Begin in the closet area and work your way around the room. Wipe all exposed areas of the baseboard to remove surface dust and dirt.
- ✦ Take vacuum to the farthest corner in the guestroom. Begin vacuuming.
- ✦ Vacuum your way back to the door. Cover all exposed areas of the carpet you can reach including under tables and chairs, behind the door, and in the closet.
- ✦ Close windows and turn off lights along the way.







SERVICING THE GUEST ROOM

I. ENTERING THE GUESTROOM.

II. BEGINNING TASK.

III. MAKING THE BED.

IV. DUSTING.

V. CLEANING THE BATHROOM.

VI. VACUUMING.

VII. FINAL CHECK.



FINAL CHECK

- ✦ Check that all supplies and equipment are properly loaded back on the room attendant's cart.
- ✦ Stand by outside door. Visually scan the guestroom, beginning at one point in the room and working your way back to the beginning point.
- ✦ Attend to any cleaning task or item you may have overlooked.
- ✦ Smell the air. Spray air freshener if necessary.
- ✦ Make sure all lights are turned off.



FINAL CHECK

- ✦ It makes the difference between just cleaning the room and doing a professional check.
- ✦ Make sure that all the furnishings are back in their proper places.
- ✦ Leave the room and close the door. Check to be sure it is locked.
- ✦ Indicate status of room on room status sheet.



Remember

- ✦ Step 1: Enter the guestroom.
- ✦ Step 2: Begin cleaning. Tidy and air out the room.
- ✦ Step 3: Strip bed.
- ✦ Step 4: Make the bed.
- ✦ Step 5: Dust the guestroom.
- ✦ Step 6: Clean the bathroom.
- ✦ Step 7: Vacuum.
- ✦ Step 8: Make the final check.



Remember

- ✦ Step 9: Close the door and make sure it is locked.
- ✦ Step 10: Note room status on assignment sheet and proceed to next room.



**Thank you
for your attention**



THE END