

UNIT 7

HOUSEKEEPING'S JOB





HOUSEKEEPING'S JOB

- I. LAUNDRY SERVICE (VALET SERVICE).
- II. MINIBAR SERVICE.
- III. SHOE SHINE SERVICE.
- IV. BABY SITTING SERVICE.
- V. ARRANGING FLOWER SERVICE.
- VI. GUEST LOAN ITEM SERVICE.
- VII. FLOOR CARE.
- VIII. CARPET CARE.
- IX. SAFETY – SECURITY (HANDLING LOST AND FOUND).
- X. HANDLING GUEST COMPLAINT.
- XI. PEST CONTROL.



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I. LAUNDRY SERVICE (VALET SERVICE).

- ✦ Valet service means that a hotel will take care of guest laundry needs , valet service can be handled in two ways.
- ✦ Contract valet service. The hotel may contract with an outside laundry or dry cleaning operation to take care of guest need.
- ✦ On premises valet service.

I. LAUNDRY SERVICE (VALET SERVICE).

✦ Advantage to their valet operation

- ✦ Quicker.
- ✦ More good will with guest than contracting with an outside operation.
- ✦ Easy handle as well as special linen items.
- ✦ Most important ., however is revenue.

I. LAUNDRY SERVICE (VALET SERVICE).

✦ So, it must

- ✦ Set up time for laundry pickup and delivery.
- ✦ Determine how laundry will be delivery to guest room.
- ✦ Sets the price rates.(ordinary or express)
- ✦ Handle lost and damaged items.
- ✦ Field guest comments and complaints.

I. LAUNDRY SERVICE (VALET SERVICE).

◆ Key terms

- ◆ Laundry service
- ◆ Express service
- ◆ Dry cleaning
- ◆ Ordinary service
- ◆ Pressing service
- ◆ Starch
- ◆ Laundry list
- ◆ Washer

I. LAUNDRY SERVICE (VALET SERVICE).

- ◆ Laundry bag
- ◆ Valet staff
- ◆ Checker
- ◆ Runner
- ◆ Steam tunnel
- ◆ Flatwork ironer



I. LAUNDRY SERVICE (VALET SERVICE).

- ◆ Washer machine.
- ◆ Jean washer machine.
- ◆ Washer extractor.
- ◆ Dryer machine.
- ◆ Long ironer.
- ◆ laundry trolley deliver.
- ◆ Chemical.



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II. MINIBAR SERVICE.

✦ As a service provide by hotel and at charge .



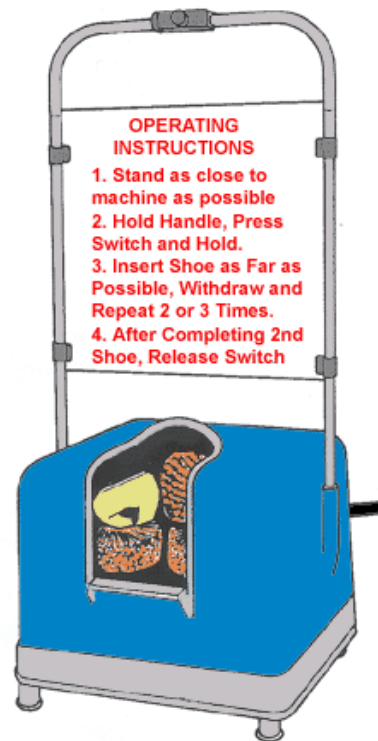
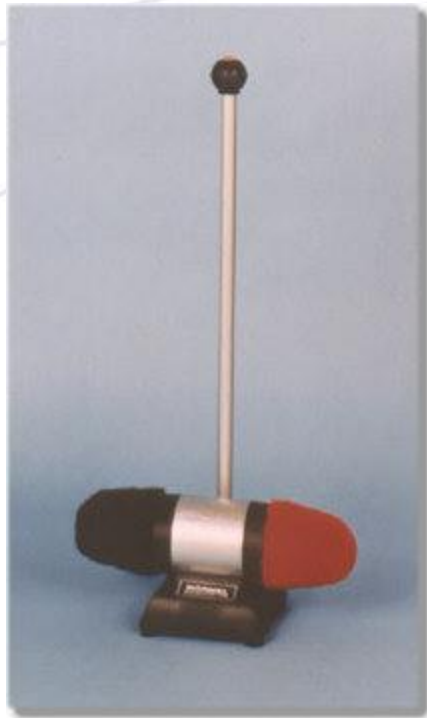


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III. SHOE SHINE SERVICE.

✦ As a service provide by hotel and at no charge.





HOUSEKEEPING'S JOB

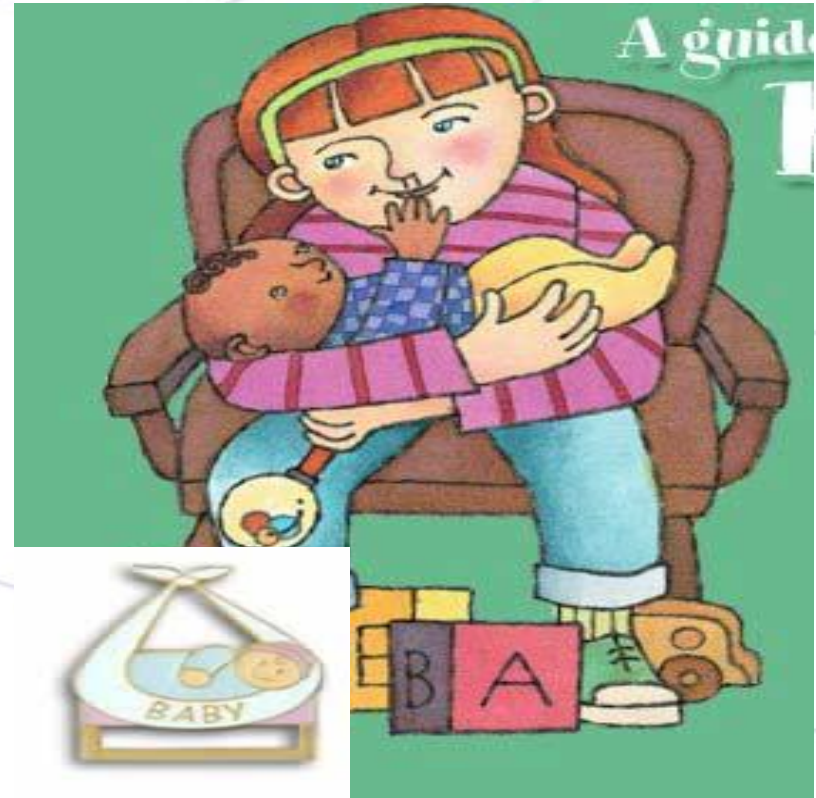
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IV BABY SITTING SERVICE

✦ A service provide to guest and at charge



Kid corner



Baby sitter



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V. ARRANGING FLOWER SERVICE

- ✦ Flowers are used in many place in luxury hotel.
- ✦ Provide an element of colour and beauty.
- ✦ Create a relaxed atmosphere.
- ✦ Provide a touch of luxury, by enhancing the appearance of the area.
- ✦ Provide a welcoming atmosphere for guests in their room/suites.



A circular wreath made of dark green holly leaves and clusters of bright red berries. The wreath is centered on a white background with faint blue curved lines. In the top left corner, there are three overlapping rectangular blocks of color: orange, green, and blue.

season greeting



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VI. GUEST LOAN ITEM SERVICE.

- ✦ As a service to guests, hotels provide a variety of equipment is loaned to guest upon request and at no charge.
- ✦ It's including : iron, ironing boards, sewing kits, hairdryer, crib, bedboards, and voltage adaptors, non allergenic pillows, tables, chairs, wheelchairs may be also available for guest to use.





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VII. FLOOR CARE

✦ Floor is disadvantages when compare to carpet

—Floor are :

- ✦ Noisier.
- ✦ Harder.
- ✦ Slipperier.



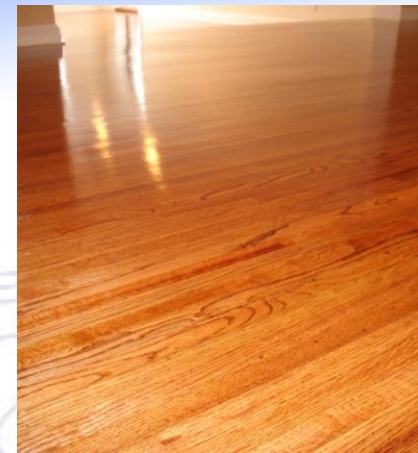
VII. FLOOR CARE

- ✦ Floor instruction.
- ✦ Resilient floors reduce noisy better than hard floor)
 - ◆ Vinyl (Nhựa).
 - ◆ Asphalt (Nhựa đường).
 - ◆ Rubber (Cao su).
 - ◆ Linoleum (Sơn lót).
 - ◆ Thermo plastic floor tile.



VII. FLOOR CARE

✦ Wood floor (attractively but more expensive)



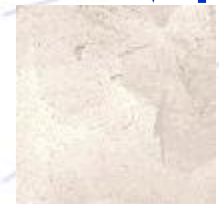
✦ Hard floor (stone or masonry floor or clay)

✦ Concret .

✦ Marble and Terrazzo.

✦ Ceramic tile.

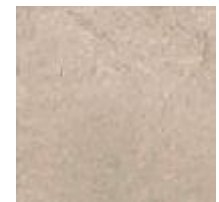
✦ Other natural stone.



Off White



Melange



Marble Beige



Soft Pink



Blue



Red



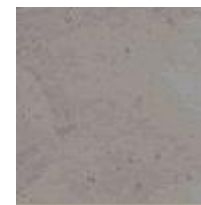
Yellow



Burgundy



Black



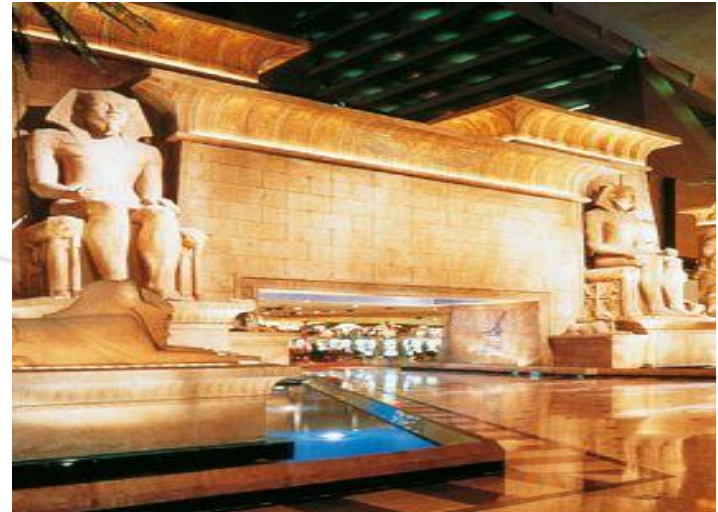
Grey



VII. FLOOR CARE

✦ Floor Maintenance

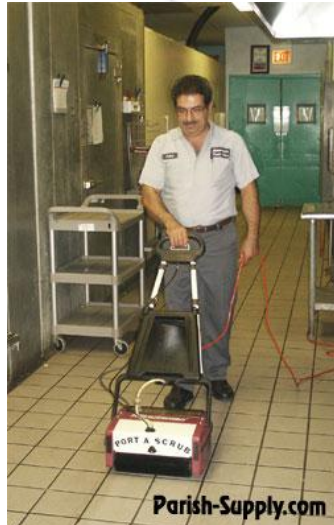
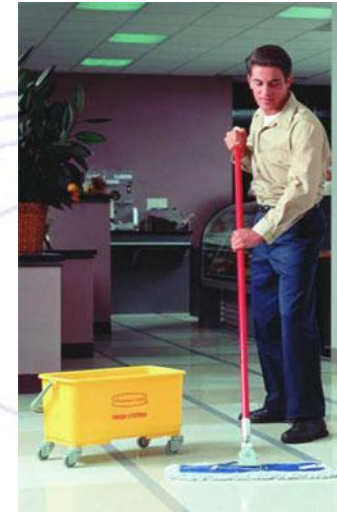
- Identify stain and determine how to treat it .
- Remove.
- Vacuum.
- Spot test the stain remover and then apply it



VII. FLOOR CARE

✦ Floor cleaning method :

- ✦ Mopping.
- ✦ Buffing and Burnishing.
- ✦ Scrubbing.
- ✦ Stripping and Refinishing.





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VIII. CARPET CARE

- ✦ Carpet reduces noise in halls and guest room.
- ✦ Carpet prevents slipping.
- ✦ Carpet keeps floors and rooms warmer.
- ✦ Carpet is easier to maintain than other floor covering.
- ✦ Carpet intruction :
 - ◆ Tufted carped (chỉ sợi).
 - ◆ Woven carpet (lông).



VIII. CARPET CARE

✦ Carpet problems :

- ◆ Pile distortion (Biến dạng, xoắn lại).
- ◆ Shading (Màu khác nhau).
- ◆ Fading (Bạc màu).
- ◆ Wicking (Xấu, nâu)
- ◆ Midew (Nấm mốc).
- ◆ Shedding, pilling (Rụng lông).

VIII. CARPET CARE

✦ Carpet maintenance

- ✦ Routine inspection.
- ✦ Preventive maintenance.
- ✦ Routine maintenance (Remove spot - stain).





VIII. CARPET CARE

✦ Carpet cleaning method :

- ✦ Vacuuming (Hút bụi).
- ✦ Dry powder cleaning (Bằng bột thơm).
- ✦ Dry foam cleaning (Bọt).
- ✦ Bonnet spin pad cleaning (Chùi bằng bàn chải máy).
- ✦ Rotary shampoo (Giặt thảm bằng máy xoay).
- ✦ Water extraction (Giặt thảm bằng phun hút).



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IX. SAFETY – SECURITY

- ✦ Safety and security are two major responsibilities of hotel managers. Guests expect to sleep, meet, dine, and entertain in a facility that is safe and secure and are entitled to reasonable care under law. Housekeeping personnel can help meet this guest expectation and , in some cases, make the difference in the property's safety and security system.
- ✦ In a hospitality operation, safety refers to the actual conditions in a work environment. Security refers to the prevention of theft, fire, and other emergencies.

IX. SAFETY – SECURITY

✦ SAFETY

- Insurance and Liability Concerns.
- Employee Morale and Management Concerns.
- Potentially Hazardous Conditions (Take adequate time, Correct unsafe conditions immediately, Do it safely the first time, Lifting, Ladders, Machinery, Electrical Equipment, Chemicals).
- Job Safety Analysis.





IX. SAFETY – SECURITY (cont)

- Safety Training.
- Work Areas.
- Means of Egress.
- Hazardous Material.
- Sanitation.
- Signs and Tags (Danger Signs. Caution Signs. Safety Instruction Signs. Accident Prevention Tags).
- First Aid.
- Inspection.

IX. SAFETY – SECURITY (cont)

✦ Security

- Suspicious Activities.
- Theft.
- Bomb Threats.
- Fires.
- Key Control.
- Lost and Found.
- Guestroom Cleaning.

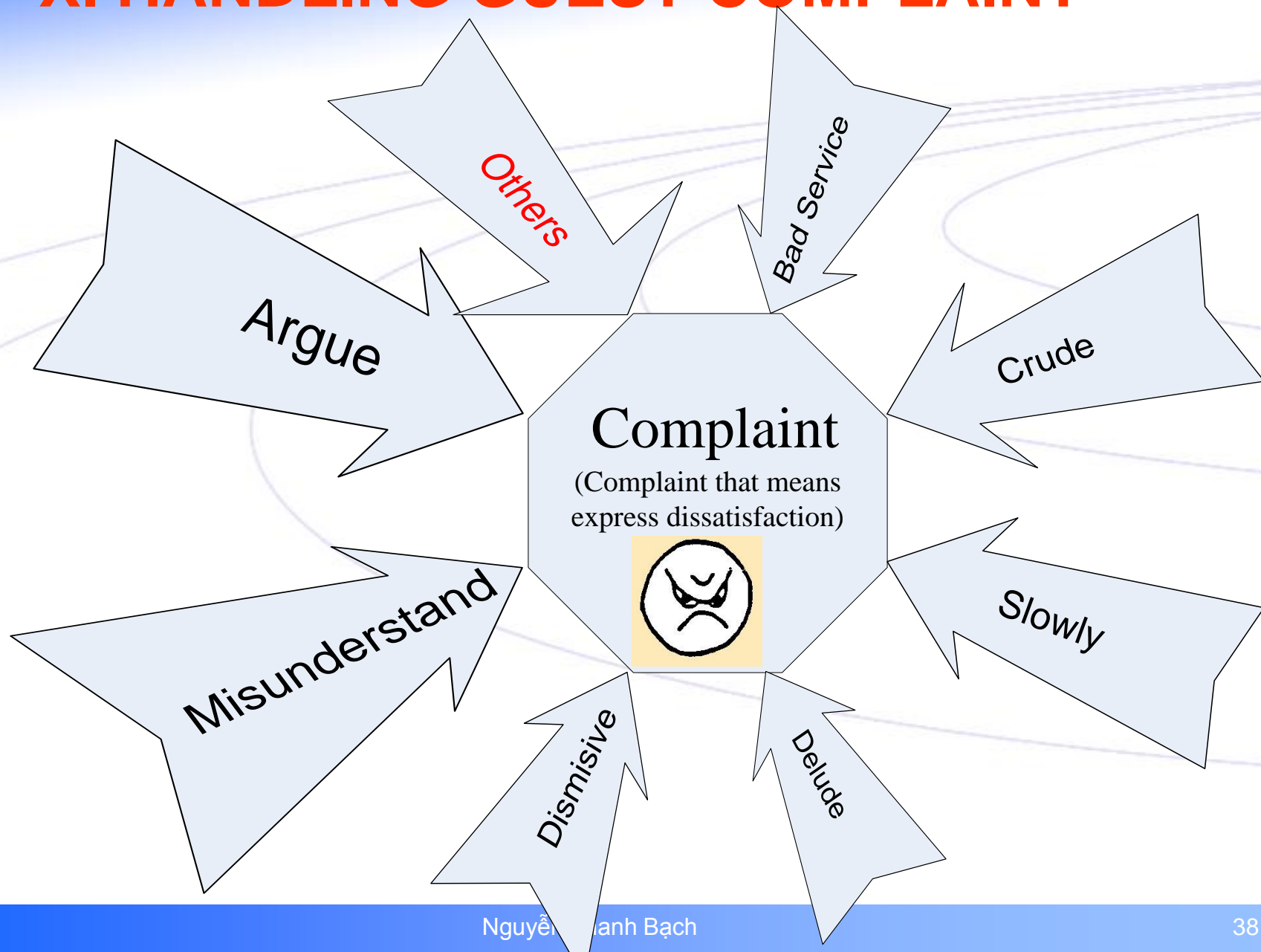




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X. HANDLING GUEST COMPLAINT



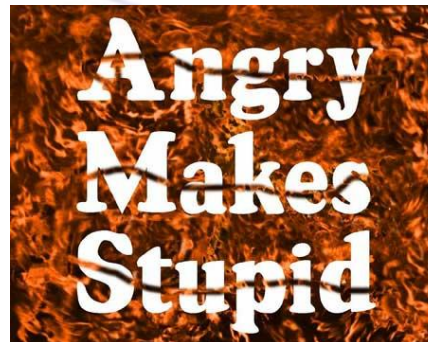
X. HANDLING GUEST COMPLAINT (cont)

★ Solving

o Degree Measures.

- Low (Small inconvenienced)
- Average (Trouble).
- High (Angry).
- Accident
(big problem: injury).

o Solving By.





X. HANDLING GUEST COMPLAINT (cont)

- ✦ Always “Smile on your face”. Use - Customer Care (Listen/Be Confident).
 - Providing Guest Services(Know your Service).
 - Sales Techniques (Patience / Cheerfulness / Politeness / Sensitive).

X. HANDLING GUEST COMPLAINT (cont)



By



Hear them out

(listen to the guest with positive. Do not interrupt)

Emphthize

- I understand how you feel
- I worked that long and it never worked.
- I understand your point of view.)

Apologizes

- I'm sorry you are upset.
- I'm sorry you were inconvenienced.
- I'm sorry you spend so much time on it.)

Take Responsibility for the action.

(Let me check/try ...)



HEAT





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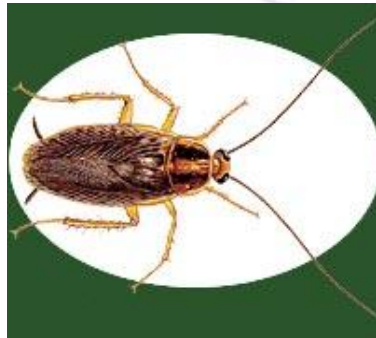


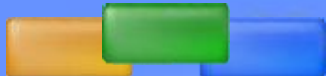
XI. Pest Control

- ✦ Pest can lead to serious food poisoning incident and can result in illness or death and damage reputation of a business. Therefore it is imperative that we are vigilant in preventing and eliminating pest.
- ✦ There are four main type of pest :
 - ✦ Rats and mice.
 - ✦ Insects (Mosquito, Termite, Ant, Cockroach flies, horsfly, flee ...)
 - ✦ Cats and dogs.
 - ✦ Birds.

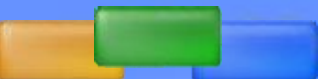
XI. Pest Control

✦ Any signs of pest please inform your manager for treatment immediately.





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(Playback will begin at 100%)



“Motivate them, train them, care about them and make winners out of them. If we treat our employees correctly they’ll treat the customers right. And if the customers are treat right. They will comeback”...

J Willard Marriott Jr. , chairman of the Marriott Corporation.

**Thank you
for your attention**



THE END