

## UNIT 2

# Preparing for work



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- I. Reporting to work.
- II. Personal Hygiene.
- III. Job description.
- IV. Setting up the work cart (trolley).



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# I. Reporting to work.

- Being on time.
- Come to work before 15 minutes.
- In case of sickness or emergency.







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## II. Personal Hygiene.

A. Take a bath.

B. Grooming.

- ☞ ● Hair.
- ☞ ● Shoes.
- ☞ ● Finger nails.
- ☞ ● Uniform.
- ☞ ● Make up.
- ☞ ● Name tag.
- ☞ ● Teeth.







# III. Job description.

## A. Briefing.

- ⇒ Hand over.
- ⇒ VIP-Groups-Difficult guest.
- ⇒ Information.
- ⇒ Projects.





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# III. Job description.(cont.)

## B. Cleaning knowledge.



### a. Work hygiene.

-  Cleaning from up to down.
-  Do not use dirty water for cleaning
-  Use correct cloth for correct purpose.
-  Handle soiled linen as little as possible.
-  Pay special attention to bath and toilets.
-  Discard any damaged glassware.
-  Wash your hands





### III. Job description.(cont.)



**b.** What has to be cleaned.

Because of:

- \_ Dust.
- \_ Dirt.
- \_ Foreign particle \_ garbage.
- \_ Liquids.



### III. Job description. (cont.)

#### c. Cleaning basic.

- Open figure – eight motion (mopping). ∞
- Circular motion (stains). @
- Overlapping motion (buffing). ∞
- Vertical & horizontal motion (dusting). ↔
- Straight forward motion (vacuuming). ↑↑

### III. Job description. (cont.)

#### d. Cleaning techniques.

- Washing (with water).
- Friction (abrasive).
- Static electric (sweeper-mop).
- Suction (vacuum).
- Force (high pressure water).



### III. Job description. (cont.)

#### e. Cleaning frequencies.

- ☐ Daily. (toilet)
- ☐ Weekly. (skirting board)
- ☐ Periodic. (shampoo)
- ☐ Special. (rush room)
- ☐ Spot check – Spot clean

### III. Job description. (cont.)

#### f. Cleaning method.

- ❖ Damp dusting.
- ❖ Polishing.
- ❖ Dry dusting.
- ❖ Sweeping.
- ❖ Disinfecting.
- ❖ Suctioning.

# III. Job description. (cont.)

## C. Controlling key.

- Sign in.
- Check proper key.
- Kinds of keys.

- Manual key.

- Guest room key.
- Master keys.

- Section.

- Floor.

- Grand.

- Emergency key.

- Key cards. (More safe and secure but expensive)





### III. Job description. (cont.)

#### D. Room status terminology.

- Check out = C/O.
- Check in = C/I.
- Vacant dirty = VD.
- Vacant ready = VR.
- Vacant maintenance = VM.  
(out of order)
- Out of service = No need  
service = NNS.



### III. Job description. (cont.)

- House use = HU.
- Sleep out = S/O.
- Handicapped guest = HG.
- Long staying guest = LSG.
- Very important person = VIP.
- Due out = D/O.
- Stay over.
- Double locked.
- Do not disturb = DND.

### III. Job description. (cont.)

#### ■ Types of rooms in the hotel:

- Standard room
- Superior room
- Deluxe room
- Junior Suite
- Suite
- President or Continental suite
- Twin bed room



Superior Room



Superior Room



Suite Room





### III. Job description. (cont.)

- Queen bed room
- King bed room
- Triple bed room
- Locker room
- Pantry room
  - Linen chute
- Cloak room
- Function room
- Ball room

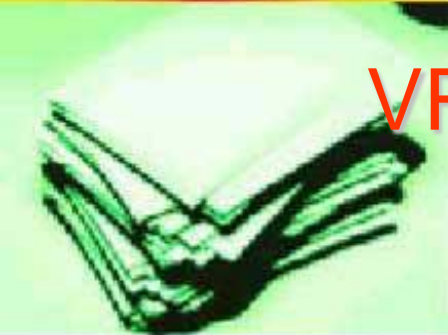


### III. Job description. (cont.)

- Banquet room
- Lounge room
- Restaurant
- Café or Coffee shop
- Comfort room = Rest room = Ladies / Gents room
- Handicap Room.
- Foyer
- Connecting room
- Board room
- No show.
- Show room.
- Arrival.
- Departure.
- Nil luggage/Light luggage.







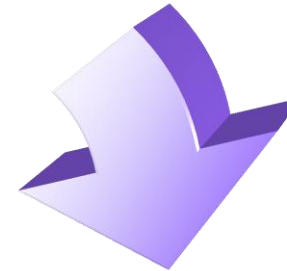
OR

After  
Mid night



OD

After cleaned  
and inspected  
already



**Room  
status**

OR

VD

After  
check out




After cleaned  
and inspected  
already



### III. Job description. (cont.)

#### E. Work Sheet



No	Room Number	Status	Time		Status After Done	Remark
			In	Out		

### III. Job description. (cont.)

#### F. Communication

- Walkie – Talkie or Pager
  - + Sign in
  - + Collect pager or walkie – talkie (Know the code) – Check it
  - + Turn in



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# IV Setting up the work cart (trolley).

- A. Linens.
- B. Guest supplies.
- C. Cleaners.
- D. Equipment and machines.
- E. Using the trolley cart – Procedures.





## A. Linens

■ Must *look* clean, crisp, new and comfortable.

■ Standard bed sizes

- |                 |                    |
|-----------------|--------------------|
| ● Crib          | 28x52 inches       |
| ● Rollaway      | 39x75 inches       |
| ● Twin          | 39 or 42x76 inches |
| ● Three-quarter | 48x76 inches       |
| ● Double        | 54x76 inches       |
| ● Queen         | 60x80 inches       |
| ● King          | 78x80 inches       |

■ Bed Items

Size in inches

■ Sheets

- |          |           |
|----------|-----------|
| ● Twin   | 66 x 104  |
| ● Double | 81 x 104  |
| ● Queen  | 90 x 110  |
| ● King   | 108 x 110 |

## A. Linens (cont.)

### ■ Pillowcases

- Standard 20x30
- King 20x40

### ■ Pillows

- Standard 20x26
- King 20x36

### ■ Bath Item

Size in inches

### ■ Towels

- Bath Sheets 36x70
- Bath 20x40
- 22x44
- 24x50
- 27x50

## A. Linens (cont.)

● Hand 16x26

16x30

● Washcloth 12x12

13x13

● Bath mat 18x24

20x30

### ■ Napery Items

● Napkins

Size in inches

17x17

22x22



# A. Linens (cont.)



- Table cloths

45x45

54x54

64x64

54x110

12x18

14x20

17 x variable lengths



- Place mats

- Runners





## B Guest supplies \_Amenities Stocks

- Bathsoaps, facial soaps, toilet seat bands. Toilet tissue, facial tissue, hangers, ice baskets, matches, astrays, lotion shampoo, conditioners, bath foam, shower mat, sewing kits, shoes shine cloth, slipper, pen stationary, printed items like “Do not disturb”, Guest Comment forms...

*Caledonian*

A classic of all times. Its regal green and gold elegance enhances any bathroom

# C. Cleaning Supplies

- All purpose cleaners
- Toilet bowl cleaners
- Disinfectants
- Window cleaner ( glass cleaner)
- Metal polishes
- Furniture polishes
- Shampoo Cleaner



## D Equipment and machines.

### ❑ Manual equipment (common used)

- Wet mop (with head and handle) giẻ lau sàn ướt.
- Dust mop. (with head and handle) đẩy bụi khô
- Floor squeegees. (đẩy nước)
- Dust pan. (hốt rác)
- Sweepers. (gom rác)
- Floor sweepers. (chổi đẩy sàn)







## ❑ Manual equipment (common used) (cont.)



- Bucket wringer (xe ép nước)
- Window squeegee (lau kiếng cửa sổ chuyên dụng)
- Fixi clamp (kẹp giẻ lau)
- Wet floor sign (biển báo sàn ướt)
- Janitor cart (xe vệ sinh cho public area)



## ❑ Manual equipment (common used) (cont.)



-Trolley (work cart) (xe phục vụ phòng khách)

- Caddy (xô chuyên dùng đựng dụng cụ vệ sinh phòng khách)

- Double pail (xô chuyên dùng đựng hóa chất vệ sinh khu vực công cộng)





## ❑ Electrically operated equipment ( machines )

- Floor machine (chà sàn) scrubbing machine



- Buffing machine (chà sàn, giặt thảm, đánh bóng).



- Carpet extractor (máy giặt thảm phun và hút).







## Vacuum cleaner ( hút thảm )

- Up right vacuum machine (thăng đứng) suction and beating process.
- Cylinder or canister vacuum machine (hút bụi khô chân không)
- Wet / dry vacuum cleaner (hút nước)
- Shoulder back vacuum cleaner.





# Vacuum cleaner ( hút thảm )

- Air blower / carpet dryer ( quạt hơi )
- High pressure water cleaner : máy bắn nước .
- Pool cleaner .

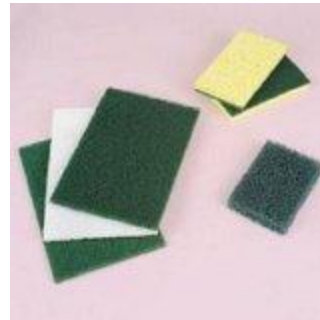
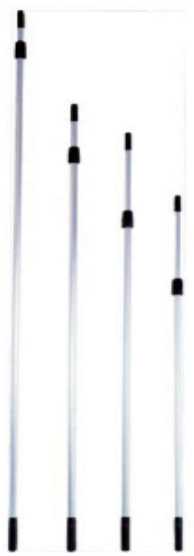


Nguyễn Thanh Bạch



# Others

- Extention pole
- Floor pad ( miếng chà sàn )
- Bath mat
- Soap dispenser
- Spray bottle : chai xịt
- Rubber glove : găng tay cao su
- Protective eye covering : kính bảo vệ
- Sponge





## E Using the trolley cart – Procedures.

❑ Collect room attendant trolley from the service area

- Push and pull trolley gently
- Trolley is used in most hotel.
- Those hotels with stairs and no elevator use baskets in combination with a caddy .



# Use the trolley correctly and safely

- Do not overload the trolley. Do not bump the trolley against walls.
- While working place trolley at bedroom door to be serviced or on one side of the hallway.



# Clean trolley regularly and store at end of your shift

- Check the trolley at the end of your shift for stains, dirt and water spillages.
- Store trolley in secure service area.





# Report any faults to maintenance

- Fill in maintenance form and turn the trolley in



# Restock and store trolley at the end of your shift

- Refill and guest cleaning supplies.
- Check store and your cleaning materials.
- Dispose of dirt and waste.
- Some hotels also restock linen and towels for the next day.





# THE END