

CLEANING AGENT

Cleaning agents are perhaps the most critical aids of housekeeping staff in their job to keep their house neat and clean. Cleaning agents in general can be defined as natural or synthetic substances that are used to assist the cleaning process. Cleaning is primarily the removal of dirt and dust. The various kinds of cleaning agents used for house keeping staffs are as follows:

- | | |
|----------------------|-----------------|
| 1) Detergents | 6) Deodorants |
| 2) Acid Cleaners | 7) Laundry aids |
| 3) Alkaline cleaners | 8) Polishes |
| 4) Solvent cleaners | 9) Floor seal |
| 5) Disinfectants | 10) Abrasive |

Water: Water is referred as a universal solvent, and this is the prime agent in cleaning process. However though an excellent solvent, water alone is not an effective cleanser to meet the standards most hotels require. Water is supposed to be a surfactant (surface active agent).

- 1) **Detergent:** Detergents may be made from a base of either pure soap or organic chemicals. Detergents are of two types:
 - Soapy Detergent: Soapy detergent is made from animal or vegetable fat and may be used as a solid block for washing skin and clothes, as flakes for washing delicate fabrics or as a powder for washing of soft fabrics. Soap is made by boiling fat with a strong alkali. E.g. coconut oil provides a soap which is quick to lather, excellent at cleaning.
 - Synthetic detergent: synthetic detergent is made from organic chemicals derived from petroleum. These are used extensively in house keeping. They are used for cleaning task and for washing up the floors. They may be in the form of a powder, liquid, gel or crystals.
- 2) **Acid cleaners:** Acids used as cleaning agents may vary from mild acid e.g. acetic acid or strong concentrated hydrochloric acid. Acids should be used in solutions followed by thorough rinsing. All, except citric and acetic acid should be used under supervision with extreme caution and with the protection of rubber gloves. Strong acids are poisonous and corrosive. E.g.
 - citric acid and acetic acid used for metal cleaning
 - Dilute hydrochloric acid used in removing lime scale from sanitary ware
 - Oxalic acid for removing stubborn water stains from hard floors and sanitary ware
- 3) **Alkaline cleaners:** Alkaline based cleaning agents are used in laundry and are particularly good for removing grease. Very strong alkali materials are known as caustic materials and are extremely corrosive and poisonous. They must be used under strict supervision. E.g.
 - sodium carbonate (washing soda): it is used to soften water and remove light grease marks.
 - Sodium hydroxide (Caustic soda): Removing grease from grills and blocked drains

- Sodium hypochlorite (Bleach): Whitening and removing stains from hard and soft surfaces
- 4) **Solvent Cleaners:** These cleaning agents are used extensively for dry cleaning and for stain removal. They all have strong fumes and should be used in well ventilated room. Solvents are useful for cleaning grease or polish from surfaces. Solvents will evaporate and so they are ideal for cleaning windows, mirrors and picture frames. E.g.
 - Methylated spirits, turpentine, white spirit, acetone, used for removing stains from hard and soft surfaces.
 - 5) **Disinfectants:** Disinfectants should only be used in the areas where harmful germs are likely to exist. Disinfectants kill the harmful bacteria. Most disinfectants have strong smell and therefore should be used in recommended amounts in areas where germ control is required. E.g.
 - Phenol: They are used in dilute or concentrate to disinfect surfaces in hospitals.
 - Halogens: the elements chlorine and iodine may be used as disinfectants.
 - 6) **Deodorants:** These are agents for disguising bad smells. They counteract stale odours and sometimes introduce fragrance in the area. They are used in guest rooms, bathrooms, and in public areas. They are available in liquids, powders and crystalline blocks. E.g.
 - Naphthalene balls serve as effective deodorizers.
 - 7) **Laundry aids:** Laundry aids which are used as cleaning materials contain stiffening agents and fabric conditioners.
 - 8) **Polishes:** Polishes are cleaning agent which are applied to a surface to form a hard protective layer and thus guard against finger marks stains and scratches. They also create a pleasant shine on a hard surface. E.g.
 - Metal polishes
 - Furniture polishes
 - Floor polishes.
 - 9) **Floor Seal:** A floor seal can be either solvent or water based. It is applied to a floor surface to form a semi permanent protective barrier which will prevent the entry of dirt, liquids, grease stains and bacteria. Depending on the traffic they receive, they may last for upto five years before replacement is necessary. E.g.
 - Oleo-resinous: These are clear solvent based sealers used on wood cork and magnesite floors. They consist of oils, resins and solvents.
 - One pot plastic: They are made up of synthetic materials. They are used on wood, cork and magnesite floors
 - Pigmented sealers: These sealers contain colour pigments which provide colour and also strengthen the sealer. They are used on wood, concrete and stone floors.
 - 10) **Abrasive:** Abrasives are substances or chemicals that depend on their rubbing or scratching action to clean dirt from hard surfaces. They are used to remove very stubborn stains from various surfaces. E.g.
 - Fines abrasives- Jeweller's rouge (a pink oxide of iron used for shining silver)
 - Hard abrasive- Sand paper, fine ash, pumice stone, steal wool are
 - commonly used abrasive

Storage of Cleaning Agents

- Ensure that the storage racks are sturdy. Heavier containers must be kept on the bottom shelf.

- Label all containers neatly with a waterproof marker.
- Ensure that the lids are tightly secured.
- When dispensing cleaning agents, use appropriate dispensers and measuring apparatus.
- Avoid spillage; if a spill occurs, clean it up immediately.
- Follow a systematic procedure for rotating stocks.

Selection of Cleaning Agents

The following points need to be considered while selecting cleaning agents.

- The type of soilage.
- The type of surface.
- Composition of the cleaning agents.
- Ease of use, saving of effort and time.
- Toxicity or side effects.

Cost effectiveness.

CLEANING EQUIPMENTS

Manual Equipments

Cleaning Equipment	Types	Uses
Brushes	Hard Brushes	Hard brushes have bristles that are fairly stiff and well spaced out. They are most suitable for removal of heavy soil and litter from carpets and for cleaning rough surfaces. e.g. – deck scrubber for floors
	Soft Brushes	Soft brushes have bristles that are fairly flexible and set close together. They help to remove loose soil and litter on hard and smooth surfaces. Such brushes may be designed to dust carpets and furniture, specially those that are made of cane and wicker e.g. – upholstery brush
Broom	Soft bristled broom	These brooms are made of corn-fibre, grass and are used for smooth floors.
	Hard broom	These brooms are made of coconut fibre and are used for coarse surface, especially outdoors.
	Wall broom	These are ceiling brooms called Turk's head. These brooms are used too remove cobwebs or dust from ceiling, and high ledges.
	Box sweeper	These are also called as carpet sweepers and are used for sweeping up the dust from smooth floor coverings such as rugs and carpets. A box sweeper consists of a friction brush that revolves when the equipment is pushed manually over the carpet or floor. The dust gets collected into the built in dust pans.
Mop	Dry mop	Static mops - consist of acrylic, nylon, or polyester strands fixed to a backing stretched over a metal frame. These are used for holding the dust by sweeping.
	Wet mops	Kentucky mops- consist of cotton strands fixed to a length of cotton fabric which is in turn inserted into a metal flat stock.
		Do-all mop- these mops consist of strands of a twisted cotton fixed to a circular metal plate which in turn is fixed to a stock
		Foss mop- these consist of a dense cotton fringe inserted into a heavy metal stock

		Squeegee- a squeegee of a long metal handle and a wooden or a rubber blade to remove excess water from surface being cleaned. It is used when the areas are scrubbed or washed.
Cloths	Swab	These are loosely woven cotton cloths, absorbent material and are used for damp wiping of floor surfaces. Also used for sanitary fittings bath tubs and wash basins
	Scrim	These are loosely woven linen material resembling fine sack cloth, highly absorbent and lint free in nature, used for cleaning mirrors and windows.
	Chamois leather	This is the skin of a chamois goat (antelope) and is used for cleaning windows and mirrors when dry and also for polishing silver and other metals.
	Dust sheets	They are the discarded linen either from bed sheets or curtains from the linen room and is used to cover floors, furniture and other articles during spring cleaning or redecorating.
	Druggets	These are made of coarse, fine canvas or clear plastic and they may be of the size of carpet square and are placed on the floor on the doorway to prevent excessive dirt being brought in or out during bad weather or during redecorating projects.
	Rag	These are disposable cloths obtained from the sewing room and are used for applying polish or strong cleaning agents and are disposed of when it is dirty.
Containers	Buckets	Plastic or galvanized iron buckets are used in different areas of house keeping while washing of floor, scrubbing of floor, etc.
	Dust pan	These are used in conjunction with a broom or brush for gathering dust. They are made of plastic or metal. They should be emptied after use
	Dust bins	These are used to collect waste from guest rooms and it may be made of plastic, metals, or wood. This should be emptied and wiped daily.
	Sani-bins	These are metal or plastic bins with lid. They are found in toilets for collection of soiled sanitary towels. They should be lined with plastic or paper bags for easy cleaning and must be wiped daily for the reasons of hygiene.
	Hand caddy	Also called cleaner's boxes, made of wood or metal or plastic, used by the room attendant for carrying cleaning supplies from room to room while guest room cleaning is done.
	Mop-wringer trolley	This piece of equipment consists of mop and one or twin buckets with an attached wringer all mounted on a trolley with wheels. It may have a provision for holding cleaning agent 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

Mechanical Equipment

Cleaning Equipment	Types	Uses
Vacuum cleaners/suction cleaners	Dry vacuum cleaners	These are used for removing dust and small pieces of debris from the floors, upholstery, furnishings walls and ceilings. It comes with different flexible attachment such as crevice nozzle, upholstery cleaning brush, floor cleaning brush, etc.
	Dustette	This is a small light weight vacuum cleaner, used for cleaning curtains, mattress, computers, etc.
	Back-pack vacuum	These machines can be easily strapped to the back of an operator. And it is used for cleaning hard to reach areas like ceiling, curtain ends, etc. These are also called as piggy back vacuums.
	Upright	These vacuums are the ones in which the machine lies horizontally on the floor and is driven by a single motor. The dust bag is outside the machines main body. There is a belt driven beater brush to facilitate removal of dust from the thick carpet piles. These machine is most suitable for large carpeted areas.
	Pile lifter	These vacuum cleaners are used to groom the long carpet piles. They lift up the carpet pile that has sacked down and makes it fluffy.
	Wet and dry vacuum	These are extremely useful for house keeping operations. They can pick up spills and excess water when it is used on a wet mode. When on a dry mode, they help to remove the dust and debris. In hotels they are used in large areas when they are scrubbed

	Large tank-type vacuum cleaners	These are also called as industrial vacuum cleaners and are meant for dry and wet pick up or both. The waste water is squeezed by a rubber attached to it through the nozzle which travels back into the tank. They are idle for cleaning lobbies, banquet halls and restaurants.
Carpet shampoo machine	Steam extraction machine	Though these machines are universally called steam extraction machine, there is in fact no generation of steam. The cleaning agents are simply mixed with hot water and detergents. The detergent is injected on the carpet piles and extracted back by a wet vacuum built into the same machine.
	Cylindrical brush dry foam machine	These machine has a cylindrical brush that scrubs the carpet pile only by the injecting foam on the carpet and extracting it back again to the machine
High Pressure Washers		These types of equipments are designed to remove soil from the surface with the help of water and steam subjected to high pressure. Water under pressure dislodges the dirt from the surface
Scrubbing/Polishing Machine		Scrubbing can be done with the help of the hard bristle attached to the machine and is normally used for large areas
		Buffing - The bristle tips of a brush create a high gloss finish on the surface. It is done on friction to bring it to shine.
		Polishing - The bristle tips of a brush or a pad to the driving disk cuts the soil from the surface. Polish is applied to give a glossy finish and to protect the floor

Equipment care:

1. All staff should know the correct methods of care cleaning and storage.
2. The correct equipment should be used for each task and used correctly.
3. All equipment should be cleaned after use.
4. Manufacturer's instructions for operation and maintenance should be followed.
5. Equipment should be stored correctly.

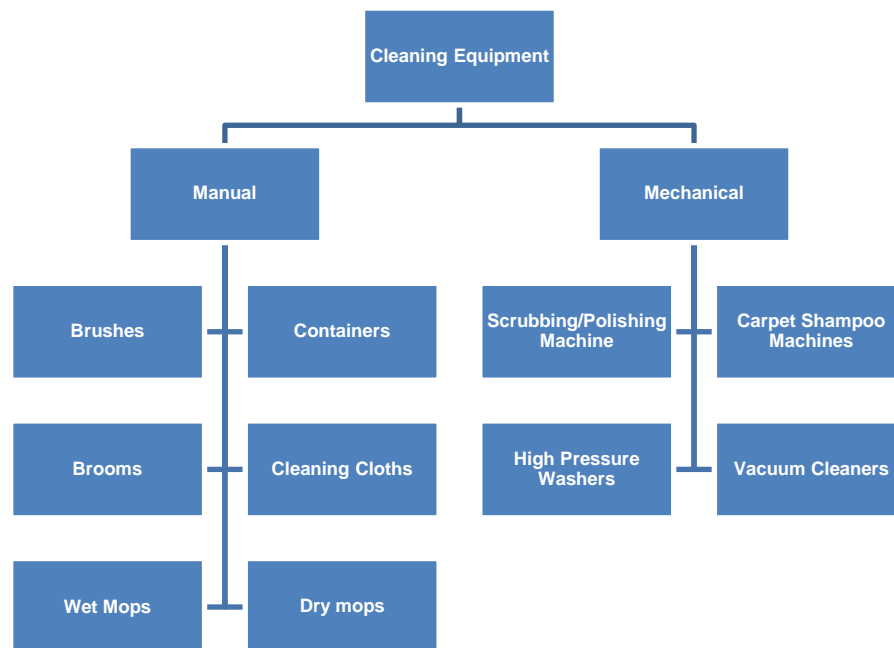
6. All equipment must be inspected before and after use and all defects should be reported.

Storage:

1. Provision should be made for correct storage of all equipment.
2. There should be space for each machine.
3. Shelves, cupboards, drawers for all spare parts, e.g. mop, brush heads pads should be provided.
4. Storage place should be equipped with power points.
5. Proper lighting should be provided.

Safety:

1. Voltage of the machine and supply should be same.
2. Plugs must be used correctly.
3. Machine and socket must be switched off before plugging in or disconnecting.
4. Check the cable and flexes and properly clamped into plugs
5. Loose cable should lie behind the machine as close to the wall as possible and pass over door handles if passing the door way.



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Cleaning Organisation

Cleaning is carried out for the following reasons :-

- a) **Aesthetic appeal** – The environment is made visually attractive and appealing
- b) **Hygiene** – Effective, frequent cleaning controls, the growth and reproduction of pathogenic bacteria and other germs.
- c) **Maintenance** – Surface and articles, however good in quality will have a long and functional life only when they are cleaned on regular basis.
- d) **Safety** – Cleaning is done for safety against health hazards, fire hazards and slip hazards.

Types of soil:-

- a) **Dust**- This is composed of loose particles deposited from the air. It contains both organic (human and animal hair, dead skin cells, plants) and inorganic (sand, dry earth) matter.
- b) **Dirt** – This implies dust held together firmly by moisture or grease on rough surfaces.
- c) **Tarnish** – This is a discolouration or deposition on a metal or alloy surface caused by chemical reaction with certain substances found in air, water and food stuffs. Different types of metals get tarnished when they are exposed to air (copper gets a greenish colour called 'verdigris').
- d) **Stain** – This is discolouration caused on a hard or soft surface by a substance containing dyes, proteins, acids or alkalis. Stains cannot be removed by routine cleaning process. It must be removed as soon as they occur using solvents to dissolve it or an acid or alkaline to neutralise it.

Principles of cleaning:-

These are the basic rules to follow in any kind of cleaning activity, whatever the nature of surface or the soil

- All soil should be removed
- Sol should be removed without harming the surface being cleaned or the surrounding surfaces
- The surface should be restored to its original state after the cleaning process
- The simplest method should be tried first using the mildest cleaning agent

- Cleaning should proceed from high to low wherever possible
- When cleaning an area start with the cleaner surfaces and articles and then go to clean more heavily soiled areas so as to prevent the spread of soil from dirty to cleaner surfaces.
- While wet cleaning or polishing the floor, the cleaner should walk backwards while cleaning in front of him
- Suction cleaning should be preferred over sweeping wherever possible
- Sweeping should be done before dusting and dusting before suction cleaning
- Stains should be removed as soon as they occur
- The cleaner should take all safety precautions while cleaning. In particular, cleaning agents and equipments should be stacked neatly to one side.
- The cleaner should start cleaning from the farthest end of an area working towards the exit

Cleaning Procedures :-

MANUAL METHODS:

- a) Sweeping
- b) Dusting
- c) Damp Dusting
- d) Moping
- e) Scrubbing
- f) Polishing

MECHANICAL METHODS

- a) Suction Cleaning
- b) Buffing
- c) Polishing
- d) Burnishing
- e) Scrubbing
- f) Stripping

Frequency of cleaning:

- 1) Daily task – These are routine operations carried out on a day-to-day basis by the cleaner. This includes the regular servicing of guest rooms, cleaning of bathrooms and toilets, suction cleaning of floors, dusting of furniture, etc.
- 2) Weekly Task – This term implies the task carried out on a weekly basis. This may include the work like polishing of metal, high dusting, dusting under the furniture, vacuum cleaning of upholstery, etc
- 3) Periodic – This is the task carried out on a monthly, quarterly, half yearly or on annual basis. Some of the usual periodic task in the hotel includes shampooing of carpets, washing of walls, polishing of floors, cleaning of chandeliers.

Organisation of Cleaning:

- a) Orthodox/ Conventional/Traditional cleaning – In this method of cleaning a GRA completes all the task in one guest room before going on to the next room in the section allotted to him/her. On an average a GRA may be required to clean 12-20 rooms in an 8 hr work day.
- b) Block Cleaning – In this way of cleaning, the GRA moves from room to room and completes the same task in every room before returning to begin the cycle again for the next task on the list. This involves blocking several rooms at a time to form a 'room section' and usually more than one GRA will be at work in the section. For example, the GRA might make all the beds in a particular room section while other GRA cleans the toilet, and the third GRA replenishes the supplies.
- c) Team Cleaning – In this method of cleaning, two or more people work together in the same area either the same task or a different task.

- d) **Deep Cleaning/Spring Cleaning** – Deep cleaning refers to intensive cleaning schedule which is carried out quarterly, half yearly or on annual basis. Deep cleaning is essential at periodic interval. This task is complicated and time consuming also. So housekeeping department has to coordinate with maintenance and front office.

Spring cleaning task may include the following:

- Shampooing carpets
- Striping and polishing floors
- Washing of ceiling and walls
- Vacuum cleaning the mattress
- Cleaning accessories such as lamp shades and picture frames
- Thorough cleaning of bathroom including walls, floor tiles, fixtures and fittings.

Features that ease cleaning:

- 1) Smooth texture, straight, neat and smooth lines, medium toned colours are some of the designed features in the surface that makes the cleaning easier. Medium toned colours show less dirt than surfaces of darker or lighter shades.
- 2) Furniture should be so designed that cleaning under and behind them is easy. Furniture on castor wheels and glides are easily moveable making cleaning under and behind them easier. Bed frames should not have a raised edge.
- 3) Carpets should have the shorter pile for cleaning easier. Upholstery should have minimum of decorative features such as buttons, gathers, and ruffles.
- 4) Surfaces of solid wood are now being substituted by laminates of wood (sunmica), laminates of plastic (formica) for regular buffing and low maintenance.
- 5) Metals which require constant polishing should be avoided in the public areas or in the guest rooms. Example – brass becomes easily tarnished.

Elements of Design

The elements are the visual components used in creating an object or a composition. They include line, form, texture, colour, pattern, light and space. These elements help in conveying fundamental ideas and also in creating objects which add charm in our home interiors.

LINE: Line is the basic design element. It can be static or dead, represented by a line in a horizontal position. It can portray rhythm, movement and unity by vertical position. Curved lines look gracious and flexible. Diagonal lines are dynamic and create the impression of restlessness. Line is a unifying factor in home interiors. It can be destructive element in overall effect. Too many lines of different nature create an impression of visual chaos.

Vertical lines create the illusion of height to the room and horizontal lines will lend a look of more length to the room. Rooms with horizontal furnishing seem to be more spacious. In the home interiors, vertical lines of doorways, draperies, side boards give the necessary strength and height to a room. Horizontal lines of tables, bookcases complement the vertical lines in other parts of the room.

FORM: Form is a basic element of design and is referred to as area, mass and shape. Three dimensional forms are solids. Forms unite with line to achieve certain effects in the overall design of a room. E.g. a long rectangular table or sofa helps in creating a line of unity in the room.

TEXTURE: Surface characteristic of objects is texture. Textural surface range from smooth to rough, so careful balance is needed in the room. Rough texture absorbs light and smooth surface reflects light. In a small and dark room, smooth textures should be used to reflect more light. Large room with more windows shows rough texture gracefully. E.g. rugs, woodwork, oil painting or wood used for furniture.

COLOUR: Colour can bring any décor to life. We react emotionally to different colours, and so colour scheme is largely responsible for the atmosphere of room interiors. Colour can be soothing or irritating, cheering or depressing, charming or boring, welcoming or repelling. Colour can liven up a drab corner of the house and can create an atmosphere of gaiety.

PATTERN: Pattern is a surface enrichment. The room looks dull without any pattern. Patterns are produced by different designs. Pattern should be naturalistic and it should contribute interest to a room.

LIGHT: Light has a stimulating effect in interior decoration. Day light is very important in overall appearance of the room. Decoration plans are never made without considering number of windows and the amount of sunshine each room gets. Artificial light is also important. E.g. the use of spot light, cornice light and ceiling lights add lusture to the room.

SPACE: Full utilization of space affords better functioning and more beauty to the room. Economy of space utilization is an important factor. Full attention should be paid to save footage and using all available space in the area. Furniture arrangement should be planned on paper on actual scale.

General duties of supervisor

The general duties and responsibilities of supervisors are as follows

- To ensure the staff are aware of their hours of work and they adhere to the planned duty roaster.
- To make any adjustment necessary in their off days in consultation with the concerned employees.
- To instruct the staff in cleaning routines and schedules.
- To regularly fill up the maintenance check-lists and inventories after the complete physical check.
- To liaise with the maintenance department for any maintenance work required in guest rooms or public areas and to initiate the work order forms.
- To inspect the record of room status regularly and co-ordinate with the reception desk
- To issue the relevant keys, keep track of them and get them safely back.
- To check the stock regularly, take delivery of stocks and issue supplies to the attendants.
- To supervise the staff involved in the cleaning and setting up of banquet halls (function areas), meeting rooms and other event venues.
- To arrange for the induction and for the training of the staff.
- To inform the employees of staff welfare schemes and other facilities

The House keeping department usually has the following supervisory positions:

1. Floor supervisor
2. Public area supervisor
3. Control desk supervisor
4. Linen room supervisor
5. Laundry supervisor
6. Night supervisor

Inspection modules for commonly neglected areas

In general the most commonly neglected areas in guest room include:

- The area between the bed and the night stand with food particles, dirt and debris may accumulate since this area is usually hidden by the bed spread.
- The interiors of the drawers and wardrobes where dust may accumulate in crevices.
- Surface below the lamps and other accessories kept in tables where dust accumulates because they tend to be overlooked.
- The tops of the picture frames hung on the walls which tend to gather dust as they are not easily visible to the eye.
- The top edges and back of doors, which if not cleaned on a regular basis may collect a lot of dust.
- The diffuser grills of radiators or air conditioners which can collect stubborn dirt.
- Ceiling which may show cob-webs if not attended to daily cleaning.
- The carpet area behind the free standing furniture that is near, but not against the wall, such as credenza standing to one side.
- Pillows and pillow cases which should be free of wrinkles and stray hairs and which should have a fresh smell.
- The general odour of the room, which is often overlooked. The room should have a fresh smell.
- The tiled area next to the shower which shows water marks if not attended daily.
- The area behind the toilet bowl, including pipes, cistern and the toilet roll receptacle, which all provide surfaces and nooks where dirt settles.
- The area under the vanity unit and towel racks which are hard to reach may accumulate a lot of dust.
- The faucet filters, which may stained brown due to dirt collecting in them.
- The air vents in the toilet, which are hard to reach and which if neglected during routine cleaning may collect lot of stubborn dust.
- The baseboards in the guest room as well as the bathroom may also accumulate lot of dust.

Handling Guest complaints

Types of guest complaints:

1. Technical/mechanical
2. Service related
3. Attitudinal
4. Unusual

Dealing with the complaints:

Some guidelines to be followed while confronting the guest:

- Listen with concern and empathy.
- Isolate the guest, if possible, so that the other guest may not overhear the conversation.
- Stay calm.
- Avoid responding with hostility or defensiveness.
- Be cautious of injuring the guest's sense of self esteem, show that u take a personal interest in the problem.
- Take the complaint seriously.
- Concentrate on the problem, not on the apportioning blame.
- Do not insult the guest
- Take notes, write down the facts.
- Tell the guest what can be done. Offer choices. However do not promise the impossible, nor exceed you authority.
- Set an approximate time for the completion of corrective action. Be specific.
- Monitor the progress of corrective action.
- Follow up. Contact the guest personally to ensure that the problem was resolved to his/her satisfaction.

IMPORTANCE OF SOUND COORDINATION BETWEEN HOUSEKEEPING AND VARIOUS DEPARTMENTS OF A HOTEL

Each department of a hotel has been established to carry out its own specialized functions. Yet each is an important part of the whole operation and must coordinate its activities with those of all other departments. The work of some departments is virtually self contained but by the very nature of its functions, the housekeeping department disperses its employees throughout the house.

The house keeping control desk is the nerve centre of the entire department. Its efficiency determines the effectiveness of the housekeeping function. It is the focal point for coordination of information and communication to various points in the house keeping department as well as other departments of the hotel. The role of housekeeping control desk is to facilitate communication to various departments of the hotel.

Front Office

- a) Rooms are the chief concern of both the departments. They must continuously exchange information of room status. Front office informs housekeeping of departure rooms to be cleared and housekeeping confirms clearance to front office, without which rooms cannot be re-sold. This has to be done on a continuous and rapid basis.
- b) Front Office sends the arrivals and the departures list to the control desk for the supervisor's reference, so they can ensure that departure rooms are ready on time for arriving guest.
- c) VIP list, Groups in the house, Crew in the house are prepared and forwarded by front office to housekeeping for information and action.
- d) Front office informs housekeeping regarding extra beds to be given to the guest rooms, interconnecting doors to be opened and special request by the guest.
- e) Room condition reports are periodically forwarded by housekeeping to front office to avoid such rooms from being occupied by VIPs. Housekeeping informs front office regarding scanty baggage/ beds not used in the guestrooms.
- f) Occupancy report is prepared and forwarded by housekeeping to front office on the basis of which, "Discrepancy Report" is prepared by front office. Both the reports are prepared carefully on the basis of which rooms are allotted to the guest.

Maintenance

- a) Housekeeping informs engineering department of all the minor repairs to avoid major breakdown. Both the departments must combine together to ensure that the maintenance work are attended in the guest rooms or public areas. Maintenance should be attended on time. The desk supervisor prepares the "Maintenance Order Slip" which is forwarded to the maintenance department to carry out the work order. When the work is completed

- the floor supervisor signs the work order to acknowledge the successful completion of the task.
- b) Executive housekeeper coordinates with the chief engineer regarding renovation programmes of guest rooms and public areas.
 - c) House keeping department forwards room condition report to maintenance department, for e.g. rooms require painting, servicing of A.C., etc.
 - d) House keeping assist engineering in conserving water and electricity.
 - e) All the cleaning equipments, e.g. vacuum cleaners, floor scrubbing machines are requisitioned by housekeeping through stores and the upkeep of all the equipments are done by maintenance department.

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Accounts Department

- a) Inventories and discarding procedures are initiated and conducted by the accounts department.
- b) All the approved bills are forwarded by housekeeping to accounts department for payment.
- c) All petty cash vouchers are routed through accounts for payment.
- d) House keeping must provide accounting with all information regarding wages and salaries for instance, informing the account office of pay increases, overtime, bonuses awarded to the workers, etc.
- e) The executive housekeeper must also provide accounting with monthly inventory information in order to ascertain expenses of controllable goods.

Stores

- a) Based on the average consumption, housekeeping guest supplies and cleaning materials are stocked by the general store and requisitioned by housekeeping on a weekly or a monthly basis.
- b) Stores must have adequate supplies of items and anticipated storage should be notified immediately to housekeeping. Housekeeping must follow up out of stock items.
- c) The store keeper verifies the approval of the executive housekeeper on each requisition before issuing the items.

Personnel Department

- a) Communication between housekeeping and human resource department is necessary when considering personnel staffing. When an employee is needed in the house keeping department, an employee requisition is filled out and is sent to the human resource to initiate the process.
- b) House keeping department coordinate with human resource for recruitment, probation, confirmation, and increment of staff. Warning letters and charge sheets are issued through the personnel department.
- c) Personnel department is usually involved in the orientation of new employees as per the company's rules and regulations.

- d) Attendance record, leave forms are forwarded to personnel department through the time office.

Security

- a) One of the greatest concerns of the lodging industry today is security. Housekeeping should provide printed instructions on the table cards for guest explaining how to detect crime and inform security department in case of emergency.
- b) Security efforts may involve guestroom security, key control, guest security in coordination with the security department.
- c) Security guidelines should be developed for all the members of the property's management and supervisor's team should be involved in monitoring them.
- d) Housekeeping personnel should be trained to observe suspicious movements and report it to the security. Floor crews must learn to recognize guest that are registered into the hotel. Room maids/Room attendants are not permitted to open the guestroom door for any guest.

Placement of Guest Room Supplies

Guest supplies include all the items that is conducive to the guest's comfort and convenience. Many hotels follow a common pattern in placement of guest supplies in their rooms.

In the room

Behind the door:

- A DND card the reverse of which is "Please make up my room" on the door knob on the inside of the door.
- A detailed map of fire exits ideally affixed behind the door.
- A notice reminding guest of safe deposit facilities at the cashier's desk (Many hotels have an electronic safe box in the guest room. However, in that case the notice is not required.)

In the wardrobe:-

- Coat hangers
- Skirt hangers
- Laundry bags and the list of laundry facilities and charges
- A few plastic utility bag (valet bags)
- A sewing kit (Dutch wife) is placed in the drawer

On the dresser table:-

- An ashtray and match box
- A candle on a candle stand
- A guest stationery folder with monogrammed note papers, envelopes, post cards with hotels picture, guest comment card, Letterheads, house rules and regulation cards along with pen or pencil.
- Tent cards giving information about special events.
- Flower Vase

In the drawer of the dresser table:-

- Business Kit

On the coffee table:-

- An ashtray with match box
- House magazine and travel magazine
- Room service menu card

Bed Side table:-

- The telephone and the service directory
- Notepad and a pen
- An ashtray and a matchbox
- Breakfast door knob card
- Local telephone directory is placed on the lower most shelf
- In the same location a Bible or Geeta or Quran
- On a tray, water tumblers

In the minibar:-

- Mineral water bottles
- Chocolates
- Ice trays
- Beverages (soft drink)
- Snacks(Wafers, nuts, cookies)

In the minibar cabinet

- percolator
- disposable glasses
- sugar
- tea/coffee
- stirrer

Linen on the bed per bed:-

- | | |
|-----------------------------|--------|
| • Mattress protector | 1 no. |
| • Bed sheets | 2 nos. |
| • Blanket/Duvet | 1 no. |
| • Night sheet/Crinkle Sheet | 1 no. |
| • Pillow cases | 2 nos. |
| • Bed cover | 1 no. |

In the bath room:-

Linen

- Turkish bath towels
- Hand towel
- Face towel
- Bath mat

On The Vanity Unit

- Monogrammed soaps, shampoo bottles, moisturizers, shower cap, bath gels, gargle glass, tissue box, razor blades, dental kit and shaving kit and shoe shine strip.
- Candle on a candle stand
- Ashtray and match box
- Bud vase

Near the Water Closet

- A tissue holder with a toilet roll fixed on the wall near the WC
- Sanitary bin
- Sanitary bag
- Sanitary disinfectant band

Near The bath tub

- Bath mat

Guest Loan Item

Hotels stock certain items which they loan to the guest. Example:-electric shaver, hair drier. These items which are provided to the guest should be noted down in the house keeping office and collected back again when the guest checks out from the hotel.

- ❖ Occasionally one also requests like extra furniture.
- ❖ Items like ironing boards, hair driers, alarm clocks, cribs, voltage adapters are also provided
- ❖ Guest may also request for baby bath, high chair, heating foot plate, etc.
- ❖ Hot water bottles, electric shavers, extra pillows are also provided to the guest on request.

Guest Supplies

Guest supplies include all items that are conducive to the guest's material comfort and convenience.

They are grouped as

- 1) **Guest amenities:** this refers to all the luxury items that a hotel provides to the guest at no extra cost. E.g. coffee maker, bathrobe, flowers, bathroom amenities like bubble bath essence, moisturizer, etc.
- 2) **Guest Expendables:** Guest Expendables are those supplies that are expected to be used or taken away by the guest on leaving the property. E.g. laundry bags, match box, toilet tissue, face tissue, bath soaps, etc.
- 3) **Guest essentials:** These are items that are essential to the guest room but are not used up or expected to be taken away by the guest. E.g. cloth hangers, ice buckets, ash trays, plastic trays water jugs, drinking glasses, etc.

Types of hotel rooms and Accommodation

The guest room is the main product of a hotel as it contributes to more than 50% of the total sales making the profit percentage from the room sales very high. Guestrooms in a hotel have a role in the image building of the hotel. Guests may stay in a hotel for pleasure, convenience or from necessity. Whatever the reason for the stay, they will always expect a certain standard of service and comfort.

It used to be customary to have rooms of more or less than the same standard throughout the property, but the trend is changing now. Guests are now being offered a choice of more expensive rooms with upgraded facilities. Hotels now offer a wide variety of rooms catering to the needs of different types of travelers.

Types of Guest Rooms

Single room	A room with a standard single bed to accommodate single person.
Double Room	A room which has double bed and provide sleeping comforts for two persons. A double bed is a large bed.
Twin Room	A room having two single beds separated out by a small bedside table. The room provides sleeping accommodation for two people.
Double-double Room	A room has two double beds and provide sleeping comfort for 4 people or for the family.
Studio Room	A room having utility furniture such as sofa-cum-bed. A bed is used as a sofa in the day time and converts into bed at night, meant for business people.
Suite	A suite refers to a set of two rooms interconnected to each other out of which one is a bed room and other is a sitting room. Suite is a costly room of the hotel.
Hospitality Suite	A parlour with a connecting bedroom, to be used by guest to entertain his own guest or for companies offering cocktails during conventions, entertaining and trade shows. This room usually contains a bar and occasional tables as well. It is charged on hourly bases
Junior Suite	A large room with a partition separating the bedroom furnished from the sitting area.
Efficiency	A room having a small kitchen facilities.
Cabana	A room situated near the swimming pool of the hotel and normally used by the people who love water games or swimming. These rooms are mainly used for changing.
Duplex	Two rooms on two successive floors and is connected to each other with a common staircase. Generally the sitting room is on the lower floor and the bedroom is on the upper floor.
Pent House	Room situated on the terrace of the building with one of the door opening towards the terrace. Other facilities and amenities may also be added to it.
Lanai	A room overlooking a landscaped area, a scenic view, a water body or a garden. These rooms are found in resort hotels.
Hollywood twin room	A room with two twin beds but a common headboard meant for two people. If so desired the beds can be joined together to make it appear like a single bed.

Types of beds

Murphy Bed : A bed that folds up into the wall and looks like a bookshelf or a cupboard when folded away. It is also called sico bed.

Crib : Cots for babies provided to the guest on request.

Chaise longue (French) : A long low seated bed with a back and one arm on which the person sitting can stretch out his legs.

Rollaway bed : A ready-made bed with a spring base provided to the guest on request. It can be easily rolled into the rooms on request by the guests .

Guest Room Status	Code	Definition
Occupied Room	OCC	A guest has currently registered to the room and so the room is occupied.
Stayover Room	S/O	The guest is not checking out today and will occupy the room for at least one more night.
Do Not Disturb	DND	The guest has requested not to be disturbed. DND card is on the door.
Scanty Baggage	SB	The guest has very light luggage and he may leave the hotel without settling his room account.
Vacant	V	The room has been cleaned, inspected and is ready for the arrival of the guest.

Out of Order	OOO	The room cannot be assigned to the guest. It may require major maintenance work to be done.
Check Out	C/O	The guest has settled his account returned the room keys and left the hotel.
Did not Check Out	DNCO	The guest made arrangement to settle his account but has left without informing the Front Office.
Double Locked	DL	The room which has been double locked by the guest from inside. No other key can open this room door except the grand master key.
No Baggage	NB	The guest is staying in the room but without baggage.
Not Packed	N/P	The guest has settled his account with Front Office but has not packed his baggage in his room
Packed Luggage	P/L	The guest has packed his baggage and left it in the room but has not settled his room account

USE OF COMPUTERS IN HOUSE KEEPING

Many hotels have invested heavily in information technology infrastructure and networking that deploy the latest technical advances in their operations. The new technologies which are gaining entry into the hospitality segment are Wi-Fi (wireless fidelity), radio frequency identification, and the possibility of tracking inventory and guest data through the convergence of cellular and wireless technologies, GPS (Global Positioning System), VoIP (Voice over Internet Protocol), handheld communication devices and so on. Hotels either provide Wi-Fi as a value added amenity to the guest or offer the service at a cost to their guest. Wi-Fi is provided in guest rooms as well as public areas, lobbies, meeting rooms, lounges and so on.

In The House-Keeping Department

- WLAN (Wireless Local Area Network) technology is enabling a wide range of hospitality applications in the housekeeping department. Housekeeping staff can now conduct room checks after a guest vacates the room through the hand held Wi-Fi enabled device to report the status of the room
- They also communicate with security personnel instantly over e-mail in case of an emergency.
- Staff can also ensure from a remote spot that fire extinguishers are charged, emergency lights are functioning, and so on.
- Check and communicate inventory invention for guest room supplies and the stocking of minibars in order to ensure that provisions are replenished in an efficient manner.
- Computers are now being used in many housekeeping departments for room management, inventory control and linen management.
- Computers can now be linked to the telephone system in each individual guest room. This technology greatly reduces the cost of individual wiring in each guest room. For e.g. an interface can be created between the telephone systems of the hotels computer network by the guest room attendant dialing a specific sequence of numbers on the phone from the specific guestroom. Once connected the computer immediately recognizes the room no. to which it is being connected.
- House keeping operations modules are widely available such as forecasting attendant requirements, daily housekeeping scheduling, tracking house keeping history and monitoring room attendant's performance.
- There are also module to track the status from dirty room to ready room for inspection and cleaned room which are ready for the guest.
- Many hotels also offer a detection technology when the guest puts the tray outside the door, housekeeping is alerted from a triangle sensor on the tray that triggers another sensor in the door way. This immediately alerts the staff to the waiting tray with a blinking light.
- The housekeeping staff can also be alerted when the room is available for cleaning by the guest. In this application, guest clicks a button, which sets off another sensor to indicate they are gone and the room can be cleaned.
- Occupancy report, discrepancy report, list or under repair rooms can be sent to front office through WLANs system by which manual work can be avoided.

- The housekeeping module can also schedule the servicing of guest request, for e.g. if a guest calls the front desk and request for a crib or extra towels, the front desk can simply input this request into the computer and it then appears on the main housekeeping monitor screen. A guest request notification can also be sent to the room attendants automatically to the hand held wireless PDA (Personal Digital Assistant) or cell phone by way of text message or e-mail.
- WLANs allow guest to share hi speed internet connections, browse the web, access their corporate networks, remotely yet securely, access the business centre from their rooms, organize video conference, play games online, and use multiplayer gamin options.