

ACCOMMODATION SERVICES

**PREPARE BEDS
AND HANDLE
LINEN AND BED
COVERINGS**

LEARNER GUIDE

Prepare Beds and Handle Linen and Bed Coverings
Learner Information

Details	Please Complete details	
Name of Learner		
Name of Assessor		
Site Name		
Name of Facilitator		
Date started		
Date of completion & Assessment		



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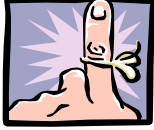




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Keys to Icons

The following icons are used throughout the study guide to indicate specific functions:

	<p>DON'T FORGET/NOTE</p> <p>This icon indicates information of particular importance.</p>
	<p>EXERCISES</p> <p>Practical activities to do, either individual or in syndicate groups during the training process</p>
	<p>SELF ASSESSMENT QUESTIONS.</p> <p>Self evaluation for learners to test understanding of the learning material</p>
	<p>PRACTICAL TASKS</p> <p>An important part of the assessment process is proof of competence. This can be achieved by observation or a portfolio of evidence. These tasks meet this component of assessment.</p>
	<p>ACTIVITY TIP</p> <p>These help you to be prepared for the learning to follow and must be added to the module content/portfolio of evidence.</p>

Prepare Beds and Handle Linen and Bed Coverings

Introduction

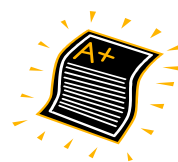
Purpose	In order to achieve the credits and qualify for this appropriate registered standard, you are expected to have demonstrated specific learning outcomes.
Specific Outcomes	Specific outcomes describe what the learner has to be able to do successfully at the end of this learning experience.
Assessment Criteria	<p>The only way to establish whether a learner is competent and has accomplished the specific outcome, is through the assessment process. Assessment involves collecting and interpreting evidence about the learners' ability to perform a task.</p> <p>This module includes assessments in the form of self-assessments, group exercises, quizzes, projects and a practical training programme whereby you are required to perform tasks on the job and collect as portfolio of evidence, proof signed by your supervisor that you have successfully performed these tasks.</p>
Range of Learning	This describes the situation and circumstance in which competence must be demonstrated and the parameters in which the learner operates.
Responsibility	<p>The responsibility of learning rest with you, so . . .</p> <ul style="list-style-type: none">• Be proactive and ask questions.• Seek assistance and help from your coach, if required.

Specific Outcomes and Range of Learning

<p>Demonstrated Knowledge and Understanding:</p>	<ol style="list-style-type: none"> 1. Explain the impact on hygiene of keeping soiled linen and bed coverings separate from clean linen. 2. Explain the importance of not placing bed coverings that have been removed from beds, on the floor. 3. State the measures for securing linen storerooms from unauthorised access. 4. Explain the importance of turning mattresses over on a regular basis. 5. Explain the importance of staff knowing how to deal with customer's property and the impact on customer satisfaction. 6. Describe the different bed types and explain the importance of using the correct type of bed linen and coverings when preparing these beds. (Range of bed type: single, double, queen, king, cot and roll-away) 7. Explain how to work in an efficient and organised manner.
<p>Demonstrated ability to make Decisions about practice and to Act accordingly:</p>	<ol style="list-style-type: none"> 1. Remove all bed coverings from beds. (Range of bed coverings: sheets, blankets, bedspreads, pillowcases, duvet covers, waterproof sheets, duvets or pillows, mattress covers) 2. Sort and prepare for despatch soiled and used linen and bed coverings. 3. Store unsoiled linen and bed coverings correctly. 4. Collect the correct type, quantity and standard of linen and bed coverings from the linen store. 5. Ensure the equipment used to transport linen and bed coverings are clean, free from damage and ready for use. 6. Turn mattresses and ensure bed-base, headboard and bed coverings are clean and free from damage. 7. Make bed with correct linen and bed coverings and ensure it is neat and smooth, ready for customer use. 8. Deal correctly with customers' personal property, and explain why. 9. Demonstrate the turn down service. 10. Interact with Customers in a polite and helpful manner. 11. Describe decisions and reasons for action in response to an unexpected situation, (Range of unexpected

	<p>situations: incorrect linen issue, theft of linen from room, torn sheet or bed covering.)</p> <ol style="list-style-type: none"> 1. Complete work in an organised manner.
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<p>Demonstrated ability to learn from our actions and to Adapt Performance:</p>	<ol style="list-style-type: none"> 1. Given any hospitality environment, describe how performance would be adapted when making beds.
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Practical Tasks

As part of this module you will be required to complete the following tasks.

An assessor must be present to observe you as you complete the tasks **OR** you can provide a portfolio of evidence proving your competence.

Practical Exercise	Task Type	Date Completed	Comments and initials of observer
Task No. 1	Strip and make beds for arrivals and stayovers.		
Task No. 2	Deal with a range of problem situations, namely, incorrect linen issue, theft of linen from the room and torn sheets or bed coverings according to company procedures.		
Task No. 3	Demonstrate the turn down service.		
Task No. 4	Use tally sheets to keep track of the quantity of clean linen taken from the storeroom and the quantity of dirty linen returned to the laundry. Include suggestions of how to solve problems arising.		

Purpose of this Module

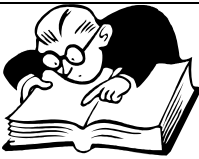

Overall Outcome	The learner must be able to prepare beds and handle linen and bed coverings in accordance with organisational requirements. The learner must understand the importance of maintaining guest comfort and satisfaction when making beds.
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Prepare Beds and Handle Linen and Bed Coverings

1.1 Remove all Bed Coverings from Beds.

Specific Outcomes	The learner must be able to take the bed covers off all types of beds. This includes king size, queen size, and single beds and also cots, fold away - (this includes sleeper couches) or roll away beds.
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Item	Range
Linen and Bed Coverings	<ul style="list-style-type: none"> • Sheets • Bedspreads • Duvet covers • Duvets / pillows • Blankets • Pillowcases • Waterproof sheets • Mattress covers
Beds	<ul style="list-style-type: none"> • King or Queen • Double or Single • Cots, folding or rollaway beds
Customers	<ul style="list-style-type: none"> • New arrivals • Stayovers

 Exercise	<p>Linens and bed covering will differ according to the organisation and style of operation. For example, you may use top sheets, pillow covers, throws and other bed items. List the different types of linen, bed coverings and beds used in your organisation.</p>
	<p>Find out if there is, and then get a copy of your unit's procedure for preparing beds and handling linen and bed coverings for new arrivals and stayovers.</p>

	File all of these with this module.
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Remove all Bed Coverings from Beds continued.

Procedures	The first thing a customer is likely to notice about their room is a dirty bed. To provide a high standard of customer service, beds should always be cleaned and neatly made up. Following are typical procedures for removing bed coverings from beds.
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Types of customers	Action
New Arrivals	On departure, beds should be stripped of all dirty linen and bed coverings and then made with the correct, clean linen and bed coverings.
Stayovers	Beds should be made and linen checked for any stains and tears on a daily basis. Should the linen be dirty, replace it with clean, fresh linen. If not, linen and bed coverings must then be replaced at least every second day, or according to procedures.

Step	Action
Making a bed begins with stripping the bed. This task should take no longer than 2 - 3 minutes.	This is an important step because you must pay careful attention to the condition and cleanliness of the bed coverings and accessories.
1	<ul style="list-style-type: none"> • Stand at the foot of the bed. • Check that there are no personal items on the bed before you start. • If so, place them neatly on a clean surface until the bed is made.

2	<ul style="list-style-type: none"> • Start from the top, and fold back the bedspread carefully. • Remove the blanket, or the duvet. • Remove the cover from the duvet and place this with the soiled linen. • Check the bedspread, blanket or duvet for any stains and tears. • Get a clean bedspread if necessary.
3	<ul style="list-style-type: none"> • Place the bedspread, blanket and duvet on the chair.
4	<ul style="list-style-type: none"> • Remove the sheets and pillowcases. • Shake the linen to check that no guest belongings are in the linen. • If so, report and note according to your procedures.
5	<ul style="list-style-type: none"> • Put the pillows on the chair. • Check the pillow and pillow covers for stains. • Get a clean pillow/cover if necessary.
6	<ul style="list-style-type: none"> • Check the mattress cover. If it requires changing, remove it and place with dirty linen.
7	<ul style="list-style-type: none"> • Put the soiled linen in the linen bag or the linen trolley.
8	<p>Waterproof sheets are normally used on a bed or cot where a small child would sleep. This is to prevent the mattress from getting wet. The water proof sheet can be returned to the laundry or linen room with the other soiled linen.</p>

1.2 Handle Soiled and Unsoiled Linen and Bed Coverings

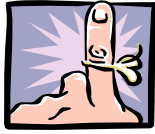
Specific outcomes	Sort, handle and correctly prepare for despatch all soiled and used bed coverings and linen in accordance with organisational requirements.
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Procedures	Dirty linen must not come into contact with clean linen in order to maintain hygiene standards. A Room Attendant's trolley has a dirty linen bag that should always be used to keep dirty linen separate from clean linen. Following are typical procedures for handling soiled and unsoiled linen:
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Type	Action
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Unsoiled Linen	<ul style="list-style-type: none"> • All clean bedding must be put on the chair or luggage rack, NOT on the floor. If the linen is put on the floor, it will pick up dirt and GERMS. • Extra clean sheets and pillowcases should be neatly folded and put in the cupboard, or used to remake the beds. • Extra blankets and pillows should be shaken, blankets folded, and stored neatly according to procedures. • All unsoiled bedding from the fold away bed must be shaken, folded if appropriate and stored in the cupboard. • If there are unused beds in the room, check the linen to ensure it is still clean. The guest may have used the bed or spilled something on it.
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Type	Action
Soiled Linen	<p>Here are some points to remember when dealing with bed linen:</p> <ul style="list-style-type: none"> • Dirty linen contains germs or bacteria that can spread to the clean linen, beds and people. To avoid possible contamination and soiling of clean linen, never put dirty and clean linen together. • Linen must never be placed on the floor. Floor and carpet surfaces may also mark, soil or contaminate linen. • Linen left on the floor may be stepped on, torn or stained, resulting in additional costs of cleaning and replacement. • Never leave piles of linen lying in the corridor where people can trip or fall. Someone may get hurt. Rather put dirty linen straight into the dirty linen bag. Piles of dirty linen on floors and in corridors present a bad impression to guests. • The following safety precautions should be taken when any spills of blood, semen, mucus, vomit or any other body fluids are identified on linen / bed coverings: <ul style="list-style-type: none"> - Wear rubber gloves and an apron, - Put the bed linen in its own plastic bag and label it as contaminated, - If you have an in - house laundry, wash separately from other linen, on the hot cycle, using normal detergents.



When you are working with chemicals, body fluids or materials that can damage your skin, lungs, clothing, other surfaces or cause an infection / disease, you need to wear protective clothing (e.g. apron, rubber gloves, mask and closed flat shoes.)

1.3 Collect Linen

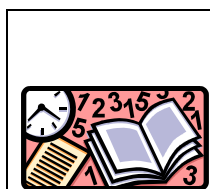
1.3.1 Collect Clean Linen and Bed Coverings

Specific outcome	To collect the correct type, quantity and standard of linen and bed coverings from the linen store.
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Procedures	Following are typical procedures for collecting the correct type, quantity and standard of linen and bed coverings:
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Procedure	Action
"Clean for dirty"	Most organisations use a 'clean for dirty' exchange system for bed linen. This is when you count your dirty linen, e.g. 2 dirty single sheets and 1 dirty pillow case and the linen store will then issue you with 2 clean single sheets and 1 clean pillow case.

Importance	<ul style="list-style-type: none"> • This ensures that the stock level in the linen room is maintained. • It is your responsibility to report any lost or missing linen items. • If you use different types of bed coverings or linen in your hotel, you must make sure that you collect the right type of linen from the linen room. • In some establishments, guests paying a higher room tariff may have their beds made up with linen that is of a better quality than standard linen stock. It is important that all employees in the Housekeeping department are familiar with the linen requirements for the different types of rooms in the establishment. • You must check the linen to make sure that it is not stained, torn or damaged in any way. • If it is, it must be kept separate, reported and replaced with undamaged linen. • The quality of the bed coverings and linen that you put on the guests' bed is a reflection of the standard of the resort. • If the sheets are crumpled, or the blankets are torn, the guest will not be happy and probably will not return. • If the bed is well made, with clean fresh sheets and it looks good, the guest will be happy and have no cause to complain.
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Look for a sample of a linen tally sheet, then ask what the procedure for dealing with it is. If there is written procedure, get a copy and file at the back of this module. If not, list the steps described to you.

1.3.2 Housekeeping Trolleys, Carts, Baskets and Bags.

Specific outcome	The learner will be able to explain why the equipment used to transport linen and bed coverings must be clean, free from damage and ready for use.
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Equipment	Action
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Trolleys and Laundry bags	<ul style="list-style-type: none"> • The Room Attendants should prepare their own housekeeping trolleys or bags with the clean linen stocks that they will need, according to procedures. This will avoid wasting time by having to go backwards and forwards to the linen store. • It is important that the trolley is stacked neatly and is well organised. This will: <ul style="list-style-type: none"> - save time because they will know exactly where things are - help to keep the linen clean so unnecessary laundry costs are avoided. • If the equipment used to carry the linen is dirty, the linen will become soiled. • If the equipment is dirty or rusty, you will also get marks on the linen, which will then have to be washed again. This is a waste of time and money. • If the equipment is damaged or has rough edges, the linen may be torn or damaged. This will cost the organisation money to either repair or replace it. • In any of the above cases, the guest will not be happy if dirty or damaged linen is put on his bed. • It is equally important that the trolley is not over stocked. It can also create a safety hazard because an over-stocked trolley is more difficult to push. • A damaged, dirty or untidy trolley will also give a bad impression to guests.
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1.3.3. Secure Linen Storerooms

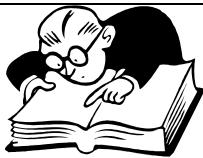
Specific outcome	The learner must explain why linen stores must be secured from unauthorised access where appropriate.
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Procedure	Action
	<ul style="list-style-type: none"> • Access to linen storage areas is only given to authorised staff. • Keeping the linen storage areas locked when not in use. • Use tally sheets to keep track of the quantity of clean linen taken from the store room and the quantity of dirty linen returned to the laundry. It is usually the Room Attendants' responsibility to keep an accurate tally of linen used.
Reasons	Following are typical reasons for securing the linen stores from unauthorised access: <ul style="list-style-type: none"> • The linen stock in hotels / other establishments is a valuable

	<p>investment.</p> <ul style="list-style-type: none"> • There would be a risk of theft. • Unauthorised handling of linen could affect health and hygiene. • The linen may be damaged or soiled by people passing through. • There would be no control over stock. • In all of the above cases, the organisation would have to spend money to replace, repair or rewash the linen.
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Find out if there is, and then get a copy of your unit's procedure for securing storerooms from unauthorised access. File all of these with this module.



Exercise

**What will happen if you do not follow these procedures?
Who is authorised to go into the linen room in your organisation?**



Self-Assessment 01

Instructions	<ul style="list-style-type: none"> • In the following test you will be required to answer all questions. • You are required to obtain 100% to pass. • If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

State the procedures for stripping beds.

Question 2

State the organisational procedures for dealing with soiled linen.

Question 3

Why must soiled linen and bed coverings be kept separate from clean linen?

Question 4

Why shouldn't bed coverings which are removed from the beds be placed on the floor?

Question 5

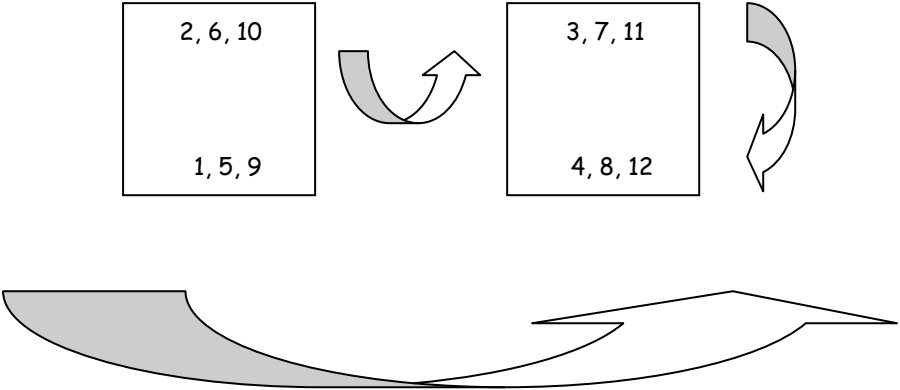
- 5.1. State the measures for securing the linen storeroom from unauthorised access.
- 5.2. Why must linen stores be secured from unauthorised access?

2. Mattress, Bed Base and Headboards

Specific Outcomes	<p>The learner will be able to demonstrate:</p> <ul style="list-style-type: none"> • How to turn mattresses in accordance with organisational requirements and understand why this needs to be done. • How to clean the bed base, headboard and bed coverings and
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check that they are free from damage.

2.1 Turning the Mattress

Procedure	Action
<p>Turning the mattress</p>	<ul style="list-style-type: none"> The mattress will have a code on each end (e.g. number of months in the year) that will tell you when to turn the mattress (e.g. on the first of every month) and which way to turn it. If it is January, 1 should be at the foot end of the bed, February, 2 etc. <div style="text-align: center;">  </div> <ul style="list-style-type: none"> Mattresses need to be turned both bottom to top, and over completely.
<p>Importance</p>	<ul style="list-style-type: none"> Mattresses must be turned on a regular basis to keep them firm, air them and stop them from wearing unevenly. Regular mattress turning also helps identify the presence of pests, and it makes it easier to find them if there are any. The guest would not be happy to sleep on a worn and lumpy mattress. The organisation would have to replace the mattresses more often because they would get worn faster if they were not turned.



Find out if there is, and then get a copy of your unit's procedure for turning mattresses. If there are no standards list the steps used. File all of these with this module.

2.2 Bed Base, Headboard and Bed Coverings.

Item	Action
Bed base and Headboard	<p>It is important to make sure that the bed base and headboard are clean as the guest will not be happy if it is dirty.</p> <ul style="list-style-type: none"> • Check and wipe them before you make the bed, otherwise the dirt will be transferred to the clean linen. • You must also do a maintenance check and if the bed base and headboard are damaged in any way you must report it to your supervisor or maintenance department. • Check wheels at the head of the bed to make sure they are stable and rotating correctly. Check legs at the base to ensure that they are stable and secure.
Bed Coverings	<p>The guest will also not be happy if the bed coverings are dirty or damaged.</p> <ul style="list-style-type: none"> • Bed coverings must be shaken out and checked to make sure they are clean and not stained or damaged in any way before you put them back on the bed. • If they are damaged you need to remove them and report it to your supervisor or linen room, then replace them with undamaged ones from the linen room.



Self-Assessment 02

Instructions	<ul style="list-style-type: none"> • In the following test you will be required to answer all questions. • You are required to obtain 100% to pass. • If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

- 1.1. State the procedures for turning mattresses.
- 1.2. State the safety procedures that should be followed when turning mattresses.

1.3. How often should mattresses be turned?

Question 2

Why is it important to turn the mattresses on a regular basis?

Question 3

Why is it important to clean the bed base, headboard and bed coverings?

Question 4

- 4.1. State the maintenance procedure for damaged bed bases, headboard and bed coverings
- 4.2. Explain the importance of reporting problems promptly to maintenance department.

3. Bed Making Procedures

3.1. Bed Making Procedures



Specific Outcomes	The learner will be able to demonstrate how to make a bed with correct linen and bed coverings, so that it is smooth, neat and ready for customer use.
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Procedures	Beds must be presented neatly and professionally. Following are typical procedures for making the bed with the correct linen and bed coverings. This task should take no longer than 5 - 7 minutes.
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Step	Action
1	<ul style="list-style-type: none">• Collect the clean linen from the trolley and check that it is clean and free from damage.• The linen to be used will depend on the size of the bed, as the linen must match and fit correctly (king size linen for king size beds etc.).

2	<ul style="list-style-type: none"> • Check that the headboard and base are clean and free from damage.
3	<ul style="list-style-type: none"> • Straighten the mattress and the mattress cover. • Check the mattress cover for stains and tears. • Replace the mattress cover if necessary. • Check the date on the mattress, and if necessary turn the mattress so that the correct date appears. • If you are unsure about the date, ask your supervisor for assistance. • Ensure bed frill is clean, straight and even, as required.
4	<ul style="list-style-type: none"> • Spread the waterproof sheet on top of the mattress cover if necessary.
5	<ul style="list-style-type: none"> • Spread the bottom sheet so that the mattress is covered. • Ensure that the hem is facing down.
6	<ul style="list-style-type: none"> • Centre the sheet.
7	<ul style="list-style-type: none"> • Tuck the sheet all the way around.
8	<ul style="list-style-type: none"> • Fold the corner so that it resembles an envelope: <ul style="list-style-type: none"> - Tuck the sheet, or blanket and sheet, neatly under the foot of the mattress. - Lift a flap of the sheet to make a point about 30 cm. from the corner. - Neatly tuck under the remainder of the sheet. - Finally, drop the flap and tuck it in. Make sure you smooth out all creases. • Start at the corner nearest to you. This is the most efficient way to make a bed. It means you finish one side before beginning the next. This saves unnecessary walking from one side to the other.
9	<ul style="list-style-type: none"> • Put on the second or upper sheet.
10	<ul style="list-style-type: none"> • Make sure that the hem is facing up. The sheet will be turned back and you do not want the seam to show.
11	<ul style="list-style-type: none"> • Make sure that the label is at the bottom of the bed.
12	<ul style="list-style-type: none"> • Centre the sheet allowing enough sheet at the head of the bed to cover the mattress. • The top sheet edge should be even with the mattress at the bed head.

13	<ul style="list-style-type: none"> • Centre the blanket over the sheet. • Ensure that the blanket is the right-side up, label at the base of the bed. • Lay the blanket flat and evenly over all corners of the bed. • Smooth out creases.
14	<ul style="list-style-type: none"> • Pull the blanket down from the head of the bed until it is about one hand's width from the edge of the mattress.
15	<ul style="list-style-type: none"> • Fold the bottom corners of both the blanket and the sheet so that it resembles an envelope. (Follow the procedure in step 8).
16	<ul style="list-style-type: none"> • Move to the top of the bed. • Fold the edge of the sheet down to cover the top of the blanket. • Then fold once more so that no hem or edge is visible.
17	<ul style="list-style-type: none"> • Tuck the sheet and blanket in all the way around.
18	<ul style="list-style-type: none"> • Centre the bedspread on the bed ensuring that it hangs evenly down the sides and at the bottom.
19	<ul style="list-style-type: none"> • Move to the top of the bed. • Fold over the top of the bedspread until about half of the width of a pillow is exposed.
20	<ul style="list-style-type: none"> • Put the pillow covers/protectors (if required) and pillowcases on the pillows. • Place the pillows at the top of the bed with the opening of the pillowcase facing towards the centre of the bed.
21	<ul style="list-style-type: none"> • Pull up the end of the bedspread so that it covers the pillows
22	<ul style="list-style-type: none"> • Smooth out any remaining wrinkles on the bed so that it appears smooth.
23	<ul style="list-style-type: none"> • Finish off the presentation of the bed by neatly arranging the bedspread.
Cots and folding beds	The same procedure is followed when a cot or folding bed are made.
Top sheets	In cases where a top sheet is used over the blanket and under the bedspread, the same principles apply. Top sheets are normally shorter than normal sheets, and must be placed over the blanket to allow sufficient sheet at the base of the bed to tuck in. The upper sheet and blanket are folded down once, and then a second time to cover the top sheet. Tuck in the three layers according to the above procedures, ensuring corners are smooth. Follow the procedures specified in your organisation. Pay special attention to the placement of logos on sheets.

Duvets and Duvet covers	<p>In some establishments, a duvet is used instead of a bedspread. The same procedure is followed except do not place a blanket or bedspread on the bed but only the duvet.</p>
	<p>Does your procedure differ from the above? Find out the standards used in your unit and insert them here. If there are no standards list the steps used.</p>
Protecting own health and safety	<p>While you are performing bed-making tasks, it is important to work in a way that protects your health and safety.</p>
Procedures	<ul style="list-style-type: none"> • Pull the bed out from the wall to enable you to make it comfortably. • Keep your back straight when pulling out or pushing in the bed. • Work on your knees when tucking in blankets and mitre corners to avoid the strain of working with a bent back.
 Exercise	<p>What will happen if you do not follow these procedures? File any examples with this module.</p>



Self-Assessment 03

Instructions	<ul style="list-style-type: none">• In the following test you will be required to answer all questions.• You are required to obtain 100% to pass.• If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

1.1. Describe the different bed types

1.2. Explain the importance of using the correct type of bed linen and coverings when preparing these beds.

Question 2

State the bed making procedures.

Question 3

Why is it important to protect your own health and safety while preparing and making beds?

4. Customers

Specific Outcomes	<p>The learner will be able to demonstrate how to deal with:</p> <ul style="list-style-type: none"> • Customers in a polite and friendly manner. • Customer property in accordance with organisational requirements.
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4.1. Dealing with Customers



Procedure	<p>You should always be polite and courteous to customers.</p> <ul style="list-style-type: none"> • Before entering a guestroom, always knock and announce yourself by saying, 'Good morning/afternoon, housekeeping'. • Listen carefully for a reply from the guest. • You should knock at least 3 times. • If there is no answer, knock again and then open the door, calling out 'housekeeping' before entering the room. • If you enter the room and the guest is still in bed but awake, give the guest the option of having the room made up at a later time. • If the guest agrees, give a time when you will return. • You should never knock if there is a 'Do Not Disturb' sign on the door. • If the sign is still on the door at the end of your shift, report it to your supervisor. • Never disturb airline crews. The work schedule may tell you which airline crews occupy rooms or your supervisor will inform you.
Importance	<ul style="list-style-type: none"> • It is important to always follow these procedures to show respect for the guest's privacy and prevent an embarrassing situation.

Hints	<p>Here are some things you can do to provide excellent service so that the guest will keep coming back:</p>
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Hints continued	<ul style="list-style-type: none"> • Always smile and greet the guest - say "Good morning / afternoon / evening, Sir / Madam". • If a guest talks to you - listen carefully to what he says, look him in the eye, smile and answer him. • Stop doing whatever you are doing while the guest is speaking to you. • If you do not understand what the guest is saying, say "Pardon". Do not look blank and say "Huh". • If the guest asks you to do something for him/her, say "Certainly, Sir/Madam" and do it straight away. • If the guest asks you for something you can't help him with, refer him/her to someone who can e.g. "Sorry I can't help you Sir/Madam, but I can call my supervisor to assist you". • Always try your best to keep the guest happy and comfortable.
Importance	<p>It is part of our job in the hospitality industry to make sure that we do everything we can to make the guest's stay a happy one. It is not enough to have OK service; the service must be excellent so that the guest will keep coming back.</p>

4.2. Dealing with Customer Property

<p>Procedure Occupied Rooms</p> <p>Departure Rooms</p>	<ul style="list-style-type: none"> • When you are making the bed you must neatly replace any of the guest's personal property that you found on the bed. • It is best to reduce the handling of the guests' belongings to a minimum and to leave personal items in the position you found them in so the guest is not unnecessarily alarmed by thinking their belongings are missing. • Neatly arranging personal items shows courtesy and good service. • You should do this unless your supervisor or the guest has instructed housekeeping staff not to touch items of personal property. • Record and report any lost property according to your procedures
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<p>Importance</p>	<ul style="list-style-type: none"> • You need to respect the customer's privacy at all times. • You have a very responsible job as you have access to the guest's room at all times. • The guest will trust you with his/her belongings and not worry about having to lock everything up all the time. • Ensure the door is closed and securely locked when you exit a guest room. • Do not open guest rooms for guests unless you have verified the guest name and correct room number. Should a guest report a lost key/card, politely refer them to reception. • This will make the guest very happy and you will feel good about it to.
	<p>Find out if there is, and then get a copy of your unit's procedure for dealing with customers, their belongings and lost property. File all of these with this module.</p>
 <p>Exercise</p>	<p>List problem areas in your approach to customer service and make suggestions on improving your customer service skills.</p>



Self-Assessment 04

Instructions	<ul style="list-style-type: none">• In the following test you will be required to answer all questions.• You are required to obtain 100% to pass.• If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

State the procedures for dealing with guests' property.

Question 2

What do you do with property left in a room after the guest has checked out?

Question 3

State the procedures for reporting lost property.

Question 4

Why is it important to deal with customers' property according to the organisational requirements?

Question 5

Why is it important to deal with the customers in a polite and friendly manner?

5. Turn Down Service

5.1. Turn Down Service

Specific Outcomes	The learner will be able to demonstrate how to provide a turn down service, where appropriate, in accordance with organisational requirements.
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Procedures	A turn-down service is offered to prepare and neaten guest rooms for the night. Scheduling of the turn down service will vary according to the organisation and specific procedures. General procedures are as follows:
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Steps	Action
1	<ul style="list-style-type: none"> Follow the knocking and entering routine to enter the room.
2	<ul style="list-style-type: none"> Greet the customer in a polite and helpful manner at all times. If the customer is in the room, ask the customer if you may continue with the turndown service, or if they would prefer you to return later.
3	<ul style="list-style-type: none"> Remove the bedspread neatly and place it on the luggage rack.
4	<ul style="list-style-type: none"> Remove the pillows and place them on the armchair.
5	<ul style="list-style-type: none"> Turn the bed down by folding the sheet diagonally across the bed so that the fold runs from the corner of the bed that is the furthest away from the telephone to about one third of the way down the side of the bed that is closest to the phone.
6	<ul style="list-style-type: none"> Make the bed look tidy by folding the corner of the sheet underneath and then tucking the edges of the sheet and blanket under the mattress.
7	<ul style="list-style-type: none"> Put the pillows back on the bed, fluffing them up and putting them against the headboard.
8	<ul style="list-style-type: none"> Put the Room Service menu / breakfast card / notes (e.g. 'Green Mountain Lodge wishes you a good night') and / or a chocolate on the folded part of the sheet and blanket.
9	<ul style="list-style-type: none"> Place a chocolate on top of the menu.
10	<ul style="list-style-type: none"> Empty and clean any dirty ashtrays. Empty any used dustbins into your rubbish bag on the trolley.
11	<ul style="list-style-type: none"> Remove any room service trays, cover with a serviette and place in the corridor.
12	<ul style="list-style-type: none"> Close the curtains.

13	<ul style="list-style-type: none"> • Turn on the bedside lamps. • Ensure that all other lights are turned off.
14	<ul style="list-style-type: none"> • Move to the bathroom.
15	<ul style="list-style-type: none"> • Remove all used towels. • Put them in the used linen bag on your trolley.
16	<ul style="list-style-type: none"> • Collect clean linen from your trolley. • Arrange these in the bathroom according to your establishment's requirements.
17	<ul style="list-style-type: none"> • Dry out the bath, and other surfaces in the bathroom using a cloth.
18	<ul style="list-style-type: none"> • Flush the toilet.
19	<ul style="list-style-type: none"> • Empty out the dustbins and any ashtrays into the rubbish bag on your trolley. Clean them and replace in their original position.
20	<ul style="list-style-type: none"> • Check the guest supplies. • Replenish where necessary.
21	<ul style="list-style-type: none"> • Turn off the bathroom light.
22	<ul style="list-style-type: none"> • Exit the room.
23	<ul style="list-style-type: none"> • Close and lock the main door behind you.



Does your procedure differ from the above? Find out the standards used in your unit and insert them here. If there are no standards list the steps used.



Exercise

List the range of complimentary gifts that are commonly supplied with a turn down service. Attach any relevant evidence.



Self-Assessment 05

Instructions	<ul style="list-style-type: none">• In the following test you will be required to answer all questions.• You are required to obtain 100% to pass.• If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

State the turn down procedures.

Question 2

Why is it important to provide a turn down service?

6. Efficiency

Specific Outcomes	Complete work to meet schedules and specified deadlines according to company procedures.
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6.1 Organisational Requirements

Complete work in an organised manner	<p>When you start work at the beginning of your shift, you need to know:</p> <ul style="list-style-type: none"> • What you must do. • How long you are going to do it. • How long each step is going to take. <p>This is called a schedule.</p>
Importance	<ul style="list-style-type: none"> • If you know exactly what, how and how long, you can plan. • If you plan, you know how many staff is required to do the job. • If you have the right number of staff, you do not waste time and money on having too many or risk unhappy customers from having to few. • It means everybody can work quickly, efficiently and according to the plan. • You do not waste time on thinking about what to do next. • You can do your job perfectly because you have a schedule to follow and do not miss out steps. • If you do your job perfectly and fast, the guest will be very happy.



Exercise

Find an example of a work schedule for a room attendant. Use the information on the work schedule to calculate what stocks of linen the room attendant will need to service all the beds allocated to him / her on that particular shift. List and describe the appropriate quantities of bedding items that are not replaced daily e.g. mattress covers.



Self-Assessment 06

Instructions	<ul style="list-style-type: none">• In the following test you will be required to answer all questions.• You are required to obtain 100% to pass.• If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

Explain how to work in an efficient and organised manner.

Question 2

Why is it important to work in an organised manner?

7. Situations and Challenges

Specific Outcomes	<ul style="list-style-type: none">• Handle each problem and explain action taken, given a range of problems with linen and bed coverings. (Range of problems: incorrect linen issue, theft of linen from room, torn sheets or bed coverings)• Given any hospitality environment, describe how performance would be adapted when making beds.
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7.1. Incorrect Linen Issue



Find out the procedures for incorrect linen issues or list the steps used and file with this module.

Procedures	Below are typical procedures for dealing with incorrect linen issues:
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Step	Action
1	Return linen to the linen storeroom.
2	Count linen together with the person who is responsible for the issues and compare it to the linen tally sheets.
3	Collect the correct type / number / quality of linen.
4	If the problem remains, report it to the supervisor.

7. Situations and Challenges continued

7.2. Theft



Find out what your unit's procedure is for reporting theft of linen from the rooms. File at the end of this module.

Procedures	Below are typical procedures for dealing with theft of linen:
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Steps	Action
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1	Notify the housekeeping supervisor immediately on discovery. If theft is not reported immediately, it is possible to suspect the room attendant responsible for cleaning that specific room.
2	Under no circumstances should a room attendant confront the suspect. If the suspect is still in-house, report the matter to security. The Security Manager will then decide what action would be appropriate.
Importance	<ul style="list-style-type: none"> • Security is always an issue in any hospitality venue. There is a legal obligation to protect staff, guests and the property of any company. It is important to be aware of security issues and how to protect staff and customers from danger. • An emergency is a dangerous situation, which suddenly happens without warning. If one knows the right thing to do, this can help take the danger out of the situation. If one does not know what to do, this could put lives of staff and guests in greater danger. • Suspicious looking people must be reported to the Security Manager as soon as possible as they may be dangerous and armed. • Staff should be on the lookout for these individuals.

7. Situations and Challenges continued

7.3. Torn sheets or bed coverings



Find out what your unit's procedure is for reporting torn or damaged linen and bed coverings. File at the end of this module.

Procedures	Below are typical procedures for dealing with torn sheets or bed coverings:
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Step	Action
1.	Report any damages to linen or bed coverings immediately to the housekeeping / laundry supervisor.
2.	Under no circumstances should a room attendant confront the guest if he / she is responsible for the damage to the linen. The supervisor will decide what action would be appropriate.
Importance	<ul style="list-style-type: none"> • Customers should be dealt with in a polite and professional manner to ensure their satisfaction and return to the establishment. • The linen stock in hotels / other establishments is a valuable investment and any damage to it means that the organisation would have to spend money to either replace, repair or rewash the linen. It is the responsibility of everyone working with linen to ensure that damage is kept to a minimum.



Exercise

List problem areas in your own organisation and make recommendations/suggestions to improve the procedures for handling incorrect linen issue, linen theft from rooms and torn sheets and bed coverings.



Self-Assessment 07

Instructions	<ul style="list-style-type: none">• In the following test you will be required to answer all questions.• You are required to obtain 100% to pass.• If you do not obtain the pass mark, revise all the learning material and redo the test.
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Question 1

Explain why it is important to be able to deal with unexpected situations according to organisational requirements?

Question 2

Describe the procedures to be followed for

- incorrect linen issues
- theft of linen from rooms
- torn or damaged sheets / bed coverings

Question 3

Given any hospitality environment, describe how performance would be adapted when making beds.

**SIGNATURES REQUIRED ON SUCCESSFUL COMPLETION OF THIS
MODULE:**

General Comments & Review by assessor	

General comments from learner	

I (Supervisor / Coach) hereby certify that I have examined the learners' workbook and that the learner has successfully completed this section of the training programme.

SIGNATURE SUPERVISOR

SIGNATURE LEARNER

DATE: _____

DATE: _____