

Accommodation Services

Service Guest Bedroom Areas



Learner Guide

Service Guest Bedroom Areas

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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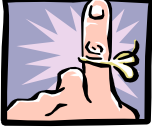

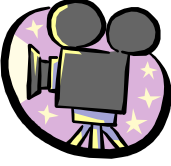



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Keys to Icons

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>VIDEOS</p> <p>The videos are recommended as a further training tool and are available for hire from providers</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>

Service Guest Bedroom Areas

Introduction

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>
To qualify	To qualify and receive credits towards your qualification, a registered Assessor will conduct an evaluation and assessment of your portfolio of evidence and competency.
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. Identify the different types of cleaning materials and equipment. 2. State the procedures for checking environmental controls (Range: heating, cooling, ventilation and lighting) and explain how these impact on customer satisfaction and the image of the organisation. 3. State the procedures for cleaning guest bedrooms and explain the importance of following these procedures.
<p>Demonstrated ability to make Decisions about practice and to Act accordingly:</p>	<ol style="list-style-type: none"> 1. Prepare surfaces for cleaning, and describe the correct procedure for preparing surfaces for cleaning. (Range of surfaces: wood, glass/mirrors, plastic, wall and floor coverings, metal, painted surfaces, fabrics, ceramics) 2. Use the correct cleaning equipment and materials. 3. Check that finished surfaces are free from dust, dirt, debris and removable marks. 4. Replenish and place complimentary items correctly and explain the importance of doing this. (Range of complimentary items: stationery, snacks, coffee/tea-making supplies) 5. Clean the cleaning equipment and materials where appropriate, and store correctly after use. 6. Check and maintain environmental control systems. (Range: heating, cooling, ventilation and lighting) 7. Ensure serviced areas are free from unpleasant odours. 8. Arrange furniture and equipment according to organisational requirements. 9. Interact with customers in a polite and helpful manner. 10. Describe decisions made and reasons for actions taken in response to an unexpected situation. (Range of unexpected situations: missing or damaged property, extra guests in room). 11. Carry out all work as per work schedule in an organised and efficient manner.

Demonstrated ability to learn from our actions and to Adapt Performance:	1. Describe how performance would be adapted when cleaning a guest room in any public area.
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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.

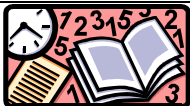
Practical Exercise	Task Type	Date Completed	Comments and initials of observer
Task No. 1	Identify and use the correct types of cleaning equipment and materials		
Task No. 2	Prepare surfaces for cleaning, and clean complete guest bedrooms according to procedures		
Task No. 3	Replenish and correctly place all complimentary guest items		
Task No, 4	Check and maintain environmental control systems		
Task No. 5	Clean and store all cleaning equipment and materials		

Purpose of this Module

Overall Outcome	The learner must be able to service guest bedroom areas, understanding the importance of hygiene, cleanliness and organisational standards in order to maintain guest comfort and satisfaction..
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1. Service Guest Bedroom Areas

Specific Outcomes	<ul style="list-style-type: none"> • Identify the different types of cleaning materials and equipment. • State company procedures for cleaning guest rooms and explain the importance of following these procedures. • Interact with customers in a polite and helpful manner. • Prepare surfaces for cleaning and describe the correct procedure for preparing surfaces for cleaning. • Use the correct cleaning equipment and materials. • Check that finished surfaces are free from dust, dirt, debris and removable marks. • Replenish and replace complimentary items and explain the importance of doing this. • Clean the cleaning equipment and materials where appropriate, and store correctly after use. • Check and maintain environmental control systems • Ensure service areas are free from unpleasant odours. • Arrange furniture and equipment according to organisational requirements.
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Find out what the housekeeping procedures and cleaning checklists are in your organisation. If there are written procedures, place these at the end of this unit. If not, list the basic procedures you should follow and include these with this unit.

1. Service Guest Bedroom Areas

1.1 General Information

The role of the Room Attendant	<p>Room attendants play an important role in the organisation because of their visibility, their guest contact, and their responsibility for clean, hygienic and comfortable rooms. All of these convey a critical message to guests. You are responsible for the hygiene, safety, maintenance and appearance of your areas. The housekeeping team plays a greater role than any other department in ensuring that the rooms product meets the conditions that guests need and expect.</p>
Personal presentation	<p>You are required to maintain a high standard of personal hygiene and a professional appearance because of your role in servicing guest bedrooms, and because of your visibility.</p>
Teamwork	<p>Your organisation and department cannot provide a consistent quality of service to guests unless all staff work together as a team, and each staff member performs their job to the required standard.</p>
Customer service	<p>As a member of the housekeeping department you will be required to come into contact with guests. It is important that you follow your organisation's procedures for meeting, greeting and acknowledging guests and responding to their requests.</p>

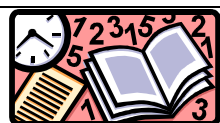
1.2 Preparing to Service Guest Bedrooms

Reporting for duty	<p>In most organisations, the room attendant's shift begins by reporting in to the Supervisor or Executive Housekeeper. You will be briefed on details of the day's events or special tasks, and will be issued with room assignments or allocations, room status reports, keys/keycards. For security reasons, keys or cards to rooms or signed out at the beginning of each shift and signed in at the end of each shift.</p>
Collecting supplies	<p>You are responsible for making sure that you have all the supplies you will need to service your work area. These include cleaning materials and equipment, linens and guest supplies. Depending on the organisation, you will be issued with the requirements for your trolley, cart or basket prior to moving on to the floors. All items must be kept clean, tidy and undamaged, and stocked to the level specified by your department.</p> <p>Typical items will include:</p> <ul style="list-style-type: none"> • Clean sheets, pillowcases, • Clean towels, bath mats and face cloths • Toilet rolls, tissues, soap • Additional guest supplies and complimentary items according to the standards of the organisation • Extra items such as glasses, ashtrays, guest stationery, glass covers, light bulbs etc., according to procedures • All purpose cleaner • Mirror/glass cleaner • Toilet cleaner • Air freshener • Garbage bags and bin liners • Brushes, brooms, mops • Dusters or feather dusters • Cloths for wiping, drying, polishing • Sponges • Protective gloves • Bucket • Hoover • Relevant documents (maintenance report, room status report, linen control sheets, lost property reports)

1.3 Cleaning Materials

Cleaning Materials	The following are typical types of cleaning materials used for cleaning guest bedroom areas:
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Item	Description
Neutral detergents	Usually called general purpose cleaners, because they can be used to clean most surfaces such as tiles, walls, baths, basins, showers, the outside of the toilet, shower frames, and floors. General purpose cleaners are generally concentrated and can be diluted with water to adapt to different cleaning needs. If diluted correctly these cleaners do not damage surfaces. Their strength of a detergent is measured by its pH. Most have a neutral pH of 7.
Acid detergents	Mostly used for cleaning toilets, or for removing lime deposits or stains. These detergents contain acid (pH 1-6), and can harm the skin and other surfaces, so should be used with caution. Never mix with other chemicals as they can produce harmful gases or reactions.
Alkaline detergents	These are usually called hard-surface cleaners. Used for heavier or more specialized tasks, such as stripping polish from floors. They are strong because their pH is 8-13. They must be used carefully because they are corrosive and can damage some surfaces.
Abrasive cleaners	These can come in powder, liquid or paste form. Used mainly for cleaning enamels and ceramics, e.g. toilets, vanity basins, and some china. They contain finely ground minerals, e.g. sand, pumice, chalk to rub away dirt. Be careful when using abrasive cleaners because they can damage surfaces that are easily scratched, e.g. acrylic or fibreglass, marble, plastic, and wood.
Air fresheners	Used to give a pleasant smell to the room for a limited time, and to remove some unpleasant smells.



Find out which cleaning materials, chemicals and equipment you use routinely to clean a room in your organisation, and list these and their uses. File these at the end of this unit.

1. Service Guest Bedroom Areas

1.4 Entering the Guest Bedroom

Item	Action
Approaching the guest bedroom	Cleaning begins the moment the room attendant approaches the guest room door. It is important to follow your specific company procedures to ensure that you do not inconvenience or embarrass the guest or show any disrespect.
"Do not Disturb"	<ul style="list-style-type: none"> Do not knock on the door, and leave quietly. Record on your status report, or report to your supervisor.
Knock and enter	<ul style="list-style-type: none"> Knock on the door three times and announce clearly "Housekeeping".
Guest answers	<ul style="list-style-type: none"> If the guest answers, greet and introduce yourself and ask what time would be convenient to clean the room. Note the time on your status report or schedule, and return later.
No answer	<ul style="list-style-type: none"> If no answer is heard, knock again and repeat, "Housekeeping" If there is still no answer, open the door slightly and repeat "Housekeeping", to make sure the guest is not sleeping or in the bathroom. If the room is unoccupied, position your trolley/cart in front of the door, or close to the wall at the side of the door, leaving the door open. Begin cleaning.
Guest returns during cleaning	<ul style="list-style-type: none"> Offer to return later. Check the guest's card or key to verify the correct room.



Find out your procedures for knocking and entering, and for dealing with "Do not Disturb" rooms. File these behind this unit, or make your own list for inclusion with this module.

1.5 Prepare Areas and Surfaces for Cleaning

Procedures	Following are typical procedures for preparing a guest bedroom for cleaning:
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<p>Prepare areas and surfaces for cleaning</p>	<ul style="list-style-type: none"> • Turn on all lights, lamps, radio, TV and air conditioner /fans/ heaters to ensure they are working and set correctly. Note what must be reported to maintenance, and replace light bulbs, as required. • Open curtains, lace curtains and windows to allow air circulation, and check curtain cords and hooks. Check the windows for breakage and dirt. Shake curtains gently to dislodge dirt or possible insects. • Departure rooms: Check area, cupboards, drawers etc. for guest belongings or lost property, and note or report these according to your procedures • Check the general condition of the room, and note any missing or damaged items to report to your supervisor • Remove any room service trays and items and place neatly outside the door for removal to the designated area • Check the general condition of the bathroom. Should you notice marks or stains that need deep cleaning, apply the relevant cleaning agents to the appropriate surfaces and then continue with the cleaning of the bedroom area. • Take dirty glasses, cups, ashtrays etc to the bathroom and place in the basin to soak. • Place any rubbish in bins. If you are cleaning a smoking room, ensure cigarettes are out before emptying ashtrays into specified fire-proof containers. (It is advisable to empty ashtrays before you open windows, to avoid ashes being scattered in the room). • Use protective gloves and additional wrapping such as newspaper to pick up and wrap items such as glass, razors, blades, syringes and other potentially harmful items • Newspapers and magazines should be folded neatly and placed on the trolley for disposal later.
<p>Item</p>	<p>Action</p>

	<ul style="list-style-type: none"> • Empty bins by turning upside down into your dirt bag on your trolley. Use the closed end of the bin if you need to push rubbish down into the bag. Never use your hands. • Place bins in the bathroom for cleaning. • Strip and make the beds according to procedures (refer to AS01).
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1. Cleaning Guest Bedroom Areas

1.6 Cleaning Guest Departure Bedroom

Procedures	The following are general procedures for cleaning a guest bedroom:
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Item	Action
Check for lost property	<ul style="list-style-type: none"> • Ensure cupboards, drawers and cabinets are empty prior to cleaning and report lost property according to your procedures
High dusting	<ul style="list-style-type: none"> • Dust items located on walls or high off the floor. Work clockwise around the room, starting at a point near the door and working around the room, back to the door. Items include: <ul style="list-style-type: none"> - curtain rails - window frames - picture frames - lamps, shades, lights - air conditioning/heating units/fans - headboards - doors - high shelves
Item	Action

<p>Low dusting</p>	<ul style="list-style-type: none"> • Dust furniture, fixtures and fittings, moving around the room and working from top to bottom. Items include: <ul style="list-style-type: none"> - luggage racks - cabinets - tables - dressers - chairs and sofas - TV sets - Mirrors, pictures, glass - Telephones - Lamps - Skirting boards - Other accessories
<p>Cupboards, drawers and shelves</p>	<ul style="list-style-type: none"> • Remember to dust out the inside of drawers and cupboards, as well as cupboard doors, rails, shelves and hangers and hooks. Pay particular attention to areas or corners where dust may gather. • Clean surfaces according to the type of surface and appropriate cleaning agent (See table below) • Replenish guest supplies and complimentary guest items according to the requirements of your organisation. • Check baseboards and skirtings. If necessary, damp wipe all exposed areas, moving around the room from a position at the door. This will dislodge dirt for vacuuming. • Start at the farthest end of the room and vacuum your way back to the door. • Run the vacuum over all exposed areas of the carpet that you can reach, including under tables and chairs and in the cupboards, and behind the doors. • Always check under the bed for lost property or rubbish.

Item	Action
Lifting and	<ul style="list-style-type: none"> • When necessary/instructed/scheduled, you will need to lift or

	areas should be checked daily to ensure that they are clean, safe, unoccupied, and that all items are present. Vacant/unoccupied rooms also need to be cleaned and dusted to prevent build-up of dust.
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Procedures	<ul style="list-style-type: none"> • Check that rooms are clean and free of dirt and dust • Check that there are no items or equipment missing from the room • Check electrical appliances to make sure that they are switched off. • Check for signs of unauthorised access or use <ul style="list-style-type: none"> - ashtrays - toilets/baths/showers/basins - bedding - towels - rubbish bins - guest property • Report anything unusual to your supervisor <p>Dust or clean the room as directed</p>
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1.9 Turndown Service:

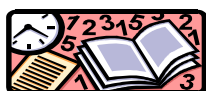
Procedure	Carry out the turn down service according to your Procedures
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Resource	Refer to AS01: Prepare Beds and Handle Linen and Bed Coverings
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1.10 Cleaning of Guest Bathrooms

Procedure	<ul style="list-style-type: none"> • Clean guest bathrooms and replenish guest items and linen according to your procedures
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1. Service Guest Bedroom Areas



You will be required to use a number of cleaning techniques according to the standards of your operation. These include: high dusting, low dusting, sweeping, mopping, suction cleaning, damp wiping, damp mopping etc. Find out which of these you will perform routinely, and on which surfaces. Make note of these for your own evidence.

1.11 Cleaning of Surfaces

Procedures	After dusting, various methods of cleaning are used for different surfaces. The following are general procedures for cleaning different types of surfaces:
Item	Action
Wood	Depending on your cleaning agent, spray polish directly onto the surface of the furniture and shine with a clean, dry cloth. Use polish sparingly. Alternatively, spray your neutral detergent onto a clean dry cloth and damp wipe the surface.
Glass and mirrors	Spray your glass cleaner directly on the surface to be cleaned, and wipe with a clean, dry lint-free cloth, or spray glass cleaner on a clean cloth and wipe down to ensure there are no marks or streaks
Plastic	Damp wipe plastic with a clean cloth sprayed with your neutral detergent. Rub over with a clean, dry cloth if necessary. If required, wipe telephone mouthpieces with a germicidal detergent or disinfectant.
Walls and painted surfaces	Damp wipe marks and spots using your clean cloth sprayed with neutral detergent. Always check with your supervisor if you are not sure what methods or chemicals to use.
Item	Action

Metal	Most metal surfaces, with the exception of brass, copper and silver can be cleaned with a neutral detergent. Spray the detergent onto a clean, dry cloth and wipe the surface. If necessary, rub with a clean, dry lint-free cloth to remove marks. Specialised polishes for copper, brass and silver should be applied to the surface with a clean, dry cloth. Allow to dry. Polish with a separate clean, dry cloth until all polish is removed and the surface is shiny and free from oxidisation. Be careful not to apply polishes to surrounding areas such as doors, walls, carpets and fabrics, as they may mark or stain these surfaces.
Ceramics	Neutral detergent sprayed onto a clean, dry cloth can be use to wipe ceramic or china surfaces. Ceramics used for food and drink should be washed with a neutral detergent, rinsed carefully and dried.
Fabrics	Depending on the type of fabric (upholstery, curtains etc) these can be dusted, brushed or vacuumed. Your supervisor will advise you on specific methods for your organisation. Report to your supervisor any stains or marks, since there are specialised methods and cleaning agents for stain and spot treatment. Fabric wall coverings: Water should <i>never</i> be used on fabric wall coverings because shrinking could occur. Stains and spots should only be removed with a cleaner recommended by the manufacturer.
Floor coverings	Hard coverings: sweep and squeegee or damp mop Soft coverings: vacuum. Use specialised carpet cleaning products and equipment as instructed by your supervisor. All marks or stains should be reported so that the supervisor or Executive Housekeeper can take the appropriate action

1. Service Guest Bedroom Areas

1.12 Replenishing Guest Supplies/Complimentary Items

Procedures	All guest items must be checked, replenished and replaced according to the procedures for your organisation. Following are typical items to be checked and replenished once you have completed the cleaning of the room:
Item	Action
Stationery	<ul style="list-style-type: none"> • Check all guest stationery and other items to ensure that all items are present, and are not stained, marked, torn or scribbled on. These may include: <ul style="list-style-type: none"> guest stationery folder brochures promotional materials reading materials door cards message pads and pens laundry bags matches shoe cleaning cloths tissues and other amenities
Snacks and coffee and tea-making items	<ul style="list-style-type: none"> • Check and replenish any food and drink items or supplies specified for the room. Packets and sachets must be sealed, clean and dry. Remember to wash, dry and replace items such as kettles, crockery, cutlery and glassware for use with food and drink items <ul style="list-style-type: none"> chocolates, snacks, if appropriate coffee or tea items, including sugar and milk containers or sachets VIP items as per your VIP list



Find a checklist or make a list of all guest supplies and amenities, and quantities, that should be replenishes or replaced in the different types of rooms. File these behind this unit.

1. Service Guest Bedroom Areas

1.13 Complete the Cleaning of the Guest Bedroom Area

Procedure	Once you have completed the cleaning of the bedroom area and bathroom, you need to do a final check of your work:
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Item	Action
	<ul style="list-style-type: none"> • Check that all supplies and equipment have been placed neatly back on your cart/trolley or basket. • Stand by the door and visually scan the room, beginning at one point in the room and working your way back to the start point. • Check that all cleaned surfaces are free from dust, dirt and removable marks • Attend to any cleaning task or item you may have forgotten • Check for remaining odours. Spray air freshener according to your procedures • Make sure that the windows are closed, and all appliances and lights are turned off. • Leave the room and close the door, checking that it is securely locked. • Note the room status on your report, or report according to your procedures.


1. Service Guest Bedroom Areas

1.14 Check and Maintain Environmental Control Systems

Procedure	Each of the following should be checked during the service of the guest bedroom. Turn appliances on to check operation, and then turn off.
Importance	Guests expect a comfortable environment, in which all appliances are working correctly. Unchecked systems could result in guest complaints and loss of business.

Item	Action
Air conditioner or heater	Ensure the outer casing, grills, ducts and control panel are clean and free from marks or damage. Ensure that the controls are set appropriately at the right temperature and speed.
Lighting	Once you have checked that all lamps, lights and light fittings are clean, and operating correctly, switch off lights. Where dimmer switches are used, ensure that these are set correctly.
Fans	Ensure that blades and attachments are clean and undamaged, and that fans are operating correctly.
Ventilation	Check that all windows are clean and undamaged and closed securely.

1.15 Clean and Store Cleaning Equipment and Materials

	Find out the procedure used at your unit for cleaning and storing of your cleaning equipment and materials. If there is no procedure observe the process and list the steps.
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1. Service Guest Bedroom Areas

1.15 Clean and store cleaning equipment and materials, continued

Procedures	Below are general guidelines for cleaning and storing cleaning equipment and materials. (For more information, refer to AS05 "Handle and Store Cleaning Equipment and Materials")
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Item	Action
Chemicals and cleaners	<ul style="list-style-type: none"> • Ensure bottles and containers are correctly closed and sealed • Check that all bottles and containers are labelled correctly and that they contain the correct chemicals as specified on the label • Damp wipe the outside of bottles and containers to remove drips • Clean all spouts and nozzles regularly to prevent blockage
Electrical Equipment	<ul style="list-style-type: none"> • Check that all appliances are switched off and unplugged before cleaning • Vacuum cleaners: empty contents of vacuum cleaners according to specifications, clean and empty bags and replace. Ensure that the vacuum cleaner is free from fluff, thread and fibres. Damp wipe the outside of the appliance. Check for worn brushes, loose belts or damaged cord or plugs. Wind cord neatly before storage. • Polishers/buffers: Remove pads and wash in warm soapy water, rinse and allow to dry. Damp wipe the outside of the appliance. Check for damage. Wind the electrical cord neatly before storage. • Ensure that there is no water on electrical cables or plugs

**Electrical
Equipment,
Continued**

- Vacuum cleaners: empty contents of vacuum cleaners according to specifications, clean and empty bags and replace. Ensure that the vacuum cleaner is free from fluff, thread and fibres. Damp wipe the outside of the appliance. Check for worn brushes, loose belts or damaged cord or plugs. Wind cord neatly before storage.
- Polishers/buffers: Remove pads and wash in warm soapy water, rinse and allow to dry. Damp wipe the outside of the appliance. Check for damage. Wind the electrical cord neatly before storage.
- Ensure that there is no water on electrical cables or plugs
- Check that all appliances are switched off and unplugged before cleaning.
- Vacuum cleaners: empty contents of vacuum cleaners according to specifications, clean and empty bags and replace. Ensure that the vacuum cleaner is free from fluff, thread and fibres. Damp wipe the outside of the appliance. Check for worn brushes, loose belts or damaged cord or plugs. Wind cord neatly before storage.
- Polishers/buffers: Remove pads and wash in warm soapy water, rinse and allow to dry. Damp wipe the outside of the appliance. Check for damage. Wind the electrical cord neatly before storage.
- Ensure that there is no water on electrical cables or plugs

Item	Action
Manual Equipment	<ul style="list-style-type: none"> • Wash cloths, sponges and scourers and gloves in warm water with detergent, rinse well and allow to dry. Clothes should be spread out to ensure they dry correctly • Wash squeegees, mops, brushes and brooms in warm soapy water, rinse well and with sponge, brush, bristle or mop side up • Remove trolley items, damp wipe, dry, and then replace all items neatly • Wash out buckets with warm soapy water, and rinse and dry thoroughly. Ensure there are no residues left in the bucket
Storage	Store all chemical, materials and equipment neatly according to your procedures. Ensure that storage areas are secure to prevent theft, loss or possible accidents.



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

Identify the different types of cleaning materials and equipment.

Question 2

What are the procedures for checking environmental controls (heating, cooling, ventilation and lighting)?

Question 3

Explain the importance of checking environmental controls in terms of guest satisfaction and the image of the organisation.

Question 4

Explain the procedures for preparing and cleaning guest bedroom areas.

Question 5

Why is it important to follow cleaning procedures?

Question 6

Why is it important to replenish and replace guest complimentary items correctly?

2. Efficiency

Specific Outcomes	<ul style="list-style-type: none"> Complete work to meet schedules and specified deadlines according to company procedures.
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2.1 Organisational Requirements

Work schedules and deadlines	<p>In order to provide a quality and consistent housekeeping service, you will be required to do the following:</p> <ul style="list-style-type: none"> You are required to complete the allocated number of rooms as specified in your department You are required to follow procedures as directed, to ensure that work is performed and completed to the standard required by the organisation. <p>These requirements may vary from one organisation to the next, according to the number and type of guest rooms to be cleaned. Efficient working methods and adherence to the procedures of your organisation will ensure that work schedules are completed and deadlines met. This will have a direct impact on customer satisfaction and repeat business.</p>
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Find out the standards used in your unit and list the number of rooms you are required to clean. Work out how much time you have, on average, to clean each room. Include this with this unit.

3. Situations and Challenges

Specific Outcomes	<ul style="list-style-type: none"> Describe decisions made and reasons for action to be taken in response to an unexpected situation. (Range of unexpected situations: missing or damaged property, extra guests in room) Describe how performance would be adapted when cleaning a guest room in any public area.
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3. Situations and Challenges

Unexpected Situations



Find out the procedures for reporting missing or damaged property, and for reporting extra or unregistered guests in a room. If not written procedures exist, write down the basic procedures you should follow and file these with this module.


3.1 Missing or Damaged Property

Procedures	Below are typical procedures for missing or damaged property:
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Situation	Action
Missing items	<ul style="list-style-type: none"> • During your initial check of the room, notice what items are missing. These may range from linen items to appliances. • Note any missing items, and report to your supervisor
Missing guest property	<ul style="list-style-type: none"> • Should the guest tell you that any personal belongings are missing, take note of all details, be polite and helpful, apologise, and tell the guest you will report this immediately. Report immediately to your supervisor or executive housekeeper for prompt action.
Situation	Action

<p>Lack of supplies</p>	<ul style="list-style-type: none"> • Guests do, on occasions, request extra supplies. Depending on your procedures and the request, assure the guest that you will attend to this immediately. Report to your supervisor according to procedures. If you receive an unusual request, and if you are not sure what you are authorised to provide, tell the guest that you will refer the matter to the supervisor or housekeeper. Always ensure that you report back to the guest. • Note supply shortages and report or requisition according to your procedures
<p>Damaged items</p>	<ul style="list-style-type: none"> • Report all damaged or broken items on your maintenance reporting sheet, and ensure that your supervisor is informed promptly • You are required to deal with all guest items carefully to avoid damage or breakage. If guest property is accidentally damaged or broken during cleaning, it is important to report to your supervisor/housekeeper immediately, so that appropriate action can be taken with the guest. • If the guest is in the area, apologise immediately and tell the guest that the incident will be reported to the housekeeper immediately.

3.2 Extra Guests in the Room

	<p>Find out what your unit's procedure is for reporting extra guests or occupants in a room, or list the steps used. File at the end of this module.</p>
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3. Situations and Challenges

3.2 Extra guests in the room, continued

Importance	Housekeeping activities and schedules are planned according to rooms occupied and the number of guests occupying each room. This allows for correct planning of cleaning and issuing of supplies. It is important to be aware of the number of people occupying a room, and to note any extra guests not accounted for.
Reporting	<ul style="list-style-type: none"> • Note on your room status report any discrepancies with regard to number of guests, and report to your supervisor. • Extra guests mean extra supplies such as linen and complimentary items, as well as additional tasks such as making up of sleeper couches/sofabeds and cots.

3. Situations and Challenges

3.3 Cleaning a Guest Room in any Public Area

Procedures	Below are guidelines for cleaning in a public area:
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Step	Action
Importance	<p>Whilst all areas need to be cleaned efficiently and correctly, it is important to ensure the safety of the area that you are cleaning, and to avoid inconvenience to guests.</p> <ul style="list-style-type: none"> • Clean in areas where there is little or no guest traffic • Clean at times that will not inconvenience the guest • Keep noise to a minimum (talking to colleagues, appliances) • Do not obstruct passages or areas where guests or colleagues will walk. Place cleaning materials and appliances safely out of the way of traffic, or near a wall. Ensure that electrical cords are safely out of the way of people. • Use appropriate hazard signs when cleaning • Keep all chemicals closed, and out of the reach of children • Switch off and unplug appliances such as vacuum cleaners, polishers and buffers when they are not in use. • Replace all items of furniture correctly after cleaning • After cleaning, check that you have removed all cleaning items and equipment, and return to designated storage areas.



Exercise

Describe what you would do or change in normal cleaning procedures while cleaning in a public area.



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

Describe what you would do in the event of missing or damaged property in a guest bedroom, and explain why.

Question 2

Explain what procedures you should follow if you notice extra or unregistered guests in a room, and explain why.

Question 3

Describe how you would adapt cleaning procedures when cleaning in a public area.

**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: _____