

Accommodation Services

Provide a Housekeeping Service within a Designated Area of Work



Learner Guide

Provide a Housekeeping Service within designated area of work

Learner Information

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



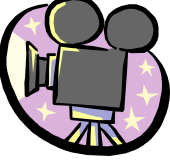





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Keys to Icons

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>

Provide a Housekeeping service within designated area of work

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

Demonstrated Knowledge and Understanding:	<ol style="list-style-type: none"> 1. Explain the importance of inspecting completed work areas. 2. State measures for securing designated areas from unauthorised access. 3. Stress the importance of following work routines and sequences. 4. State organisational procedures for providing a housekeeping service within own area of responsibility.
Demonstrated ability to make Decisions about practice and to Act accordingly:	<ol style="list-style-type: none"> 1. Check daily room allocations and prioritise work accordingly. 2. Check that housekeeping trolleys, all machinery, cleaning equipment and cleaning agents are ready for use. 3. Follow work routines and sequences and explain the necessity of inspecting these areas after completion of work. 4. Secure designated areas from unauthorised access. (Range: customer areas, storage areas) 5. Interact with customers in a polite and helpful manner at all times. 6. Communicate essential information required by the organisation promptly to the appropriate person. (Range: relevant health & safety regulations; control of hazardous substances; information regarding the safety of people, property and restricted access) 7. Report unresolved faults or problems to line management promptly. (Range: machinery, cleaning equipment, cleaning agents, floors, floor coverings, furniture, fixtures & fittings, linen, pests) 8. Describe decisions made and reasons for action taken in response to unexpected situations. (Range: unauthorised access to storage areas; staff not arriving as per work schedules; pest infestation in guest bedroom; unusual guest request) 9. Carry out work in an organised and efficient manner in order to meet schedules and organisational requirements.

Demonstrated ability to learn from our actions and to Adapt Performance:	1. Describe how performance would be adapted in a five star hotel or a small country guesthouse.
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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	Check daily occupancies and allocate rooms accordingly		
Task No. 2	Inspect housekeeping trolleys/caddies; machinery & cleaning equipment and agents		
Task No. 3	Inspect rooms on a daily basis to check that they have been cleaned and stocked according to company standards		
Task No. 4	Follow procedures to secure designated housekeeping areas from unauthorised access		

Purpose of this Module

Overall Outcome	The learner must be able to provide a housekeeping service within a designated area of work, understanding the importance of security, hygiene, cleanliness and organisational standards in order to maintain guest satisfaction and comfort.
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1. Provide a Housekeeping service within designated area of work

Specific Outcomes	<p>Check daily room allocations and prioritising work accordingly</p> <p>Check housekeeping trolleys, machinery, cleaning equipment & agents</p> <p>Inspect completed work to ensure that it meets specified requirements</p> <p>Secure designated areas from unauthorised access</p> <p>Communicate essential information promptly to the appropriate person</p> <p>Report unresolved faults or problems to line management promptly</p>
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1.1 General Information

The role of the Housekeeping Department	<p>The housekeeping department must provide a large and varied number of services each day. These include: cleaning in all areas, control of stocks, supplies and staff activities, communication with other departments, interaction with guests, checking of standards etc. It is vitally important to plan correctly so that the department can complete all tasks and services efficiently, according to standards, and within the necessary time frames. Once tasks and activities have been planned, it is the responsibility of the housekeeper/ supervisors/ shift leaders to check that the appropriate staff perform their duties correctly and at the right times. It is also important to control all housekeeping supplies and equipment to prevent loss, damage and theft. Effective management of these will help control costs (salaries, supplies, equipment) and will ensure that the department runs smoothly.</p>
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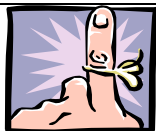
1.2 Check Daily Room Allocations and Prioritise Work

Procedures	You will need to organise staff and allocate rooms according to the type of cleaning to be done. Following are typical guidelines for allocating rooms according to their status:
Importance	Housekeeping tasks will not be completed if work is not correctly allocated each day. Cleaning activities must be planned according to occupancy, and the number of departures and arrivals, so that work can be assigned to members of the housekeeping department.
Reports	Before you allocate rooms or cleaning tasks and activities you will need to study the relevant reports. These are usually distributed by Front Office or are printed out by the housekeeper. Reports issued may include:
Reports, continued	<ul style="list-style-type: none"> • Arrivals • Departures • VIP • Registered Guest (in-house guests) • Special reports issued by Front Office with regard to room status, special requests, or queries or discrepancies (e.g. extra occupancy, room status to be checked)

<p>Allocating Rooms and duties</p>	<ul style="list-style-type: none"> • Rooms and tasks are allocated according to occupancy, room status, number and type of room to be cleaned, and priority. • Procedures and policies will differ with regard to how many rooms must be cleaned by each room attendant. • Check rosters to establish if all staff are on duty • Some establishments prefer to allocate the same rooms/block or section to the same room attendant on a daily basis, while other organisations will allocate differently. • Allocate rooms in a logical way – for example it would not be practical to allocate rooms on different floors or in different sections to one person, as time would be wasted in gathering supplies and moving from one area to another. • Allocate rooms according to the type of cleaning required and the competence of the member of staff (for example, VIP rooms would not be allocated to new or inexperienced staff) • Complete room allocation lists for each cleaner so that they know exactly which rooms must be cleaned and what must be done during the shift • Brief staff on special requests, activities or deadlines • Issue keys/cards to the relevant people responsible for certain rooms or sections • Key cards must be signed for, at start of shift, by the person responsible for cleaning specified rooms • Key cards must be signed in by the same person at the end of shift • Equipment and supplies can be issued according to room allocations, room status and occupancy
<p>Allocating Rooms, continued</p>	<ul style="list-style-type: none"> • Remember to check the appearance of housekeeping staff before they go onto the floors or into public areas (cleanliness, uniforms, neatness, name badges etc.) • Be flexible, rooms may need to be re-allocated according to priorities, staff problems, unexpected arrivals etc.)
<p>Room Status</p>	<p style="text-align: center;">Action</p>
<p>Early make-up</p>	<ul style="list-style-type: none"> • These rooms are cleaned first.

Check-outs	<ul style="list-style-type: none"> • A room from which the guest has already checked-out. Check-outs are usually done first, except if there are early make-up rooms. Here the room requires stripping of bed, remaking bed, full cleaning and restocking amenities and guest supplies. Check-out rooms will take longer to clean than stayover rooms.
Stayovers	<ul style="list-style-type: none"> • A room in which the guest is scheduled to stay again. Stayover rooms are usually scheduled for cleaning after check-out rooms. These rooms will require cleaning but will not be fully serviced. The guests belongings remain in stayover rooms and must not be handled by staff, unless absolutely necessary for cleaning of surfaces. In some establishments, the bed will not be stripped, only remade, depending on the length of stay. Towels & supplies might be replaced, depending on the standard of the hotel.
Due out	<ul style="list-style-type: none"> • A room from which a guest is due to check out that day. Due out rooms are usually cleaned last of all the rooms. These rooms will be cleaned the same as a check-out room. In each establishment guests are informed of check-out times. It is the responsibility of housekeeping to communicate with Front Office if due out rooms are still occupied after check-out times. Front Office will then contact the guest to find out if the guest intends to check out, and should keep housekeeping informed of any change in room status.
VIP room	<ul style="list-style-type: none"> • May need to be cleaned and replenished in a certain manner according to the establishment's requirements.
"Do Not Disturb" room	<ul style="list-style-type: none"> • The guest does not wish to be disturbed. The room attendant should check back on the room later in the shift. Some properties have cards the room attendants can leave, indicating an attempt to clean the room. If by 14h00/15h00, the room attendant is still not able to access the room, a floor supervisor or other management staff should call the room to arrange a convenient time for the room to be cleaned. Under no circumstances should a room be left unserviced for more than two days without approval from the general manager.
Out of service rooms	<ul style="list-style-type: none"> • These rooms are not in use – blocked off for spring cleaning, refurbishment, or maintenance repairs. Out of service or out of order rooms should be routinely checked, even though they are not occupied.
Day use room	<ul style="list-style-type: none"> • Used only during the day, e.g. for a meeting. These rooms should be cleaned the day before and during the day refreshed. On completion of the meeting the room can be cleaned or left for the night shift or following day, according to occupancy and procedures.

Show room	<ul style="list-style-type: none"> • A room used to promote the types of rooms the establishment offers. To be cleaned as specified vacuuming, dusting, etc.
Vacant room	<ul style="list-style-type: none"> • Rooms that have been vacant overnight or longer must be checked daily according to procedures.



It is important that Front Office and Housekeeping work well together. Front Office must allow enough time for a room to be cleaned before they allocate the room to a guest. However, housekeeping must be aware that guests will be arriving at the front desk before or at the designated check-in time, and should try to have as many clean rooms available as possible. Room allocation lists are printed early in the morning and are subject to change at short notice. A housekeeper must be flexible and prepared to reprioritise the work if necessary.



Make copies of the daily room status reports you use to plan work and allocate rooms. Get a copy of your unit's procedure/ and or documentation for allocating rooms on a daily basis. If there is no set procedure, draw up your own according to the different states of the rooms. Your daily room allocation document must be completed to show how rooms have been allocated to staff. File these with this module.

1. Provide a Housekeeping service within designated area of work

1.3 Check Trolleys, Machinery, Cleaning Equipment and Agents

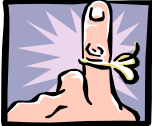
Trolleys


Importance	<p>In order for a room attendant to work efficiently, trolleys must be well-stocked and in good working order. All trolleys must be clean and organised, and arranged in the same manner. If trolleys are stocked the same, staff will not waste time looking for items. Trolleys should contain sufficient stock for the number of rooms or areas to be cleaned.</p> <p>Guests will judge the standards of service by the appearance and stocking of the trolley. Presentable and well-stocked trolleys will give a favourable image of the establishment. Trolleys should be checked daily to ensure that they meet the standards of the company (at the start of shift to ensure that they are stocked and ready for use, and again at the end of the shift to make sure that they are clean, neat, ready for the next use, and stored safely and securely).</p>
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Requirements	Following are typical requirements of a good trolley:
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	Requirements
A trolley must:	<ul style="list-style-type: none"> • Be light and easy to push • Have separate storage areas for all housekeeping supplies • Have space to carry cleaning agents and cleaning equipment • Allow separate areas for clean and soiled linen • Have adequate shelving • Be well balanced so that it does not topple • Be easy to clean

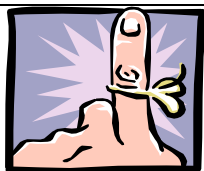
Items on trolley	<ul style="list-style-type: none"> • Stationary items • Guest toiletries, e.g. soap, shampoo, etc. • Guest tea/coffee amenities, e.g. coffee, tea, biscuits, cups and glasses • Toilet rolls, facial tissues and bin liners • Linen for guest room, e.g. towels, sheets, bathmats, pillowcases, etc. • Clean ashtrays and new book matches (where applicable) • Bag for soiled linen • Bag for rubbish • Cleaning agents • Cleaning equipment, e.g. mops, brooms, buckets, bowl brush, cloths and sponges, gloves, etc.
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	<ul style="list-style-type: none"> • A well-stocked trolley allows for space well utilised and allows staff to transport all required housekeeping supplies at the same time and that they are able to work safely and not risk injury caused by pushing an incorrectly stacked trolley • The cleaning of rooms requires the use of chemicals such as detergents, disinfectants and furniture polishes. Care should be taken when storing and transporting these chemicals as incorrect handling could lead to serious injury. These items are often stored in a separate caddy, placed on the trolley.
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	<p>Get a copy of your unit's requirements on how the trolley/caddy must be packed. If there is no procedure in place, draw up your own checklist, indicating what must be stocked on each trolley, and how it must be stocked, and file at the back of this module.</p>
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Machinery, cleaning equipment and cleaning agents

Importance	<p>Housekeeping staff cannot work efficiently if they are short of supplies and equipment, or if machinery is faulty, damaged or not operating correctly. All housekeeping items must be checked daily to make sure that every staff member has the correct quantity and quality of supplies to complete tasks. Faulty equipment may cause delays, damage and possible accidents to staff or guests.</p>
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Refer to your department's copy of the **Health and Safety Act** for all regulations regarding work environment and systems, machinery, handling and storage of items and substances, provision of protective clothing etc. :

General duties of employers to their employees:

- to provide and maintain work systems and machinery that is "safe and without risks to health"
- to take all reasonable steps to eliminate or reduce any hazards or potential hazards
- to make arrangements to ensure the safety and absence of risk to health of employees involved in using, handling or storing items or chemicals
- to identify hazards to health and safety, and to take the necessary precautionary action
- to provide the necessary health and safety information, training and supervision
- not to permit any employee to carry out any activity unless it complies fully with the safety or precautionary measures
- to make sure that the requirements of the Safety Act are complied with by everyone on the premises
- to enforce all necessary health and safety measures
- to ensure that all activities are carried out under the general supervision of a person who is trained to understand the hazards, and who has the authority to ensure that these measures are implemented
- to inform all employees of their scope of authority

General Duties of employees at work:

- to take reasonable care for the health and safety of him/herself and of other persons who may be affected by his actions or failure to act
- carry out any lawful order given to him/her and obey any health and safety rules and procedures laid down by the employer in the interests of health and safety
- to report to his/her employer or departmental safety representative any situation which is unsafe or unhealthy

Procedures

All machinery, equipment and supplies must be checked daily to

	maintain health and safety procedures, and to ensure that stocks are sufficient for housekeeping requirements. Procedures and types of supplies and equipment will vary according to the establishment. Following are general procedures to follow when checking machinery and cleaning equipment and agents:
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<u>ITEM</u>	<u>CHECK</u>
MATERIALS:	
Sponge / Cloth	Clean, dry, undamaged, still usable. Sufficient for types of cleaning, colour coded.
Scourers	Clean, not rusted.
Chamois leathers	Soft, clean and not torn.
Gloves	Clean, dry and not broken/damaged.
Detergents / soaps	Bottle/container clean on outside, nozzles not clogged, correct dilution, correct labels.
Sanitisers	Bottle/container clean on outside, nozzles not clogged, correct dilution, correct labels.
Disinfectants	Bottle/container clean on outside, nozzles not clogged, correct dilution, correct labels.
Polish	Bottle/container clean on outside, nozzles not clogged, correct dilution, correct labels.
Carpet shampoos	Bottle/container clean on outside, nozzles not clogged, correct dilution, correct labels.
MANUAL EQUIPMENT	
Squeegees/Mops	Clean, dry, no odours, handle secure and not broken and head not damaged.
Broom	Clean bristles and bristles still firm and undamaged. Handle secure and not broken.
Brushes	Clean, no odour and bristles undamaged and still firm.
Buckets	Clean & dry. No holes, cracks or leaks, Handles secure.
MECHANICAL EQUIPMENT	
Vacuum cleaner	Clean inside and out. Bag emptied. Wiring not faulty, plug not damaged. Operating correctly when switched on, no smoke, smell of burning or unusual noise.
Polisher / Buffer	Pads clean and still usable. Wiring not faulty or plug damaged. Operating correctly when switched on, no smoke, smell of burning or no unusual noise.



Your equipment, machinery and supplies may differ from those listed above. Obtain your procedures for checking these items, or draw up your own checklist for use. File these at the end of this module.

1.4 Inspect Completed Work

Importance of Inspection

It is necessary to inspect complete work areas so that standards are maintained. Regular and thorough inspections will pick up any aspects that may have been overlooked during cleaning. Room checks also identify problems, shortages or mistakes that should be addressed before the guest checks in. This will prevent guests from being disappointed by the state of the room/hotel. Once the room has been inspected and approved, the relevant paper work should be completed and the person responsible will notify front office that the room is ready for selling. The following are guidelines for inspecting a guest bedroom:

What to check for:

Basic areas that will be covered by an inspection will ensure that:

- All fixtures, fittings and furnishings are clean and in good working order
- All guest items have been replenished
- All surfaces are clean and free from marks
- Floors and floor coverings are clean and the appropriate finish has been achieved
- Beds have been made according to the method specified by the establishment
- Lighting, heating and cooling systems are in good working order
- Bathrooms have been thoroughly cleaned
- There are no signs of pests
- No health or safety hazards
- Maintenance faults identified and reported
- Special guest requests have been actioned
- The finished room or area meets the standard set by the organisation

Guidelines for checking rooms

- Note what rooms must be checked so that you can try to check all rooms in one area before moving on to the next one. This will save time and energy.
- Check VIP, early arrival and special request rooms first.
- Record your inspection on the appropriate checklist, in case these need to be referred to later.
- Check the room in a logical manner, either according to your checklist, or using the “around the room” approach to avoid missing items or areas.
- When checking, think of what the guest will see (behind closed doors, ceilings when lying in the bath or the bed, marks on mirrors, missing hooks when curtains are closed, underneath soap dishes, outdoor or balcony areas).
- Use as many of your senses as possible – sight, touch or feel, smell, hearing or sound.
- Always carry air freshener with you.
- Report problems, faults or shortages immediately, according to your procedures.
- Vacant ready rooms must be reported immediately, according to your procedures.

Inspection Checklist

A room inspection report should be completed which notes such items as the condition of furniture, fixtures and equipment, etc. Following is an example of a room inspection list:

<u>RM. NO:</u>	<u>TYPE:</u>	<u>DATE:</u>	<u>EXCELLEN T</u> <input type="checkbox"/>	<u>ACCEPTABLE</u> <input type="checkbox"/>	<u>NOT ACCEPTABLE</u> <input type="checkbox"/>
	<i>BEDROOM</i>	<i>Condition</i>		<i>BATHROOM</i>	<i>Condition</i>
1	Doors, locks, chains		21	Doors	
2	Lights, switches, plates		22	Lights, switches, plates	
3	Ceiling		23	Walls	
4	Walls		24	Tiles, grouting	
5	Woodwork		25	Ceiling	
6	Curtains		26	Mirror	
7	Windows		27	Bath, rails	
8	Air Conditioner		28	Shower head, walls, doors, curtain	
9	Phone		29	Bath Mat	
10	TV & Radio		30	Vanity	
11	Headboard		31	Fixtures, taps, pipes, drains	
12	Spreads, bedding, mattress		32	Toilet: flush/seat	
13	Dressers, nightstand		33	Towels/face cloths	
14	Carpet		34	Tissues: facial/toilet	
15	Pictures & Mirrors		35	Soap	
16	Promotional Material		36	Amenities	
17	Lamps, shades, bulbs		37	Exhaust vents/extractors, fans	
18	Chairs, sofa				
19	Dusting				
20	Cupboard				
	<i>Inspected By:</i>			<i>Signature:</i>	



Obtain completed checklists for your establishment to show how inspections are carried out and recorded. If no written checklists are available, draw up your own checklist to use when checking rooms or areas that you are responsible for. File these with this module.

1.5 Secure Designated Areas from Unauthorised Access

<p>Importance</p>	<p>The Housekeeping Department is responsible for the safe-keeping of guest and establishment property. Theft, loss or damage to any property will result in high costs of replacement, customer complaints and possible accidents. Shortages will affect the standards of the housekeeping service. Strict controls must be followed to ensure that all guest and housekeeping areas are both secure and safe.</p> <p>Customers should be confident that their belongings will be kept secure while they are in the establishment. They also expect adequate safety and security procedures to be in place.</p> <p>Storage areas must be securely locked because they may contain harmful substances. If used incorrectly by unauthorised persons, these substances may cause accidents, injury or damage. Locked storage areas will help to prevent loss or theft of establishment property. Housekeeping items are expensive to replace, and will result in negative variance to budget.</p>
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Different methods of improving security and safety

Method	Area
<p>Security Cameras</p>	<ul style="list-style-type: none"> Car parks, foyer areas and hallways where a large area can be monitored. Cameras can also be used in storerooms. Security personnel can observe activities and areas on camera, or film can be played back for investigation purposes. NOT to be used in guest rooms, as their privacy is important.

Keys and Key Cards	<ul style="list-style-type: none"> • Some establishments still use standard keys while others use key cards. There needs to be a strict policy regarding the use and issue of keys. Spare keys must be locked away and keys must be signed in and out in a logbook. Where key cards are used, there is better control as it is easy to establish who went into which room at what time. Keys should never be allowed to lie around, always kept on the person. Staff must never "lend" keys to other staff or departments. All keys/cards must be accounted for at the end of each shift, and must be locked away or secured by the designated responsible person.
Locks	<ul style="list-style-type: none"> • All guestrooms should be fitted with additional security locks on the inside of the door. This will secure the guest's safety and they will feel confident about security procedures.
Peepholes	<ul style="list-style-type: none"> • Useful so that guests may identify visitors or hotel staff before opening the door. Especially important for ladies travelling alone.
Alarms	<ul style="list-style-type: none"> • Can be placed in various areas to alert security or raise the alarm in an emergency. Usually located at the front desk near the cashier's drawer to be activated in the case of robbery or theft.

Securing Customer areas	<ul style="list-style-type: none"> • Follow procedures for controlling access to rooms or guest areas. • Ensure that all rooms are locked when vacant or unoccupied. • Ensure that room attendants do not leave room doors open if they are not cleaning inside the room. • Be alert for suspicious persons in passages and guest areas. • Check that master keys/cards are issued correctly and returned at the end of each shift, according to procedures. • Do not allow keys/cards to be used by unauthorised persons. • Ensure that room attendants do not open guest room doors for guests unless they have verified that the guest is the occupant of the room. • Staff from other departments should not enter guest bedrooms, unless authorised to do so. • Lock away master keys/cards when not in use.
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**Securing
Storage
Areas**

- An authorised person such as a supervisor should control all store room keys.
- Keys must not be lent out to other staff.
- Store room keys must be signed in and signed out for each shift, according to procedures.
- Check storage areas while checking on each floor.
- Stock placed in store rooms or removed from store rooms must be recorded on the relevant documents, according to procedures.
- Unauthorised persons (guests, staff from other departments) must not have access to storage areas.
- Report all unauthorised accidents or store room incidents according to your procedures.



Obtain copies of your procedures for securing and controlling store rooms. If you do not have a written procedure, write your own guidelines and file with this module. File these with this module.

1. Providing a Housekeeping service within designated area of work

1.6 Communicate Important Information


Importance	As a member of the housekeeping department, you have a responsibility to observe and communicate the rules and regulations of your establishment to your staff. These guidelines are for the benefit of guests and fellow staff members. There should be written guidelines in place that contains essential information relating to the following:
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Topic	Action
Health and Safety	<p>You should always work in a way that your and other people's health and safety is not at risk. The following information should be communicated to all staff:</p> <ul style="list-style-type: none"> • Safe lifting and bending techniques – bend knees and not the back to avoid injury or strains. • Moving furniture – always get someone else to help with heavy items. This will avoid injury, accidents and damage. • Cleaning floors – use of hazard signs to warn people of potential danger. • Handling trolleys – push and never pull trolleys to avoid accidents and injury. Be aware of obstacles or guests in front of trolleys. • Making beds – be careful when moving the bed and bend down on knees when folding in the corners, to avoid back injury. <p>If you or other staff are injured in the workplace, you must immediately report the accident to your supervisor and follow the organisational procedures with regard to completing relevant documents.</p>

<p>Hazardous Substances</p>	<p>Regulations apply to chemical suppliers who have a responsibility to give correct information on the use, mixing and storing of chemicals (Material Safety Data Sheet, MSDS). Chemicals must be clearly labelled and stored in their original containers. There must be a designated separate area for the storage of chemicals. This area must be locked at all times and away from heat.</p> <p>Ensure that all housekeeping staff follow instructions carefully and take note of the following:</p> <ul style="list-style-type: none"> • Instructions for dilution • Length of time needed for agent to work • Correct rinsing procedures • Storage requirements • Safety warnings • Correct disposal of used chemicals
<p>Security of Staff and Guests</p>	<p>At all times staff have the right to feel safe in their workplace. Guests also expect a safe environment. The establishment will have guidelines in place concerning the following, which must be communicated to all staff:</p> <ul style="list-style-type: none"> • Suspicious persons on the premises – don't approach such a person. Challenge them politely by asking if you can be of any assistance. Report him/her immediately to your supervisor. Always be alert and on the look out for people who look suspicious(not wearing the correct uniform, asking for directions where they should not be, carrying property that does not belong to them, seem to be lost, seem to be nervous, asking for guests' details or booking into the hotel with no luggage). • Minimising risk of fire – certain practices must be in place to prevent the risk of fire, e.g. equipment must be properly installed, external stairways are kept clear, switch off & unplug electrical equipment not in use, etc. The Health and safety Act specifies certain regulations to prevent fires, which must be adhered to. As an employee, it is your responsibility to work in safe manner and to report/fix any situations that can cause a fire.


Security of Staff and Guests	<ul style="list-style-type: none"> • Fire Drills and evacuation procedure - you must also be aware of the fire drills, assembly points and where the escape routes and extinguishers are. The fire extinguishers must be checked on a regular basis to make sure that they are still full and in working condition. • Removal of unauthorised people from designated areas - whenever you see a person entering an area they are not allowed to be in, you must politely ask them if you can be of assistance (perhaps they are lost) and then direct them to where they are supposed to be. Explain to them that it is in their best interest and for safety sake that they are not allowed to be in that area. • Security of rooms and storage areas - as discussed previously. • Confidentiality of personal information regarding staff and guests - staff may not give out details relating to guests' personal information, room numbers etc. unless otherwise instructed by the guest. Staff personal details should also not be given to anyone. Guest accounts and letters, faxes, etc. should be kept out of sight of other people and kept in a secure place.
Security of Property	<ul style="list-style-type: none"> • As a staff member you have the right to expect that any personal belongings not required during your shift will be stored in a safe, locked area. Many establishments provide lockers for their staff members. • Guests also expect their property to be secure whilst they are not in the room. Most establishments now offer an electronic safe in the room where the guest allocates his own code or operates it with his credit card. Housekeeping staff have a responsibility to ensure that guests' rooms are locked when not being cleaned and access is not given to unauthorised persons. They also have the responsibility to leave guests' belongings in the room. • Ensure that all staff are aware of the company policy for dealing with lost or unclaimed property, and ensure that procedures are followed and lost property reported, recorded and stored according to procedures.

Security of Property	<ul style="list-style-type: none"> It is also possible for the establishment's property to go missing. Items such as towels, bathrobes, drinks from minibar, etc. often disappear. There should be policies and controls in place to minimise this, to protect both guests and staff.
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	<p>Find a copy of the procedures for dealing with lost property or unclaimed guest items, or list the steps to be followed. File with this module.</p>
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1.7 Report Unresolved Faults or Problems

Importance	<p>If you notice a fault or problem during your shift or during room inspections, you should try to deal with the problem as soon as possible. If you are unable to fix the problem yourself, it is important that you report to your supervisor or maintenance, according to procedures, so that immediate action can be taken. Any faults or problems could affect guest or staff safety, and the standards and service levels of the organisation.</p>
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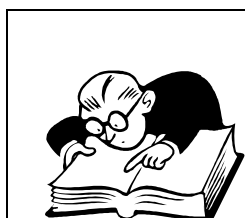
	<p>Find out the procedure used at your unit for reporting unresolved faults/problems. If there is no procedure observe the process and list the steps.</p>
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Procedures	<p>Below are typical faults/problems which may occur. Reporting procedures will vary according to the establishment:</p>
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Area	Type fault/problem	Action to be taken
Machinery	Frayed or worn cords on vacuum cleaners or floor polishers.	Report to supervisor/maintenance Complete the relevant maintenance request documentation

Cleaning Equipment and cleaning agents	Leaking of storage containers. Incorrect mixing of cleaning agents. Damaged cleaning equipment.	Cleaning agents should be removed and placed in another container that is not leaking. Staff should be instructed on the correct method of mixing. A mixing chart must be visible at all times. Damaged cleaning equipment must be reported to maintenance to be repaired or to the supplier if maintenance cannot deal with the equipment. Replace small items (cloths, sponges etc.).
Floors	Unsafe floor areas	Report to maintenance to be fixed if possible, otherwise discuss replacement with management Use hazard sign or rope off the unsafe area
Floor coverings	Frayed, torn or loose carpets Damaged tiles	Report to maintenance to be fixed if possible, otherwise discuss replacement with management Use hazard sign or cover the damaged area.
Fixtures	Damaged furniture. Leaking shower or toilet. Windows or door not shutting properly.	Report according to your procedures Complete maintenance request form or a job card.
Fittings	Lights or lamps not working. Curtains not closing properly.	First check the light bulb, when it has cooled down. Replace fused bulbs. Wiring or other problems must be reported to maintenance for repairs. Check the curtain rail for missing or broken hooks. Keep a supply of spares so that curtains can be repaired quickly. Use safety procedures when using ladders. Report loose or unsafe curtain rails to maintenance.

Linen	Mouldy, worn, torn, damaged linen. Badly stained linen or linen does not meet organisational requirements.	To be reported to supervisor who will record damaged linen as such and use it for another purpose, depending on the policy of the hotel. Stained linen must be treated, if the stain does not come out, report to your supervisor who will decide to write it off or not.
Pests	Mice may be found in storage areas. Carpet beetles in long pile carpets. Fishmoths may be found in cupboards, drawers, and wardrobes. Cockroaches in storage areas or housekeeping supplies.	Any sign of pest infestation must be reported to your supervisor who will then block off the room. The room must be properly cleaned and a pest control company notified to come and fumigate the room plus adjacent rooms.
Follow up on problems	In all cases, it is important that you follow up on all faults or problems that have been reported. Check the room or area to see if the problem has been fixed. Usually, maintenance will sign and date the job card or maintenance request form, a copy of which should be kept in the housekeeping office. If necessary, contact the guest to ensure that the reported problem has been solved, and that the guest is satisfied. Unresolved problems must again be reported, according to procedures.	



What would happen if you did not follow the correct reporting procedures?



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.

Question 1

Explain the importance of inspecting completed work and work areas.

Question 2

Explain why it is important to follow the work routines and sequences followed in your department.

Question 3

Identify the methods used in your establishment to secure customer areas and storage areas.

2. Efficiency

Specific Outcomes	<ul style="list-style-type: none"> • Follow work routines in an organised and efficient manner in order to meet schedules and specified deadlines according to company procedures. • State the organisational procedures for providing a housekeeping service in your area of responsibility • Interact with customers in a polite and helpful manner at all times.
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2.1 Work in an Organised and Efficient Manner

Importance	<p>As a member of the housekeeping staff, you have a responsibility to take your share of the workload. The Housekeeping Department also needs to work closely with other departments within the establishment, so that the whole operation runs smoothly and efficiently. Front Office, in particular, relies on Housekeeping to complete work in a specified time. The standards of your work must be maintained to meet organisational requirements.</p>
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Organised and efficient work	<p>All businesses, large or small, have certain organisational procedures or requirements in place to suit their style of business.</p> <p>It is important to follow these guidelines to ensure work is complete in time and done correctly; to minimise wasting time, money and energy:</p> <ul style="list-style-type: none"> • Follow set working sequences. They have been implemented so that work can be done more efficiently, and so that safety principles are followed. Working efficiently will reduce the amount of time you and other staff take to complete a task.
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<p>Organised and efficient work, continued:</p>	<ul style="list-style-type: none"> • Every attempt must be made to minimise disruption to other staff members and guests. • Plan the day's activities and allocate work effectively. • Ensure that you have enough staff, supplies and equipment to complete the tasks. • Ensure all staff understand the schedules and that they are clearly told what they are expected to do, how they must perform, and the reasons why. • Follow all health and safety procedures to avoid accidents and injuries. • Have a good understanding in the use of specialist equipment, or know whom to contact for expert advice.
<p>The relationship between customer satisfaction and efficiency</p>	<p>As a staff member you are employed to perform certain housekeeping certain tasks as well as be helpful to customers when necessary. Your efficiency in cleaning according to procedures and schedules, and your friendly and professional attitude towards customers will ensure that they receive the quality service and product they expect.</p>



File a copy of the schedule you use on a daily basis and insert it here. If there is no schedule, list the steps used and draw up a schedule. File with this module.

2.2 Dealing with Customers

<p>How to deal with customers effectively:</p>
<p>The image that you represent to the customer reflects on the establishment. In order to promote your organisation positively, it is important that you are always polite and helpful towards guests. Here are some general guidelines to be followed:</p> <ul style="list-style-type: none"> • Always greet guests politely, smile at them and use their surname if known. • Never use coarse language or slang to a guest or within hearing of a guest. • Remember to be courteous, say thank you, please and excuse yourself if you need to interrupt them. • Answer a guest politely if they ask for information, but do not prolong the

conversation longer than necessary. Listen attentively to guests.

- Do not stare at guests or pass comments on their appearance, race, colour or religion.
- If a problem arises that you cannot solve, don't waste time - call the supervisor or housekeeper to help you.
- Never dismiss a guest's request - tell them if you are unable to help them and offer to find the necessary information for them.
- Remember that it looks unprofessional to stand and gossip to other staff members.
- Be aware of a guest's body language. Don't stand too close to them if they appear to be uncomfortable. If they are in the room when you clean, try to be as unobtrusive as possible.
- Show patience when dealing with difficult guests or a complaint.
- Never discuss other staff members or guests with customers.

3. Situations and Challenges

Specific Outcomes	<ul style="list-style-type: none"> • Describe decisions made and reasons for action taken in response to unexpected situations. (Range: unauthorised access to storage areas; staff not arriving as per work schedule; unusual guest request) • Describe how performance would be adapted in a five star hotel or a small country guesthouse.
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3.1 Unauthorised Access to Storage Areas

Importance	<p>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.</p> <p>Suspicious people must be reported to the relevant manager or Security Manager as soon as possible as they may be dangerous. Staff should constantly be on the lookout for non-residents or guests in back of house areas.</p> <p>Management or Security will take the necessary action, or notify the police.</p>
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Procedures	Below are typical procedures to follow in securing storage areas from unauthorised access:
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Step	Action
1.	Keep security issues and procedures confidential.
2.	Staff belongings should be kept out of sight and in locked compartments or drawers.
3.	Be alert to anything or anyone that looks suspicious
4.	Keep keys, especially master keys, under close supervision.
5.	Minimise the number of people who have access to storage areas.
6.	Limit the duplication of master keys and keep a record of all key holders.
7.	Never leave keys lying around or in locks – this is an invitation to theft.
8.	Never lend keys to other staff, contractors or visitors.
9.	Follow up the organisational procedures regarding the reporting of lost keys.
10.	Always lock the storeroom and guestroom upon leaving, even for a few minutes.
11.	Do the following: <ul style="list-style-type: none"> • Challenge them politely – ask whether you can help them. • Report it immediately • Find out what procedures are laid down by your organisation and discuss with your supervisor how you might challenge someone should you need to.


3.2 Staff not arriving as per work schedule

	Find out what your unit's procedure is for handling staff that do not arrive as per work schedule or list the steps used. File at the end of this module.
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Procedures	Below are typical procedures to follow when staff do not arrive as per work schedule:
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Phone in sick	Firstly, if you fall ill during the night and cannot go to work the next day, phone the housekeeper or supervisor and notify them of the situation at least two hours before your shift commences. This gives the housekeeper an opportunity to find another person to fill your position.
Make alternative arrangements for staffing	If a room attendant did not phone in notifying her supervisor of her absence, the schedule will have to change according to the number of staff available. The rooms might be split between the remainder staff, or a public area attendant who is free can stand in for her. There might also be casual staff who are able to help out.
Counselling	Depending on the policy of the hotel and the number of previous offences by the room maid, the housekeeper will have a counselling session with the particular person to find out her reasons for not attending work or notifying them of her absence. It will then have to be decided whether verbal or written warnings are to be given or only advise.

3.3 Unusual guest requests

	Find out what your unit's procedure is for handling unusual guest requests or list the steps used. File at the end of this module.
Importance	Sometimes guests may request additional items. Wherever possible you should try to supply these amenities, according to your area of responsibility and the procedures of the hotel. Be as helpful as possible. This will impact on guest satisfaction, and the image of the organisation.
Procedures	Below are typical procedures to follow in the event of an unusual guest request:

Request	Action
Additional amenities	<ul style="list-style-type: none"> • If you are able to supply amenities such as additional soap or shampoo, more clean towels, extra tea/coffee/sugar, additional stationary items, you should do so as soon as possible. • Guests may also request other items which you are able to supply, such as: electrical adapters, dry cleaning services, irons and ironing boards, additional pillows and blankets. • Remember to record all extra items taken provided to guests, as this is important for stock control purposes. • In some establishments, when guests need to use electrical or other items, a fee or deposit is posted to the guest folio, which is then deducted off when the item is returned. Follow the correct procedures for these items.
Other requests	<ul style="list-style-type: none"> • Sometimes guests may make requests for amenities that you are not able to deal with personally. • If the request falls within the responsibility of the housekeeping department, you should direct the inquiry to your supervisor or housekeeper. • If you feel that the request is best handled by another department within the hotel, you may refer the guest to that department, or if it is the policy of the establishment, you may communicate with that department on behalf of the guest.
	Request
Front Office	<ul style="list-style-type: none"> • Room requests • Foreign exchange • Postage stamps • Access to conference/business equipment and communication
Sports and Leisure	<ul style="list-style-type: none"> • Lending/hiring sports equipment, e.g. bikes, tennis racquets and balls, pool towels • Provision of leisure activities for guests, e.g. aerobic sessions, games, videos, etc.
Concierge/Porter	<ul style="list-style-type: none"> • Booking of tours • Show tickets • Valet parking • Handling of luggage




Exercise

List problem areas in your own organisation and make recommendations/suggestions to improve the procedures for handling suspicious people and unusual guest requests.

3.4 Pest Infestation

Importance	Pests are potential carriers of disease and bacteria. Pests may also do serious damage to areas, furniture, fabrics or equipment. Any sign of pests will result in loss of reputation for the organisation, and potential loss of business and revenue.
Types of pests	<ul style="list-style-type: none"> • Flies • Cockroaches • Ants • Rats • Mice • Bed bugs/lice • Beetles • Fishmoths
Signs of pest infestation	<ul style="list-style-type: none"> • Droppings • Eggs • Teeth marks or signs that rats and mice have been gnawing on furniture/boxes/pipes/cables/carpet or food • Cracks or holes in walls/floors • Broken fly screens • Rats/mice normally attract flies • Blood spots on sheets due to bed bug bites • Holes in curtains or fabrics
Reporting infestation	<ul style="list-style-type: none"> • Any sign of pest infestation must be reported to your supervisor who will then block off the room. • The room must be properly cleaned and a pest control company notified to come and fumigate the room plus adjacent rooms. • Most establishments maintain contracts with specialist pest control companies, to ensure that all areas are monitored and fumigated regularly.

	Tips on the prevention of pests
	<ul style="list-style-type: none"> • Keep working area clean • Be on the constant lookout for telltale signs • Deny them access to food/food preparation areas • Pest control should be preventative to avoid possible infestation • Only use professional operators for pest control

3.5 Housekeeping in a five star hotel/small country guesthouse

Procedures	Following are typical ways in which performance would be adapted in a five star hotel or small country guesthouse:
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Five Star Hotel	<p>In a five star hotel there are more rooms and more staff to deal with the workload. Each staff member has a specific job description, which is limited to his or her area of work. There would be more supervisors responsible for checking the rooms and trolleys. There might be one supervisor per floor or more than one per floor. There would probably also be night staff as well as night supervisors. The range of housekeeping stocks and supplies would be greater and more varies for a large operation. The central storeroom would be manned by a storeman, and requests for stock would only be issued, at specified times, upon the receipt of a signed requisition. The stock would then be moved to the different floor storerooms, for which the floor supervisors are responsible.</p>
Small country guest-house	<p>The number of rooms would be limited and thus a limited number of staff. There would probably only be one/two room attendants plus one housekeeper, depending on the number of rooms. The housekeeper might be required to also clean and make rooms and/or inspect the rooms. Due to the small number of staff, there would not be a supervisor, and the housekeeper or room attendants would be responsible for inspections and stock handling. Stocks and supplies would be less than in a larger operation.</p>



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

State the company procedures for providing a housekeeping service within your area of responsibility.

Question 2

Explain how you would handle the following, and explain why:

Store rooms broken into

Staff not reporting for work

Guest request for extra soap and towels

Chewed electrical cords in a guest bedroom

Question 3

Discuss the importance of reporting suspicious people immediately.

**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: _____