

Accommodation Services

Clean and Maintain Hotel Public Areas



Learner Guide

Clean and Maintain Public Areas

Learner Information

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



Table of Contents



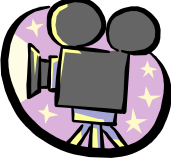



Clean and Maintain Public Areas	2
Keys to Icons	5
Introduction	
Specific Outcomes	6
Assessment Criteria.....	6
To qualify	6
Range of Learning	6
Responsibility	6
Specific Outcomes and Range of Learning	6
Demonstrated Knowledge and Understanding:	7
Demonstrated ability to make Decisions about practice and to Act accordingly:	7
Demonstrated ability to learn from our actions and to Adapt Performance:.....	7
Practical Tasks	8
Purpose of this Module.....	9
1. Introduction to Public Areas.....	9
2. Working Safely	10
2.1 Occupational Health and Safety.....	11
2.2 Lifting and moving heavy furniture	11
2.3 Protective Clothing.....	11
2.4 Hazard Warning Signs.....	12
2.5 Disposing of Waste and Rubbish Safely	13
3. Cleaning Public Areas.....	15
3.1 Use the Correct Cleaning Equipment and Materials on Surfaces.....	16
3.2 Cleaning Public Areas and Lobby	17
3.3 Cleaning Lifts.....	19
3.4 Cleaning Restaurant and Bar Areas.....	20
3.3 Arranging Furniture	22
3.6 Unpleasant Odours	23
3.7 Maintenance Procedures	23
3.8 Storage of Cleaning Equipment and Materials.....	24
4. Customers	25
4.1 Dealing with Customers in a Polite and Helpful way.....	25
5. Efficiency	28
5.1 Organisational Requirements	28
6. Situations and Challenges	30

6.1 Dealing with Unexpected Situations..... 30



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>

Clean and Maintain Public 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 and explain cleaning materials and their purposes. 2. Explain the importance of wearing protective clothing when cleaning public areas and the accidents that may occur to oneself or clothing. 3. State organisational procedures for cleaning public areas and the explain importance of using the appropriate hazard signs. 4. Explain the importance of working in an efficient and organised manner and the impact on the organisation and work schedules.
<p>Demonstrated ability to make Decisions about practice and to Act accordingly:</p>	<ol style="list-style-type: none"> 5. Clean public areas using correct cleaning equipment and cleaning materials. (Range of public areas: lobby, lifts, public phone booths/area, front entrance, restaurant area, bar area) 6. Use hazard warning signs when cleaning floors. 7. Dispose of waste and explain the importance of doing this hygienically. 8. Wear appropriate protective clothing and explain the importance of doing this. 9. Arrange furniture correctly and ensure displays are neat and tidy. 10. Clean surfaces using the correct cleaning equipment. (Range of surfaces: front steps, floors/floor coverings, glass, wood, fabric, tiled surfaces) 11. Keep public areas free from unpleasant odours. 12. State maintenance procedures and explain the importance of reporting faults immediately. 13. Interact with customers in a polite and helpful manner. 14. Store cleaning equipment and cleaning materials efficiently after use and explain why. 15. Describe decisions made and reasons for action taken in response to an unexpected situation. (Range of unexpected situations: broken tiles, error in dilution of chemicals or equipment failure.) 16. Carry out all work as per work schedule in an organised and efficient manner.
<p>Demonstrated ability to learn</p>	<ol style="list-style-type: none"> 17. Describe how performance would be adjusted when cleaning public areas in a restaurant environment.

from our actions
and to Adapt
Performance:



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 and clean surfaces correctly on a daily basis: (a) front steps, (b) floors/floor coverings, (c) glass, (d) wood, (e) fabrics and (f) tiled surfaces.		
Task No. 3	Prepare and clean the areas correctly on a daily basis: (a) lobby, (b) lifts, (c) public phone booth / area, (d) front entrance, (e) restaurant area and (f) bar area.		
Task No. 4	Arrange the furniture correctly and ensure that the displays are neat and tidy.		
Task No. 5	Use and wear protective clothing according to the organisation's requirements.		
Task No. 6	Use hazard warning signs correctly.		
Task No. 7	Handle and dispose of waste.		
Task No. 8	Deal with a range of problem situations, namely, (a) broken tiles, (b) error in dilution of chemicals and (c) equipment failure.		


Task No. 9	Store cleaning equipment and materials		
------------	--	--	--

Purpose of this Module

Overall Outcome	The learner must be able to clean and maintain public areas, understanding the importance of hygiene, cleanliness and maintaining a safe working environment.
------------------------	---

1. Introduction to Public Areas

Introduction	<p>In hotels and any other organisation, we need to maintain a very high level of cleanliness. The state and cleanliness of the public areas is the first thing a guest will notice on entering the organisation. This will automatically give the guest an impression of the rest of the organisation.</p> <p>In order to maintain a professional image, these areas must be kept clean and maintained at all times.</p>
---------------------	---

Public Areas include:	<ul style="list-style-type: none"> • The lobby. • Lifts. • Public phone booths/area. • Front entrance. • Restaurant area. • Bar area.
The importance of keeping public areas clean:	<ul style="list-style-type: none"> • Promotes a professional image. • Provides a safer environment. • Prevents pest infestation. • Maintains a more hygienic environment.
 <p>Exercise</p>	List the public areas in your establishment.



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

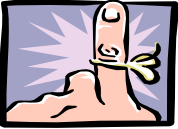
Why is it important to keep public areas clean?

2. Working Safely

Specific Outcomes	<ul style="list-style-type: none"> • Understand the importance of lifting heavy items correctly. • Understand the importance of wearing protective clothing. • Make sure protective clothing is worn as appropriate. • Understand the importance of - and the use of hazard warning signs when cleaning floors.
--------------------------	---


	<ul style="list-style-type: none"> • Empty containers and dispose of waste appropriately.
--	--

2.1 Occupational Health and Safety

	<p>General duties of employees at work:</p> <p>“Every employee shall at work:</p> <ul style="list-style-type: none"> • Take responsible care for the health and safety of himself and of other persons who may be affected by his acts or omissions”. • Carry out any lawful order given to him and obey any health and safety rules and procedures laid down by his employer or by anyone authorised thereto by his employer in the interest of health and safety.” • If any situation which is unsafe or unhealthy comes to his attention, as soon as practicable, report such situation to his employer or to the health and safety representative of his department”.
---	--

2.2 Lifting and moving heavy furniture

Protecting own health and safety	While you are cleaning public areas, it is important to work in a way that protects your health and safety.
Procedures	<ul style="list-style-type: none"> • When you need to lift or move heavy furniture, use safe lifting and moving techniques (bend your knees and keep you back straight). • Always ask for help if you are unable to safely move heavy items yourself.

 <p>Exercise</p>	<p>What will happen if you do not follow these procedures? File any examples with this module.</p>
--	---

2.3 Protective Clothing



Find out if there is, and then get a copy of your unit's Occupational Health and Safety procedures. File the procedures with this module.

<p>Importance of wearing protective clothing:</p>	<ul style="list-style-type: none"> • Protective clothing must be worn to protect the employee from harm that may be caused by coming into contact with: <ul style="list-style-type: none"> - Harmful or harsh chemicals, - Equipment that malfunctions. - Body fluids - Other materials that can damage your skin, lungs, clothing, and other surfaces. - Bacteria that can cause an infection or disease, • Protective clothing also helps prevent the spread of bacteria to other surfaces where the bacteria may cause illness because protective clothing is discarded / cleaned once the job is done.
<p>Types of protective clothing:</p>	<ul style="list-style-type: none"> • Apron (part of your uniform) and Plastic Apron: use these over your uniform when dealing with strong chemicals and/or bleaches and/or dirty areas. • Rubber Gloves: use as above and with any substances that may harm your skin. • Mask: use when dealing with strong chemicals that release fumes that may be harmful to your health. • Closed flat shoes: wear at all times to protect your feet from injury and help prevent slipping on wet floors.



Exercise

Draw a table that lists the equipment and chemicals that you use on a daily basis and indicate what protective clothing you should wear when using it.

2.4 Hazard Warning Signs

<p>Procedure and importance</p>	<p>When cleaning floors you must use safety signs to advice guests and other employees that the floor may be wet and slippery and accidents may occur. They are very important and the guidelines for their use must be strictly adhered to.</p> <ul style="list-style-type: none"> • Hazard warning signs are most commonly used during cleaning operations or when spillages occur and can be placed
--	---

	<p>directly where the problem area is. This is so staff and customers can avoid the designated area.</p> <ul style="list-style-type: none"> • Before cleaning commences, hazard warning signs must be in place. Cleaning can cause floors to become slippery and cleaning machines with electrical cords can be dangerous to people in the immediate area. However, a hazard warning sign can easily tell people to stay away and avoid injury. • It is important that hazard warning signs: <ul style="list-style-type: none"> - Be placed where the hazard is. - Are sufficient in number of signs to indicate where the hazard starts and finishes. - Be placed in a position that they are not a hazard. - Be the correct types of hazard sign to warn staff and customers what the hazard is.
--	---

2.5 Disposing of Waste and Rubbish Safely

<p>Procedure</p>	<ul style="list-style-type: none"> • Ensure that you are wearing gloves or other protective clothing. • Use bin liners. • Collect all the bins together. • Do not put your hands in the bin or touch any of the rubbish inside the bin. • Remove rubbish by emptying bin into garbage bag. • Beware of sharp objects. For example: <ul style="list-style-type: none"> – Place needle or syringes into a container. – Wrap broken glass in newspaper or place directly into recycling bins provided. – Do not pick up broken glass with your bare hands, use a dustpan and brush or newspaper. • Use gloves to pick up any loose rubbish. • If there is any liquid remaining in drinking containers such as bottles and cans, then tip this down the drain before placing in the recycling bin. Do not drink from any containers that have been left. • Collect newspaper and any other waste paper separately and place in recycling bins provided. • Collect and empty the ashtrays separately. Ensure that the contents of the ashtray do not cause a fire. • The rubbish bag must (at the end of the shift) be removed
-------------------------	--

	<p>from the trolley and secured by tying the bag together at the open end.</p> <ul style="list-style-type: none"> • The bag must be taken to the rubbish collection area and deposited into the appropriate rubbish container.
Recycling	<ul style="list-style-type: none"> • Some establishments separate their rubbish into separate containers depending on the type of rubbish to be disposed of. Usually only paper and some types of containers are separated, as they are able to be recycled. • In most establishments the waste or rubbish is placed into a compacting machine that will compress the rubbish before being collected by the waste removal company. • Incineration is a method of removing waste by burning it. This is done in a special machine.
Procedure for Cleaning waste bins	<ul style="list-style-type: none"> • Rinse out the bin with clean water and add some detergent to wash out the bin. • Rinse again and spray with a chemical disinfectant. • Replace the bins in their original position. • Use clean bin liners according to company procedures



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.
---------------------	--

Question 1

Why must protective clothing be worn?

Question 2

List possible accidents that may occur to oneself or one's clothing when not wearing protective clothing.

Question 3

Why is it important to use the appropriate hazard signs when cleaning floors?

Question 4

Why must waste be handled and disposed of correctly?

Question 5

List possible dangers of inadequate waste disposal.

3. Cleaning Public Areas


<p>Specific Outcomes</p>	<ul style="list-style-type: none"> • Clean Public Areas using the correct cleaning equipment and cleaning materials. • Use the correct cleaning equipment and materials according to organisational requirements. • Arrange furniture correctly in accordance with organisational requirements. • Make sure displays are neat and tidy and renewed in accordance with organisational requirements. • Make sure surfaces are free from dirt, dust, debris, and removable marks. • Make sure public areas are free from unpleasant odours.
---------------------------------	--

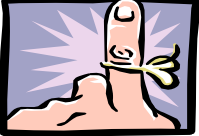
	<ul style="list-style-type: none"> • Report maintenance requirements to the appropriate person. • Store cleaning equipment and materials correctly after use.
--	---

3.1 Use the Correct Cleaning Equipment and Materials on Surfaces


The Surfaces you will be required to clean may include:	<ul style="list-style-type: none"> • Front steps. • Glass. • Tiled surfaces. • Floors/floor coverings. • Wood. • Fabric.
Equipment will include:	<ul style="list-style-type: none"> • Hazard warning signs. • Protective clothing, e.g., gloves. • Rubbish bags to collect rubbish. • Buckets and mops for washing floors (floors that cannot tolerate much water may be cleaned with a chemically treated dust mop). • Brooms for sweeping floors. • Portable containers or trolleys for transporting cleaning supplies. • Vacuum cleaners to clean carpets, rugs, hard floors, fabric covered furniture and curtains. • Cloths for dusting, wiping and polishing surfaces. • Floor buffers to polish and buff hard floor surfaces.
Cleaning materials include:	<ul style="list-style-type: none"> • Detergents for cleaning floors. • Furniture polish. • Glass and window cleaner. • Polish for metal surfaces. • Sanitizers. • Deodorizers.
If incorrect materials are used:	<ul style="list-style-type: none"> • If incorrect materials are used, it may cause high slip hazards. • It is likely that the surfaces will not be cleaned properly and this will affect hygiene standards in your organisation. • The appliance or surface will have to be re-cleaned using different chemicals; this wastes chemicals (money) and time.

	<ul style="list-style-type: none"> • The incorrect use of chemicals and materials may damage the surfaces., that is costly to the organisation to replace. • Unpleasant odours. • Poor image for the organisation.
--	---

 <p>Exercise</p>	<p>List the type of surfaces you have to clean and indicate the type of cleaning equipment and materials that are necessary to clean each type of surface.</p>
--	--

	<p>FOR FURTHER INFORMATION ON THE DIFFERENT TYPES OF CLEANING EQUIPMENT AND MATERIALS, SEE AS05: HANDLE AND STORE CLEANING EQUIPMENT AND MATERIALS.</p>
---	--

3.2 Cleaning Public Areas and Lobby

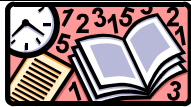
	<p>Find out if there is, and then get a copy of your unit's procedure for cleaning the different types of public areas. If there are no standards list the steps followed. File all of these with this module.</p>
---	--

<p>Procedures</p>	<p>Public areas such as the front entrance, lifts, public phone areas and lobbies should be cleaned daily, preferably in the morning before guests make use of them. It is also important to ensure the safety of the area that you are cleaning, and to avoid inconvenience to guests. Following are typical procedures for cleaning public areas:</p>
--------------------------	---

Step	Action
1	<ul style="list-style-type: none"> • Assemble the required cleaning equipment and cleaning materials.
2	<ul style="list-style-type: none"> • Remove all rubbish from the area.

	<ul style="list-style-type: none"> Place it in the rubbish bag on your trolley. Follow the steps as set out in section 2.3 of this document.
3	<ul style="list-style-type: none"> Empty and wash all used ashtrays. Make sure that all nicotine stains are removed. Follow the steps as set out in section 2.3 of this document.
4	<ul style="list-style-type: none"> Dust and wipe all flat surfaces including shelves.
5	<ul style="list-style-type: none"> Dust and then polish all wooden surfaces with furniture polish including tables, chairs as well as the legs of the tables and chairs.
6	<ul style="list-style-type: none"> Use a damp cloth on any surfaces where spillage may have occurred.
7	<ul style="list-style-type: none"> Check the surfaces to ensure that they are free from dust, debris and removable marks.
8	<ul style="list-style-type: none"> Dust and wipe all fittings and picture frames.
9	<ul style="list-style-type: none"> Dust or wipe all light fittings and shades ensuring that no marks remain.
10	<ul style="list-style-type: none"> Check that all lights are working and that no light fittings are loose or broken. If a light is not working then this must be reported to your supervisor and to maintenance.
11	<ul style="list-style-type: none"> Clean armchairs and cushions in the following manner: <ul style="list-style-type: none"> Remove the seat cushions. Wipe the grooves and the back of the chair with a dry cloth. Vacuum the grooves if it is still dirty. Fluff out the cushions and then replace them.
12	<ul style="list-style-type: none"> Vacuum the carpets: <ul style="list-style-type: none"> First vacuum all exposed areas of the carpet. Then move the furniture out of the way so that you can vacuum and remove dust that collects underneath the furniture.
13	<ul style="list-style-type: none"> Replace the furniture in its original position when you have finished. For further information, see section 3.3 of this document.
14	<ul style="list-style-type: none"> Clean tiled or hard floor surfaces in the following manner: (this will often include the front steps and the actual lobby or public area floor). <ul style="list-style-type: none"> Put up the appropriate hazard sign. Sweep the area first to remove loose dirt.

	<ul style="list-style-type: none"> - Wash the floor using the appropriate cleaning equipment and cleaning materials. - Polish / buff the floor until the correct shine is achieved, using the appropriate polish and buffer for the surface. - Move the furniture where possible to wash / polish / buff the floor area underneath it.
15	<ul style="list-style-type: none"> • Replace the furniture in its original position when you have finished. • For further information, see section 3.3 of this document.
16	<ul style="list-style-type: none"> • Make sure that the area is neat and tidy after you have completed this task.
17	<ul style="list-style-type: none"> • Where necessary: check the arrangement of display items to ensure that they are in the correct place and are replenished according to your establishment's procedure.

	<p>Does your procedure differ from the above? Compare this against your unit's procedures on how to clean the public areas and lobby. Make recommendations where there seems to be any deviations and file at the back of this module.</p>
---	---

3.3 Cleaning Lifts

Procedures	Lifts should be cleaned first thing in the morning to avoid inconveniencing guests and maintained throughout the day. Following are typical procedures for cleaning lifts:
-------------------	--

Step	Action
1	Use appropriate signage, in accordance with company procedures
2	<ul style="list-style-type: none"> • Pick up any rubbish lying around and place it in your rubbish bag. Follow the steps as set out in section 2.3 of this

	document.
3	<ul style="list-style-type: none"> Polish all glass, mirrors, brass, chrome or other metal fixtures using the appropriate polish or cleaning material.
4	<ul style="list-style-type: none"> Check all of the surfaces to ensure that no marks remain and no residue is left from the polish.
5	<ul style="list-style-type: none"> Clean and polish the glass and frames of pictures.
6	<ul style="list-style-type: none"> Dust and wipe all light fittings and shades.
7	<ul style="list-style-type: none"> Dust any other surfaces in the lift including the inside and outside of the doors.
8	<ul style="list-style-type: none"> Wipe any furniture with a dry cloth.
9	<ul style="list-style-type: none"> Vacuum the carpets paying particular attention to the grooves at the front of the lift by the door where dirt tends to accumulate.
10	<ul style="list-style-type: none"> Clean a tiled or hard floor surface using the appropriate equipment and cleaning materials. Polish or buff to the required finish.



Does your procedure differ from the above? Compare this against your unit's procedures on how to clean the public areas and lobby. Make recommendations where there seems to be any deviations and file at the back of this module.


3.4 Cleaning Restaurant and Bar Areas

Procedures	Restaurants and Bars should be cleaned at least once a day or before or after each service. These areas should also be cleaned before service starts to avoid inconveniencing guests. Following are typical procedures for cleaning restaurant and bar areas:
-------------------	---

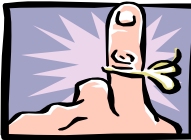
Step	Action
1	<ul style="list-style-type: none"> Clean glass surfaces (windows, mirrors) as well as brass or chrome surfaces using the appropriate polish or cleaning

	material.
2	<ul style="list-style-type: none"> • Check the surfaces to ensure that no removable marks remain and that the polish that was applied has not left a residue.
3	<ul style="list-style-type: none"> • Clean and polish the glass and frame of pictures.
4	<ul style="list-style-type: none"> • Dust and wipe all light fittings and shades. • Make sure that all of the lights are in good working condition. • Ceiling lights and fittings are usually cleaned less frequently.
5	<ul style="list-style-type: none"> • Pick up any rubbish lying around and place it your rubbish bag. • Follow the steps as set out in section 2.3 of this document.
6	<ul style="list-style-type: none"> • Empty and clean any ashtrays ensuring that all nicotine stains are removed. • Follow the steps as set out in section 2.3 of this document.
7	<ul style="list-style-type: none"> • Clean chairs in the following manner: <ul style="list-style-type: none"> - Remove the cushions. - Wipe the grooves and the back of the chair with a dry cloth. - Vacuum in the grooves to remove any remaining dirt. - Fluff out the cushions and replace them.
8	<ul style="list-style-type: none"> • Clean tiled or hard floor surfaces in the following manner: <ul style="list-style-type: none"> - Put up the appropriate hazard signs. - Sweep the area with a broom to remove any loose dirt. - Wash the floor using the appropriate cleaning equipment and materials. - Polish / buff the floor until the correct shine is achieved, using the appropriate equipment for the surface. - Move the furniture where possible to sweep / wash / polish / buff the floor area underneath it.
9	<ul style="list-style-type: none"> • Replace the furniture in its original position when you have finished. • For further information, see section 3.3 of this document.
10	<ul style="list-style-type: none"> • Vacuum the carpets (floor coverings), moving the furniture where possible to clean underneath it.
11	<ul style="list-style-type: none"> • Replace the furniture in its original position when you have finished. • For further information, see section 3.3 of this

	document.
--	-----------

	<p>Does your procedure differ from the above? Compare this against your unit's procedures on how to clean the public areas and lobby. Make recommendations where there seems to be any deviations and file at the back of this module.</p>
---	---

In General...

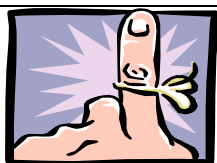
	<p>When cleaning any public area, it is important to always keep the following in mind:</p> <ul style="list-style-type: none"> • Ensure the safety of the area that you are cleaning. • Avoid inconvenience to guests. • Clean in areas where there is little or no guest traffic. • Keep noise to a minimum (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.
---	---

3.3 Arranging Furniture

<p>Procedure</p>	<ul style="list-style-type: none"> • All furniture in the room must be replaced in the correct way, according to procedures and the layout of the room. • Furniture is usually aligned with walls, carpets or other furniture and you need to check that everything is aligned as it ought to be.
<p>Importance</p>	<ul style="list-style-type: none"> • In order to maintain a high standard, it is necessary to consistently do things correctly. • The guest will not get a good impression if the furniture is arranged differently every day. • After cleaning, the equipment and furniture must therefore be returned to the correct place every time.

3.6 Unpleasant Odours

Importance	Just as it is important for the public areas to LOOK good, it is also important to SMELL good. If the public areas do not smell fresh and clean, this will create a poor impression to guests, and will affect the image of the establishment.
Procedure	<p>Fortunately bad smells can be prevented or rectified:</p> <ul style="list-style-type: none"> - Open all curtains, windows and doors to ventilate the room and let out any cigarette smoke etc. - Check to see if there are any damp carpets or soft furnishings. - Keep the toilet and washroom facilities spotlessly clean to avoid a build up of bacteria that may cause unpleasant odours . - Empty and disinfect all dustbins and ashtrays. - Dispose of waste correctly.





REMEMBER: Unpleasant odours will be just as off-putting to the guest as dirty public areas!

SUGGESTION: After cleaning the area, spray the curtains with air freshener, so that when the guest walks by, it will smell fresh and not musty!

3.7 Maintenance Procedures

Procedures	<ul style="list-style-type: none"> • Any maintenance problems or faults with the equipment need to be reported to your supervisor or Housekeeper immediately so that they can be replaced or fixed.
Importance	<ul style="list-style-type: none"> • Any maintenance problems should be dealt with immediately to ensure customer satisfaction. • Never use faulty or damaged equipment, as this can be dangerous to you and others. • Faulty or damaged equipment can cost a lot of money in the long run, and can affect the quality of service that you offer your guests.

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

	<p>Get a copy of your unit's maintenance requisition form. Complete an example and file at the back of this module.</p>
---	---

3.8 Storage of Cleaning Equipment and Materials

<p>Procedures and importance</p>	<ul style="list-style-type: none"> • Equipment must be cleaned after each shift and stored in the correct place in order to minimise damage that can cause equipment to become faulty and to increase the life of the equipment. • The equipment must be stored in its designated place either on your trolley or in the storeroom.
---	---

	<p>FOR FURTHER INFORMATION SEE AS05: HANDLE AND STORE CLEANING EQUIPMENT AND MATERIALS.</p>
---	--



Self-Assessment 03

<p>Instructions</p>	<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

List the different types of cleaning equipment and materials and explain their purposes.

Question 2

Why is it important to use the correct cleaning materials specific to their purpose?

Question 3

State the organisation's procedures for cleaning the different types of public areas.

Question 4

State the organisation's procedures for reporting faults / problems with the equipment and materials.

Question 5

Why is it important to report faults immediately?

Question 6

Explain the importance of storing cleaning equipment and materials correctly after use.

4. Customers

Specific Outcomes

The learner will be able to demonstrate how to deal with customers in a polite, helpful and friendly manner.

4.1 Dealing with Customers in a Polite and Helpful way.



Find out if there is, and then get a copy of your unit's Customer Service Manual. File all of these with this module.

Procedure	You should always be polite and courteous to customers.
Show respect	<ul style="list-style-type: none"> • Pick up signals that guests may need assistance. • Stop doing whatever you are doing while the guest is speaking to you. • Respect the guests' right to make unusual requests. • Respect cultural differences. • Be sensitive to people with a poor grasp of the language. • If a guest talks to you - listen carefully to what he says, look him in the eye, smile and answer him.
Be Responsive	<ul style="list-style-type: none"> • Give quick responses. • Acknowledge guests' presence. • Take responsibility. • Always try your best to keep the guest happy and comfortable.
Be Courteous	<ul style="list-style-type: none"> • Greet guests - say "Good morning / afternoon / evening, Sir / Madam". • Use guest name if you know it. • Always be polite. • If you do not understand what the guest is saying, say "Pardon". Do not look blank and say "Huh".
Have Positive Body Language	<ul style="list-style-type: none"> • Maintain appropriate distance. • Make eye contact. • Don't be distracted. • Be attentive. • Show interest and smile.
Be professional	<ul style="list-style-type: none"> • Have pride in yourself. • Have pride in your establishment. • Be confident. • Know about your establishment and the local attractions. • If the guests asks you to do something for him, say "Certainly, Sir" and do it straight away. • If the guests asks you for something you can't help him with, refer him to someone who can e.g. "Sorry I can't help you Madam, but I can call my supervisor to assist you".
Importance	It is part of our job in the hospitality industry to make sure that we do everything we can to make the guest's stay a happy one. It is not enough to have OK service; the service must be excellent so that the guest will keep coming back.



List problem areas in your approach to customer service and make suggestions on improving your customer service skills.

Exercise	
----------	--



Self-Assessment 04

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

Question 1

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

5. Efficiency

Specific Outcomes	Complete work to meet schedules and specified deadlines according to company procedures.
--------------------------	--

5.1 Organisational Requirements



Attach an example of a work schedule for a public area cleaner with this module.

Complete work in an organised manner	<ul style="list-style-type: none"> • After reporting for your shift, you should be given a schedule of work to do for that shift. • You need to know: <ul style="list-style-type: none"> - What you must do.
---	--

	<ul style="list-style-type: none"> - How long you are going to do it. - How long each step is going to take. (This is called a schedule). • Check with your supervisor to see if there are any priorities to deal with first. • Plan your work schedule, taking note of priorities and any other incidents that may affect your work. • You may have to change your schedule if something unexpected happens - e.g. a guest asks you to help him / her urgently. Try to accommodate him / her as far as possible. • Gather all equipment prior to commencing a task. • Brief fellow employees on the tasks that need to be completed and make sure all understand their roles. • Have a good understanding in the use of specialist equipment, e.g. buffing machines.
Importance	<ul style="list-style-type: none"> • Working efficiently will reduce the amount of time you take to complete a task. • Every attempt must be made to minimize disruption to you and other staff members. • If you work in an organised and efficient manner you will soon find that you can work: Faster, More Efficiently and More Thoroughly. • If you do your job perfectly and fast, the customer will be satisfied and happy.



Self-Assessment 05

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

Question 1

Why is it important to work in an organised and efficient manner?

6. Situations and Challenges

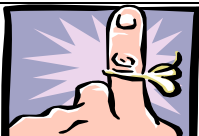

Specific Outcomes	<ul style="list-style-type: none"> • Handle each problem and explain action taken, given a range of problems when cleaning and maintaining Public Areas (Range of problems: broken tiles, error in dilution of chemicals or, equipment failure) • Describe how performance would be adapted when cleaning public areas in a restaurant environment.
--------------------------	--

6.1 Dealing with Unexpected Situations

Procedures	<ul style="list-style-type: none"> • Although you are well - prepared when you start your shift, sometimes things can happen which you do not expect and cannot help. These may include injury, accidents, maintenance problems, equipment failure and insufficient equipment or materials. The important thing is to be able to deal with them. • This you can do if you do not panic, know who to contact or report to and act quickly and efficiently. • Below are typical procedures for dealing with the following types of unexpected situations:
-------------------	---

Unexpected Situation	Action
Damage to equipment, furniture etc.	<ul style="list-style-type: none"> • All breakage and damaged equipment, furniture etc. should be removed if possible and/or reported to the appropriate person (e.g. the maintenance manager or the housekeeping supervisor)
Shortage of equipment	<ul style="list-style-type: none"> • When planning any activity, it is essential to thoroughly plan what equipment and materials are to be used. • If equipment is unavailable, do not create your own substitute as this could lead to possible hazards. • If there is a lack of or a shortage of equipment this should be reported to your supervisor.
Equipment failure	<ul style="list-style-type: none"> • When dealing with faulty equipment it is important to do the following: <ul style="list-style-type: none"> - Turn off or unplug faulty item. - Attach a warning note to item advising that equipment is faulty. - Fill out a maintenance requisition form. - Report the matter to the housekeeping supervisor or the maintenance department.
Error in dilution of chemicals	<ul style="list-style-type: none"> • The incorrect dilution of chemicals could not only damage the surfaces but render them harmful to people. • Accidents could occur. • Report immediately to the housekeeping supervisor.

Suspicious people or items	<ul style="list-style-type: none"> • While you are cleaning the Public Area you must also be aware of your surroundings. • All employees have an obligation to their guests to maintain their safety and security. <ul style="list-style-type: none"> - Report any suspicious behavior or packages that you might see in the area. - Report either to your supervisor / housekeeper or to the duty / assistant manager.
Accidents	<ul style="list-style-type: none"> • Report any problems or faults that are unsightly and could cause accidents. • Use hazard - warning signs whenever wet cleaning and mopping is taking place. • IN THE EVENT OF AN ACCIDENT: <ul style="list-style-type: none"> - Stay calm. - Notify an authorised first aid person. Do not try to help the person unless you have been trained. - Telephone the emergency services if the person requires medical assistance. Make sure you give accurate details and directions. - Reassure the person until help arrives.
Customer complaints	<ul style="list-style-type: none"> • Customer complaints are the most damaging to any business. If you experience any problems with customers this should be reported to your supervisor who will deal with the customer.

	<p>All unexpected situations are to be reported to a supervisor in accordance with the organisation's requirements.</p>
 <p>Exercise</p>	<ul style="list-style-type: none"> • Make a list of the kinds of unexpected situations that can occur in each of the public areas in your work place. • Next to each of the situations, write down the name of the person this should be reported to and any immediate action that needs to be taken by you. • Explain what you should do in the following situations: <ul style="list-style-type: none"> - A guest is complaining that there is no toilet paper in the ladies toilet. - A guest has approached you about the public phone, saying that it is not working.

	<ul style="list-style-type: none"> - You find a syringe in the pot plant outside the restaurant. - You find broken glass on the floor in the hotel foyer. - You need new cleaning equipment as some of your mops and sponges are looking very old and worn and it is taking you longer to do the same job.
--	---



Self-Assessment 06

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

Question 1

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

Question 2

Describe the procedures to be followed in the following situations:

- There are broken tiles on the steps.
- The chemicals have been incorrectly diluted.
- The vacuum cleaner has a frayed cord.

Question 3

Describe how you would adapt your performance when cleaning public areas in a restaurant environment.

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: _____