

**TRAINEE COMPETENCY MANUAL:**

**HOUSEKEEPING**

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**HOUSEKEEPING: FIRST LEVEL: UNIT 1**

**PREPARE FOR WORK AND CLOSE WORK**

**STANDARDS**

- |    |  |                      |
|----|--|----------------------|
| 1. | Punctuality requirements are observed.   | <input type="text"/> |
| 2. | The trolley, bucket and caddy are cleaned, organized and made ready for use.   | <input type="text"/> |
| 3. | The right type and amount of cleaning agents and equipment for the job are collected and made ready for use. (See Note 1).                 | <input type="text"/> |
| 4. | The right type and amount of guest amenities are collected so that the right type and amount can be left in each guest room. (See Note 2). | <input type="text"/> |
| 5. | Work assignments are carried out within the time allowed.  | <input type="text"/> |
| 6. | Any problems or important information are promptly reported to a supervisor. (See Note 3).   | <input type="text"/> |
| 7. | Any linen required to complete work assignments is promptly picked up at Laundry.  | <input type="text"/> |
| 8. | After use, the trolley and bucket are stored according to house procedures and any items which are required to be returned are handed in.  | <input type="text"/> |
| 9. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.                                  | <input type="text"/> |

**NOTES ON THE STANDARDS**

1. CLEANING AGENTS AND EQUIPMENT INCLUDE:

- window and glass cleaners
- all-purpose cleaner
- metal polishers
- brushes
- sponges
- mops
- brooms
- toilet bowl cleaners
- disinfectants
- furniture polish
- cloths
- scouring pads
- vacuum cleaner
- dust pans

2. GUEST AMENITIES INCLUDE:

- room linen and bath towels
- shower cap
- stationery
- guest information packages on hotel services
- "Do Not Disturb" sign
- ice buckets/glasses/tray
- room service menu
- toilet paper, facial tissues
- bath toiletries
- note pads/pencils
- breakfast order cards
- telephone directory
- Bible

3. PROBLEMS AND IMPORTANT INFORMATION MAY INCLUDE:

- guest problems
- guest complaints
- guest requests
- room damage
- missing items
- noticeable fire or safety risks
- out-of-order equipment
- guest departures earlier than planned
- late check-outs

**HOUSEKEEPING: FIRST LEVEL: UNIT 2**

**WASH FLOORS USING A MOP**

**STANDARDS**

- |     |   |                          |
|-----|---|--------------------------|
| 1.  | Work is carried out within the time allowed.  | <input type="checkbox"/> |
| 2.  | The mop and bucket with water are checked to make certain that they are clean and ready for use.  | <input type="checkbox"/> |
| 3.  | All-purpose detergent is used according to instructions.  | <input type="checkbox"/> |
| 4.  | Floors are thoroughly swept.  | <input type="checkbox"/> |
| 5.  | Floors are mopped clean in sections, starting from the furthest point.  | <input type="checkbox"/> |
| 6.  | Specified furniture and/or related items which touch the floor are moved to one side so that thorough cleaning can take place.  | <input type="checkbox"/> |
| 7.  | Specified furniture and/or related items are moved to one side in a way which makes certain that they do not create obstructions; furniture and/or related items are put back in place as soon as cleaning is finished. | <input type="checkbox"/> |
| 8.  | Each section of the floor is mopped wet until clean; the mop is regularly dipped in a bucket of water with detergent and wrung out.   | <input type="checkbox"/> |
| 9.  | Each cleaned section of the floor is mopped free from excess water; public-area floors are marked in a way which warns guests of the danger of slipping.  | <input type="checkbox"/> |
| 10. | Floors are checked for stains and damage; problems which cannot be dealt with are immediately reported to a supervisor.   | <input type="checkbox"/> |
| 11. | All corners of the floor are checked to make certain that they are clean.   | <input type="checkbox"/> |
| 12. | After cleaning, the floors are checked to make certain that they are free from loose hairs.   | <input type="checkbox"/> |
| 13. | The mop and bucket are cleaned and put away after use, and waste water is disposed of in the sink in the mop room.  | <input type="checkbox"/> |
| 14. | Cleaning agents are stored according to house rules.  | <input type="checkbox"/> |
| 15. | Keys are kept securely and do not leave the employee's personal possession.   | <input type="checkbox"/> |
| 16. | Pass keys are handed over to the supervisor and signed for according to house procedures before going off duty.   | <input type="checkbox"/> |
| 17. | Any doors for which the student is responsible are kept locked except when the employee is in the room.   | <input type="checkbox"/> |
| 18. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.   | <input type="checkbox"/> |

**HOUSEKEEPING: FIRST LEVEL: UNIT 3**

**CLEAN PUBLIC REST ROOMS**

**STANDARDS**

- |     |  |                          |
|-----|--|--------------------------|
| 1.  | Work is carried out within the time allowed.   | <input type="checkbox"/> |
| 2.  | Light switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.  | <input type="checkbox"/> |
| 3.  | The right type and amount of cleaning and sterilizing agents for the job are made ready and used according to instructions.  | <input type="checkbox"/> |
| 4.  | The right type and amount of cleaning equipment for the job is made ready and used according to instructions.  | <input type="checkbox"/> |
| 6.  | Unpleasant smells are dealt with and, if caused by leaks or faulty plumbing, are immediately reported to a supervisor.   | <input type="checkbox"/> |
| 7.  | Trash is collected from the waste-paper bin, and any other parts of the rest room, and is disposed of and placed in the mop room.  | <input type="checkbox"/> |
| 8.  | The waste-paper bin is wiped clean before a new plastic liner is put in.   | <input type="checkbox"/> |
| 9.  | Toilet bowls and seats are cleaned and sanitized inside, outside and round the base and back; a separate cloth is used for this purpose.   | <input type="checkbox"/> |
| 10. | The rest room is cleaned in a correct order, starting from the upper part of the room and moving downwards; and also moving clockwise or anti-clockwise round the room.                            | <input type="checkbox"/> |
| 11. | The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are immediately reported to a supervisor.                 | <input type="checkbox"/> |
| 12. | Lights and air-conditioning units are checked to make certain that they are clean; any problems which cannot be dealt with are immediately reported to a supervisor.                               | <input type="checkbox"/> |
| 13. | The seals around the toilets and sinks are checked to make certain that they are in good condition and free from cracks, mildew and stains; any problems are immediately reported to a supervisor. | <input type="checkbox"/> |
| 14. | Mirrors and wall tiles are wiped clean and left polished and free from water spots and removable stains.   | <input type="checkbox"/> |
| 15. | Tile grouting is checked to make certain that it is clean and free from cracks, mildew and stains; any problems are immediately reported to a supervisor.  | <input type="checkbox"/> |
| 16. | Non-tiled walls and other surfaces are wiped clean according to house procedures.  | <input type="checkbox"/> |

- |     |  |                          |
|-----|--|--------------------------|
| 17. | Dirty ashtrays and other items are dealt with according to house procedures.   | <input type="checkbox"/> |
| 18. | The sinks and any surrounding flat surfaces are washed clean, rinsed and polished; any plumbing under the sinks is checked to make certain that it is clean. | <input type="checkbox"/> |
| 19. | Drain outlets and overflows are checked to make certain that the water runs away freely; any problems are immediately reported to a supervisor.              | <input type="checkbox"/> |
| 20. | Faucets, fixtures and any chrome or glass surfaces or handles are left polished.   | <input type="checkbox"/> |
| 21. | Rest room supplies are checked, replaced and laid out according to house policy. (See Note 1).   | <input type="checkbox"/> |
| 22. | Guest belongings which have been left behind are carefully gathered together and given to a supervisor.  | <input type="checkbox"/> |
| 23. | Floors, including corners, are washed clean according to house procedures, and appropriate caution signs are displayed during cleaning.                      | <input type="checkbox"/> |
| 24. | Floors are checked to make certain that they are dry, and free from loose hairs.   | <input type="checkbox"/> |
| 25. | Cleaning equipment is cleaned after use, and any waste water is disposed of according to house procedures.   | <input type="checkbox"/> |
| 26. | Cleaning agents and equipment are stored according to house rules.   | <input type="checkbox"/> |
| 27. | Problem situations are noticed and immediately reported to a supervisor. (See Note 2).   | <input type="checkbox"/> |
| 28. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.  | <input type="checkbox"/> |



**NOTES ON THE STANDARDS**

1. REST ROOM SUPPLIES MAY INCLUDE:

- paper towels
- toilet paper
- soap dispenser
- sanitary bins

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks and water damage
- absence of water
- noticeable safety risks
- bad smells
- pest invasion

**HOUSEKEEPING: FIRST LEVEL: UNIT 4**

**CLEAN INTERNAL PUBLIC AREAS AND CORRIDORS**

THIS UNIT APPLIES TO PUBLIC AREAS AND CORRIDORS WHICH INCLUDE:

- the lobby and lounges
- the restaurant and bar areas
- the conference/function room
- service areas
- public area corridors
- private area corridors

**STANDARDS**

- |     |  |                          |
|-----|--|--------------------------|
| 1.  | Work is carried out within the time allowed, within minimum noise and minimum disruption to guests.  | <input type="checkbox"/> |
| 2.  | The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.  | <input type="checkbox"/> |
| 3.  | Trash is collected and disposed of, and waste-paper bins are emptied, according to house procedures.   | <input type="checkbox"/> |
| 4.  | Waste-paper bins are wiped clean before new plastic liners are put in.   | <input type="checkbox"/> |
| 5.  | Dirty ashtrays and any other dirty items, such as vases with wilted flowers, are collected and dealt with according to house procedures.                               | <input type="checkbox"/> |
| 6.  | All areas are cleaned in a correct order, starting from the upper part of a room and moving downwards, and also moving clockwise or anti-clockwise round the room.     | <input type="checkbox"/> |
| 7.  | The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are reported to a supervisor. | <input type="checkbox"/> |
| 8.  | Lights, fans and air conditioner units are checked to make certain that they are clean; any problems which cannot be dealt with are reported to a supervisor.          | <input type="checkbox"/> |
| 9.  | All room furniture, tables, telephones, lamps and picture frames are wiped clean from dust and removable stains.   | <input type="checkbox"/> |
| 10. | All walls, doors and other surfaces are wiped clean from dust and removable stains.  | <input type="checkbox"/> |
| 11. | Appropriate caution signs are displayed during cleaning.   | <input type="checkbox"/> |
| 12. | Windows, mirrors and other fixtures are wiped clean and polished.  | <input type="checkbox"/> |
| 13. | Hard floors, including corners, are thoroughly swept and cleaned according to house procedures.  | <input type="checkbox"/> |
| 14. | Carpeted floors, including corners, are thoroughly vacuumed and cleaned according to house procedures.   | <input type="checkbox"/> |

- 15. Furniture is arranged and aligned according to instructions and the overall appearance of each area is maintained according to house policy. (See Note 1).
- 16. Cleaning agents and equipment are stored according to house rules.
- 17. Problem situations are noticed and those which cannot be dealt with are immediately reported to a supervisor. (See Note 2).
- 18. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. THE OVERALL APPEARANCE OF AN AREA INCLUDES:

- the arrangement of lamps
- the arrangement of decorative items
- the arrangement of flower vases and plant pots
- the arrangement of magazines and brochures

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks and water damage
- noticeable safety risks

**HOUSEKEEPING: FIRST LEVEL: UNIT 5**

**CLEAN HARD-SURFACED OUTDOOR AREAS**

THIS UNIT APPLIES TO HARD-SURFACED OUTDOOR AREAS WHICH INCLUDE:

- the hard-surfaced, outdoor public patios used by guests
- the hard-surfaced, outdoor patios connected to guest private rooms
- the area surrounding the pool (but not the pool itself)

**STANDARDS**

- |     |  |                      |
|-----|--|----------------------|
| 1.  | Work is carried out within the time allowed.   | <input type="text"/> |
| 2.  | The right type and amount of cleaning agents and equipment for the job is made ready and used according to instructions.                                     | <input type="text"/> |
| 3.  | Trash is collected and disposed of, and any waste bins are emptied and washed clean, according to house procedures.  | <input type="text"/> |
| 4.  | Lights are checked to make certain that they are clean and in working order; any problems which cannot be dealt with are reported to a supervisor.           | <input type="text"/> |
| 5.  | Outdoor furniture is checked to make certain that it is clean and free from damage; any problems are immediately reported to a supervisor.                   | <input type="text"/> |
| 6.  | Outdoor furniture is checked to make certain that it is arranged and aligned according to house policy.  | <input type="text"/> |
| 7.  | Walking surfaces are thoroughly swept and checked to make certain that they are free from debris. (See Note 1).  | <input type="text"/> |
| 8.  | Concrete and tile walking surfaces are cleaned according to house procedures.  | <input type="text"/> |
| 9.  | Walking surfaces are checked to make certain that they are free from cracks, sharp points and mildew; any problems are immediately reported to a supervisor. | <input type="text"/> |
| 10. | Cleaning equipment is cleaned after use, and any waste water is disposed of according to house procedures.   | <input type="text"/> |
| 11. | Cleaning agents and equipment are stored according to house rules.   | <input type="text"/> |
| 12. | Problem situations are noticed immediately and reported to a supervisor. (See Note 2).   | <input type="text"/> |
| 13. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.  | <input type="text"/> |

**NOTES ON THE STANDARDS**

1. DEBRIS MAY INCLUDE:

- sharp objects
- sand
- leaves and twigs
- glass, bottles, etc.
- garbage

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks or water damage
- noticeable safety risks

**HOUSEKEEPING: FIRST LEVEL: UNIT 6**

**WASH WINDOWS**

**STANDARDS**

1. Work is carried out within the time allowed.
2. The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.
3. Windows and window frames are checked to make certain that they are free from debris; any problems which cannot be dealt with are reported to a supervisor. (See Note 1).
4. Windows are cleaned, starting from the top down, and making certain that the surrounding area is not damaged by water or cleaning agents.
5. Windows are dried, starting from the top down, and making certain that no streaks are left behind.
6. The corners of windows and window frames are checked to make certain that they are free from dust and dirt.
7. Cleaning equipment is cleaned and put away after use, and any waste water is disposed of according to house procedures.
8. Cleaning agents are stored according to house rules.
9. Problem situations are noticed and immediately reported to a supervisor. (See Note 2).
10. Keys are kept securely and do not leave the student's personal possession.
11. Pass keys are handed over to the supervisor and signed for before going off duty.
12. Any doors for which the student is responsible are kept locked except when the student is in the room.
13. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. DEBRIS MAY INCLUDE:

- leaves
- webs
- bird and other droppings

2. PROBLEM SITUATIONS MAY INCLUDE:

- cracked or broken windows
- damaged frames
- leaks or water damage
- broken catches
- stuck louvres
- other noticeable safety risks



**HOUSEKEEPING: SECOND LEVEL: UNIT 1**

**LAUNDER PROPERTY LINEN**

THIS UNIT APPLIES TO TYPES OF LINEN:

- bed linen
- bath linen
- uniforms
- food and beverage linen
- kitchen towels/rags, etc.

**STANDARDS**

- |     |  |                      |
|-----|--|----------------------|
| 1.  | Work is carried out efficiently within the time allowed.   | <input type="text"/> |
| 2.  | Dirty linen is sorted into type of article according to house procedures.  | <input type="text"/> |
| 3.  | Dirty linen is counted and recorded in the Laundry Log according to house procedures.  | <input type="text"/> |
| 4.  | Dirty linen is checked for tears, stains or other damage; any problems which cannot be dealt with are immediately reported to a supervisor.        | <input type="text"/> |
| 5.  | Stained linen is treated and left to soak before cleaning according to house procedures.   | <input type="text"/> |
| 6.  | Torn linen is mended before cleaning according to house procedures.  | <input type="text"/> |
| 7.  | Dirty linen is machine-washed according to house procedures.   | <input type="text"/> |
| 8.  | Washed linen is promptly dried according to house procedures.  | <input type="text"/> |
| 9.  | Dried linen is pressed in the flat-press or by iron according to house procedures, taking care to avoid damage, burns or inappropriate folds.      | <input type="text"/> |
| 10. | The folding station is checked to make certain that it is clean and dry so that clean linen is not stained or wettened during the folding process. | <input type="text"/> |
| 11. | Clean linen is folded neatly and smoothed according to house procedures, taking care to avoid any wrinkles or inappropriate folds.                 | <input type="text"/> |
| 12. | Clean linen is accurately counted and recorded in the Laundry Log.   | <input type="text"/> |
| 13. | Clean linen is neatly stored in the correct place, taking care to observe rotational requirements.   | <input type="text"/> |
| 14. | Clean linen is rotated to avoid uneven wear and tear.  | <input type="text"/> |

- |     |  |                          |
|-----|--|--------------------------|
| 15. | Housekeeping and any other relevant department is kept informed of ready-laundry for pick-up.                      | <input type="checkbox"/> |
| 16. | Trolleys in the Laundry Room are damp-wiped clean at the end of each day and stored according to house procedures. | <input type="checkbox"/> |
| 17. | Problem situations are noticed and immediately reported to a supervisor. (See Note 1).                             | <input type="checkbox"/> |
| 18. | Keys are kept securely and do not leave the student's personal possession.   | <input type="checkbox"/> |
| 19. | Keys are handed over to a supervisor and signed for before going off duty.   | <input type="checkbox"/> |
| 20. | Any doors for which the student is responsible are kept locked except when the employee is in the room.            | <input type="checkbox"/> |
| 21. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.          | <input type="checkbox"/> |

**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:

- losses
- untreatable stains
- unfixable tears or worn patches
- burns
- shortages

**HOUSEKEEPING: SECOND LEVEL: UNIT 2**

**LAUNDER COMMERCIAL LINEN**

THIS UNIT APPLIES TO TYPES OF LINEN:

- bed linen
- bath linen
- uniforms
- food and beverage linen
- kitchen towels/rags, etc.

**STANDARDS**

- |     |   |                      |
|-----|---|----------------------|
| 1.  | Work is carried out efficiently within the time allowed.  | <input type="text"/> |
| 2.  | Dirty linen is sorted into type of article according to house procedures.   | <input type="text"/> |
| 3.  | Dirty linen is counted and recorded in the Commercial Laundry Log according to house procedures.  | <input type="text"/> |
| 4.  | Dirty linen is checked for tears, stains or other damage; any problems which cannot be dealt with are immediately reported to a supervisor.   | <input type="text"/> |
| 5.  | Damaged linen is recorded and reported to the client according to house procedures.   | <input type="text"/> |
| 6.  | The Client Laundry Sheet is checked for any special instructions by the client, and these instructions are followed accurately; any problems or queries are directed to a supervisor. | <input type="text"/> |
| 7.  | Stained linen is treated and left to soak before cleaning according to house procedures, if approved by management.   | <input type="text"/> |
| 8.  | Torn linen is mended before cleaning according to house procedures, if approved by management.  | <input type="text"/> |
| 9.  | Dirty linen is machine-washed according to house procedures.  | <input type="text"/> |
| 10. | Washed linen is promptly dried according to house procedures.   | <input type="text"/> |
| 11. | Dried linen is pressed in the flat-press or by iron according to house procedures, taking care to avoid damage, burns or inappropriate folds.   | <input type="text"/> |
| 12. | The folding station is checked to make certain that it is clean and dry so that clean linen is not stained or wettened during the folding process.                                    | <input type="text"/> |
| 13. | Clean linen is folded neatly and smoothed according to house procedures, taking care to avoid any wrinkles or inappropriate folds.  | <input type="text"/> |
| 14. | Clean linen is accurately counted and recorded in the Commercial Laundry Log.   | <input type="text"/> |

15. Clean linen is carefully wrapped according to house procedures and neatly stored in the correct place.
16. The current pricing list is checked, along with any special rebate-notices from management; invoices are accurately made out and processed according to house procedures.
17. Wrapped clean linen is tagged to ensure identification.
18. All relevant records are completed and processed according to house procedures.
19. The client is promptly contacted for ready-laundry pick-up or delivery according to house procedures.
20. Trolleys in the Laundry Room are damp-wiped clean at the end of each day and stored according to house procedures.
21. Laundry detergents, softeners, stain-removers and laundry bags are locked away.
22. Problem situations are noticed and immediately reported to a supervisor. (See Note 1).
23. Keys are kept securely and do not leave the student's personal possession.
24. Keys are handed over to a supervisor and signed for before going off duty.
25. Any doors for which the student is responsible are kept locked except when the employee is in the room.
26. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:

- losses/theft
- untreatable stains
- unfixable tears or worn patches
- burns

**HOUSEKEEPING: SECOND LEVEL: UNIT 3**

**LAUNDER GUEST LINEN**

THIS UNIT APPLIES TO TYPES OF LINEN:

- guest clothing
- hand-washables
- machine-washables

**STANDARDS**

- |     |  |                      |
|-----|--|----------------------|
| 1.  | Work is carried out efficiently within the time allowed.   | <input type="text"/> |
| 2.  | Guest items to be laundered are carefully removed from the laundry bag and sorted into type of article; the type and number of items are checked against the list made out by the guest.       | <input type="text"/> |
| 3.  | Guest items to be laundered are counted and recorded in the Guest Laundry Log according to house procedures.   | <input type="text"/> |
| 4.  | Guest items to be laundered are checked for tears, stains or other damage; any problems found are immediately reported to the guest according to house procedures before cleaning takes place. | <input type="text"/> |
| 5.  | Guest items to be laundered which are stained, torn or damaged in any way are recorded in the Guest Laundry Log with an accurate description of the damage.                                    | <input type="text"/> |
| 6.  | Stained items are treated with guest approval and left to soak before cleaning, according to house procedures.   | <input type="text"/> |
| 7.  | Torn items are mended with guest approval before cleaning, according to house procedures.  | <input type="text"/> |
| 8.  | Personal items left in Guest Laundry are recorded, tagged and given to the supervisor.   | <input type="text"/> |
| 9.  | The items to be laundered are checked by label for fabric content and any special washing instructions, to determine the correct cleaning procedures.  | <input type="text"/> |
| 10. | The Guest Laundry Sheet is checked for any special instructions by the guest, and these instructions are followed accurately; any problems or queries are directed to a supervisor.            | <input type="text"/> |
| 11. | Machine-washable items are washed according to house procedures.   | <input type="text"/> |
| 12. | Hand-washable items are washed according to house procedures, taking care to avoid chemical damage, bleeding or pulling which might alter the shape of a garment.                              | <input type="text"/> |
| 13. | Washed items are promptly dried in the dryer or by air, as appropriate.  | <input type="text"/> |

14. Washed items which are dried by air are hung or laid out in such a way to avoid stretching or hanging-marks in the fabric.
15. Dried items are pressed by iron according to house procedures, taking care to avoid damage, burns or inappropriate folds.
16. The folding station is checked to make certain that it is clean and dry so that clean items are not stained or wettened during the folding process.
17. Clean items are folded neatly and smoothed where appropriate, taking care to avoid any wrinkles or inappropriate folds or creases.
18. Clean items are hung neatly on hangers where appropriate, taking care to avoid any wrinkles or inappropriate folds or creases.
19. Clean guest items are accurately counted and recorded in the Guest Laundry Log.
20. Clean guest items are carefully wrapped according to house procedures and neatly stored in the correct place.
21. The current pricing list is checked, and invoices are accurately made out and processed according to house procedures.
22. Invoices are promptly posted to Front Office.
23. Wrapped guest items are tagged to ensure identification.
24. All relevant records are completed and processed according to house procedures.
25. Housekeeping is promptly contacted to deliver ready-laundry to the appropriate guest room.
26. Trolleys in the Laundry Room are damp-wiped clean at the end of each day and stored according to house procedures.
27. Problem situations are noticed and immediately reported to a supervisor. (See Note 1).
28. Keys are kept securely and do not leave the student's personal possession.
29. Keys are handed over to a supervisor and signed for before going off duty.
30. Any doors for which the student is responsible are kept locked except when the employee is in the room.
31. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.



**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:
  - losses/theft
  - untreatable stains
  - unfixable tears or worn patches
  - burns
  - guest items damaged in the laundering process
  - guest complaints

**HOUSEKEEPING: SECOND LEVEL: UNIT 4**

**PRESS GUEST LINEN**

THIS UNIT APPLIES TO:

- guest clothing

**STANDARDS**

- |     |   |                          |
|-----|---|--------------------------|
| 1.  | Work is carried out efficiently within the time allowed.  | <input type="checkbox"/> |
| 2.  | Guest items to be pressed are carefully removed from the laundry bag or hanger(s) and sorted into type of article; the type and number of items are checked against the list made out by the guest. | <input type="checkbox"/> |
| 3.  | Guest items to be pressed are counted and recorded in the Guest Laundry Log according to house procedures.  | <input type="checkbox"/> |
| 4.  | Guest items to be pressed are checked for tears, stains or other damage; any problems found are immediately reported to the guest according to house procedures before pressing takes place.        | <input type="checkbox"/> |
| 5.  | Guest items to be pressed which are stained, torn or damaged in any way are recorded in the Guest Laundry Log with an accurate description of the damage.   | <input type="checkbox"/> |
| 6.  | Torn items are mended with guest approval before pressing, according to house procedures.   | <input type="checkbox"/> |
| 7.  | The iron is checked to make certain that it is clean to avoid staining items during the pressing process; any problems that cannot be dealt with are reported to a supervisor.                      | <input type="checkbox"/> |
| 8.  | The iron board is checked to make certain that it is clean to avoid staining items during the pressing process; any problems that cannot be dealt with are reported to a supervisor.                | <input type="checkbox"/> |
| 9.  | The item to be pressed is checked by label for fabric content and any special ironing requirements, to determine the correct pressing temperature and procedures.                                   | <input type="checkbox"/> |
| 10. | The Guest Laundry Sheet is checked for any special instructions by the guest, and these instructions are followed accurately; any problems or queries are directed to a supervisor.                 | <input type="checkbox"/> |
| 11. | The iron is turned to the appropriate temperature; when warm or hot as appropriate, the iron is run over the board first to ensure that it is not staining.   | <input type="checkbox"/> |
| 12. | Guest items are wet- or dry-pressed according to house procedures, taking care to avoid damage or burns.  | <input type="checkbox"/> |
| 13. | Guest items are wet- or dry-pressed according to house procedures as appropriate, taking care to avoid wrinkles, creases or folds; starch is only used when requested.                              | <input type="checkbox"/> |

14. Special attention is paid to collars, cuffs and button panels, to make certain that no wrinkles or creases are created.
15. Pressed items are immediately hung on clean hangers in such a way to avoid inappropriate folds, creases or wrinkles.
16. Pressed guest items are accurately counted and recorded in the Guest Laundry Log.
17. Pressed guest items are carefully covered or wrapped according to house procedures and neatly stored in the correct place.
18. The current pricing list is checked, and invoices are accurately made out and processed according to house procedures.
19. Invoices are promptly posted to Front Office.
20. Covered or wrapped guest items are tagged to ensure identification.
21. All relevant records are completed and processed according to house procedures.
22. Housekeeping is promptly contacted to deliver ready-items to the appropriate guest room.
23. Problem situations are noticed and immediately reported to a supervisor. (See Note 1).
24. Keys are kept securely and do not leave the student's personal possession.
25. Keys are handed over to a supervisor and signed for before going off duty.
26. Any doors for which the student is responsible are kept locked except when the employee is in the room.
27. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:

- losses/theft
- untreatable stains
- unfixable tears or worn patches
- burns

**HOUSEKEEPING: SECOND LEVEL: UNIT 5**

**HANDLE GUEST LINEN FOR DRY CLEANING**

THIS UNIT APPLIES TO:

- guest clothing

**STANDARDS**

- |     |   |                      |
|-----|---|----------------------|
| 1.  | Work is carried out efficiently within the time allowed.  | <input type="text"/> |
| 2.  | Guest items to be dry-cleaned are carefully removed from the laundry bag or hanger(s) and sorted into type of article; the type and number of items are checked against the list made out by the guest.             | <input type="text"/> |
| 3.  | Guest items to be dry-cleaned are counted and recorded in the Guest Laundry Log according to house procedures.  | <input type="text"/> |
| 4.  | Guest items to be dry-cleaned are checked for tears, stains or other damage; any problems found are immediately reported to the guest according to house procedures before the items are sent out for dry-cleaning. | <input type="text"/> |
| 5.  | Guest items to be dry-cleaned which are stained, torn or damaged in any way are recorded in the Guest Laundry Log with an accurate description of the damage.   | <input type="text"/> |
| 6.  | The Guest Dry-Cleaning Sheet is checked for any special instructions by the guest, and these instructions are made clear to the dry-cleaning establishment; any problems or queries are directed to a supervisor.   | <input type="text"/> |
| 7.  | The current pricing list is checked, and Invoices are accurately made out and processed according to house procedures.  | <input type="text"/> |
| 8.  | Invoices are promptly posted to Front Office.   | <input type="text"/> |
| 9.  | All relevant records are completed and processed according to house procedures.   | <input type="text"/> |
| 10. | Guest items returned to Laundry from the dry-cleaning establishment are checked to make certain that they are correct, match the type and number of articles sent out by Laundry.                                   | <input type="text"/> |
| 11. | Guest items returned to Laundry from the dry-cleaning establishment are checked for any damage or faults, and to make certain that no items are missing.  | <input type="text"/> |
| 12. | Housekeeping is promptly contacted to deliver dry-cleaned items to the appropriate guest room.  | <input type="text"/> |
| 13. | Problem situations are noticed and immediately reported to a supervisor. (See Note 1).  | <input type="text"/> |
| 14. | Keys are kept securely and do not leave the student's personal possession.  | <input type="text"/> |

- 15. Keys are handed over to a supervisor and signed for before going off duty.
- 16. Any doors for which the student is responsible are kept locked except when the employee is in the room.
- 17. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:

- missing items
- late deliveries
- untreatable stains
- dry-cleaning damages

**HOUSEKEEPING: SECOND LEVEL: UNIT 6**

**CLEAN THE LAUNDRY ROOM**

**STANDARDS**

1. Work is carried out within the time allowed.
2. Light switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.
3. The Laundry Room is thoroughly cleaned daily according to house procedures, using the right type and amount of cleaning agents and cleaning equipment for the job.
4. Laundry Room equipment is cleaned free from soap scum and lint and polished according to house procedures. (See Note 1).
5. Waste vents in the washing machines and dryers are checked daily and thoroughly emptied from lint or other waste.
6. Soaking tubs are thoroughly cleaned according to house procedures.
7. Sorting tables are thoroughly wiped down and dried accordingly to make certain they are ready for service and will not stain or wetten laundry items.
8. Utility carts are checked for damage and wiped down to make certain that they are clean and ready for service.
9. Irons are checked to make certain they are clean, operational and ready for use; any problems are immediately reported to a supervisor.
10. Unpleasant smells are dealt with and, if caused by leaks or faulty plumbing, are immediately reported to a supervisor.
11. Trash is collected from the garbage bin, and any other parts of the rest room, and is disposed of according to house procedures.
12. The garbage bin is wiped clean daily.
13. The Laundry Room is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
14. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are immediately reported to a supervisor.
15. Shelving, including corners, is routinely and thoroughly cleaned and left dry before return items to its surfaces.
16. Tile grouting is checked to make certain that it is clean and free from cracks, mildew and stains; any problems are immediately reported to a supervisor.



- 17. Drain outlets and overflows are checked to make certain that the water runs away freely; any problems are immediately reported to a supervisor.
- 18. Faucets, fixtures and chrome are left polished.
- 19. Floors, including corners, are washed clean according to house procedures.
- 20. Floors are checked to make certain that they are dry, and free from lint or loose hairs.
- 21. Cleaning equipment is cleaned after use, and any waste water is disposed of according to house procedures.
- 22. Cleaning agents and equipment are stored according to house rules.
- 23. Problem situations are noticed and immediately reported to a supervisor. (See Note 2).
- 24. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. LAUNDRY ROOM EQUIPMENT INCLUDES:

- washers
- dryers
- flat-pressers

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks and water damage
- absence of water
- noticeable safety risks
- bad smells
- pest invasion

**HOUSEKEEPING: SECOND LEVEL: UNIT 7**

**SET UP AND CLEAR FUNCTION ROOMS**

**STANDARDS**

- |    |  |                          |
|----|--|--------------------------|
| 1. | Work is carried out efficiently within the time allowed.   | <input type="checkbox"/> |
| 2. | Light and air-conditioning switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.   | <input type="checkbox"/> |
| 3. | Furniture is arranged according to instructions.   | <input type="checkbox"/> |
| 4. | Tables and chairs are checked to make certain that they are free from damage, rough areas and sharp points; any problems are immediately reported to a supervisor. | <input type="checkbox"/> |
| 5. | Equipment is arranged and checked according to instructions. (See Note 1).   | <input type="checkbox"/> |
| 6. | The room is left clean, tidy and ready for use.  | <input type="checkbox"/> |
| 7. | After use, furniture and equipment are cleared and stored according to house procedures.   | <input type="checkbox"/> |
| 8. | Problem situations are noticed and immediately reported to a supervisor. (See Note 2).   | <input type="checkbox"/> |
| 9. | Staff and management are treated in Housekeeping and other departments are treated in a helpful and co-operative way.  | <input type="checkbox"/> |

**NOTES ON THE STANDARDS**

1. EQUIPMENT MAY INCLUDE:

- overhead projectors
- slide projectors
- screens
- televisions or VCRs
- flip charts
- table cloths or baize
- platforms for performers
- lighting and sound equipment
- special decorations
- tape recorders
- lecterns

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks and water damage
- noticeable safety risks
- bad smells

**HOUSEKEEPING: SECOND LEVEL: UNIT 8**

**PRESENT AND MAINTAIN A PROFESSIONAL PERSONAL IMAGE**

**STANDARDS**

1. Personal and hygiene cleanliness are maintained. (See Note 1).
2. Illnesses and infections of any kind are reported according to house procedures.
3. Personal appearance is maintained according to house policy. (See Note 2).
4. A professional disposition is maintained. (See Note 3).

## **NOTES ON THE STANDARDS**

### **1. PERSONAL HYGIENE FACTORS INCLUDE:**

- clean skin
- freedom from bodily odour
- clean teeth and breath
- clean hair
- regular hand-washing during shifts, especially after using or cleaning rest rooms
- clean nails
- clean clothing
- covering face when sneezing or coughing
- hygienic covering of cuts, grazes or wounds

### **2. PERSONAL APPEARANCE FACTORS INCLUDE:**

- well-trimmed or held-back hair and appropriate hair styles
- no plaited or below-the collar hair-styles for men
- well-trimmed moustaches for men; no beards
- no facial hair on women
- discreet use of makeup
- no earrings for men; wedding band and dress ring only; neck chain to be worn inside shirt
- small earrings for women; wedding and one dress ring only; discreet neck chain
- discreet use of perfumes and after-shave lotions
- required and well-groomed uniform
- required closed and black footwear in clean and good condition

### **3. PROFESSIONAL DISPOSITION FACTORS INCLUDE:**

- an ability to work under stress
- an ability to build good relationships with guests and co-workers
- an ability to maintain standards of performance throughout the shift
- an ability to build teamwork
- an ability to accept constructive criticism and work towards self-improvement

**HOUSEKEEPING: SECOND LEVEL: UNIT 9**

**CLEAN OCCUPIED GUEST ROOMS**

**STANDARDS**

1. Work is organized and carried out efficiently within the time allowed. (See Note 1).
2. The trolley and caddy are stocked according to house procedures before work begins.
3. The necessary linen required to carry out work assignments are fetched from the Laundry Room before work begins.
4. House procedures are followed for entering guest rooms. (See Note 2).
5. Curtains are opened, and lights and all other electrical appliances are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor. (See Note 3).
6. Trash is collected from the waste-paper basket and any other parts of the room, and is disposed of in the trolley garbage-bag.
7. The waste-paper basket is wiped clean.
8. The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.
9. Dirty glasses, ashtrays and any other dirty articles are cleaned or changed according to house procedures; any dirty items belonging to Food and Beverage are removed.
10. Guest belongings which get in the way of cleaning parts of the room are neatly folded over a chair (in the case of clothes), placed on the dresser (in the case of small and hard items) or placed on the floor (in the case of suitcases or large hard items).
11. The beds are made. (See "Make Beds Using Fresh Linen" or "Make Beds Using Same Linen").
12. The room is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
13. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are immediately reported to a supervisor.
14. Furniture, mats and curtains are checked to make certain that they are free from damage; any problems are immediately reported to a supervisor.
15. All room furniture and other items are damp-wiped free from dust and removable stains. (See Note 4).

16. Walls, doors and other surfaces are damp-wiped clean according to instructions.
17. Windows, mirrors and any glass, wood or metal surfaces are polished.
18. Floors, including corners, are swept and mopped clean. (See "Wash Floors Using a Mop").
19. Guest amenities are checked and replaced as needed. (See Note 5).
20. Before leaving, the whole room is checked to make certain that it is tidy and that nothing has been forgotten.
21. On leaving, drapes are left open, shears are closed and lights are turned off according to house procedures; the main doors are securely locked.
22. Guests are spoken to in a polite and helpful way.
23. Guest feedback, special requests and observed reactions are immediately reported to a supervisor.
24. Keys are kept securely and do not leave the student's personal possession.
25. Pass keys are handed over to a supervisor and signed for before going off duty.
26. Any doors for which the student is responsible are kept locked except when the student is in the room.
27. Problem situations are noticed and immediately reported to a supervisor. (See Note 6).
28. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.



## **NOTES ON THE STANDARDS**

### **1. ORGANIZING WORK INCLUDES:**

- being punctual
- planning the day beforehand
- all things in place and ready to go before service starts

### **2. ENTERING A GUEST ROOM INCLUDES:**

- knock three times
- call out "Housekeeping" after each time, wait for 5 seconds, before knocking and calling again
- upon entering, open door ajar and call out "Housekeeping" again to warn if anyone is inside
- if a guest is inside when entering, apologize for disturbing and enquire when would be an appropriate time to return.

### **3. ELECTRICAL APPLIANCES INCLUDE:**

- air conditioner
- TV & clock radio

### **4. FURNITURE AND OTHER ITEMS INCLUDE:**

- chairs (and sofa in apartment)
- cabinets
- tables
- lamps
- pictures frames
- telephone
- decorative items
- TV

### **5. GUEST AMENITIES INCLUDE:**

- tray/glasses/ice bucket
- stationery/note pads/pencils
- guest information packs on hotel services
- Do Not Disturb sign
- telephone directory
- Bible
- room service menu/breakfast order cards
- laundry slips and laundry bags

### **6. PROBLEM SITUATIONS MAY INCLUDE:**

- leaks and water damage
- absence of power
- noticeable electrical faults
- noticeable safety risks
- bad smells

**HOUSEKEEPING: SECOND LEVEL: UNIT 10**

**CLEAN GUEST ROOMS FOR ARRIVALS**

**STANDARDS**

1. Work is organized and carried out efficiently within the time allowed. (See Note 1).
2. The trolley and caddy are stocked according to house procedures before work begins.
3. The necessary linen required to carry out work assignments are fetched from the Laundry Room before work begins.
4. House procedures are followed for entering guest rooms. (See Note 2).
5. Curtains are opened, and lights and all other electrical appliances are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor. (See Note 3).
6. The cause of any unpleasant smell is identified and the problem is put right or immediately reported to a supervisor.
7. Trash is collected from the waste-paper basket and any other parts of the room, and is disposed of in the trolley garbage-bag.
8. The waste-paper basket is wiped clean.
9. The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.
10. Dirty glasses, ashtrays and any other dirty articles are cleaned or changed according to house procedures; any dirty items belonging to Food and Beverage are removed.
11. The beds are made. (See "Make Beds Using Fresh Linen" or "Make Beds Using Same Linen").
12. The room is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
13. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are immediately reported to a supervisor.
14. Lights and air-conditioning grills are checked to make certain that they are clean; any problems which cannot be dealt with are immediately reported to a supervisor.
15. Furniture, mats and curtains are checked to make certain that they are free from damage; any problems are immediately reported to a supervisor.

- |     |   |                          |
|-----|---|--------------------------|
| 16. | All room furniture, including the frames, stands, legs and surfaces of furniture and beds, is damp-wiped free from dust and removable stains. (See Note 4).   | <input type="checkbox"/> |
| 17. | Telephones, lamps and decorative items are wiped clean.   | <input type="checkbox"/> |
| 18. | Walls, doors and other surfaces are damp-wiped clean according to instructions.   | <input type="checkbox"/> |
| 19. | Windows, mirrors and any glass, wood or metal surfaces are polished.  | <input type="checkbox"/> |
| 20. | The tops of doors, ledges and picture frames are wiped clean from dust.   | <input type="checkbox"/> |
| 21. | Areas behind and beneath furniture and beds are thoroughly cleaned.   | <input type="checkbox"/> |
| 22. | The insides and corners of drawers, cabinets and closets are damp-wiped clean from dust and removable stains.   | <input type="checkbox"/> |
| 23. | Floors, including corners, are swept and mopped clean. (See "Wash Floors Using a Mop").   | <input type="checkbox"/> |
| 24. | Furniture is checked to make certain that it is tidy and in its correct place.  | <input type="checkbox"/> |
| 25. | Guest amenities are checked and replaced as needed and laid out according to house procedures. (See Note 5).  | <input type="checkbox"/> |
| 26. | Guest belongings which have been left behind are carefully gathered together and handed in to the supervisor.   | <input type="checkbox"/> |
| 27. | Before leaving, the whole room is checked to make certain that it is tidy and that nothing has been forgotten.  | <input type="checkbox"/> |
| 28. | On leaving, lights are turned off according to house procedures and the main doors are securely locked; a courtesy light by the bed is left on only if the room is expecting a late arrival for that day. | <input type="checkbox"/> |
| 29. | Guests are spoken to in a polite and helpful way.   | <input type="checkbox"/> |
| 30. | Guest feedback, special requests and observed reactions are immediately reported to a supervisor.   | <input type="checkbox"/> |
| 31. | Keys are kept securely and do not leave the student's personal possession.  | <input type="checkbox"/> |
| 32. | Pass keys are handed over to a supervisor and signed for before going off duty.   | <input type="checkbox"/> |
| 33. | Any doors for which the student is responsible are kept locked except when the student is in the room.  | <input type="checkbox"/> |
| 34. | Problem situations are noticed and immediately reported to a supervisor. (See Note 6).  | <input type="checkbox"/> |
| 35. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.   | <input type="checkbox"/> |

## **NOTES ON THE STANDARDS**

### **1. ORGANIZING WORK INCLUDES:**

- being punctual
- planning the day beforehand
- all things in place and ready to go before service starts

### **2. ENTERING A GUEST ROOM INCLUDES:**

- knock three times
- call out "Housekeeping" after each time, wait for 5 seconds, before knocking and calling again
- upon entering, open door ajar and call out "Housekeeping" again to warn if anyone is inside
- if a guest is inside when entering, apologize for disturbing and enquire when the guest will be checking out

### **3. ELECTRICAL APPLIANCES INCLUDE:**

- air conditioner
- TV & clock radio
- \* standing fan

### **4. FURNITURE AND OTHER ITEMS INCLUDE:**

- chairs (and sofa in apartment)
- cabinets
- tables
- lamps
- pictures frames
- telephone
- decorative items
- TV
- beds

### **5. GUEST AMENITIES INCLUDE:**

- tray/glasses/ice bucket
- stationery/note pads/pencils
- guest information packs on hotel services
- Do Not Disturb sign
- telephone directory
- Bible
- room service menu/breakfast order cards
- laundry slips and laundry bags

6. PROBLEM SITUATIONS MAY INCLUDE:

- leaks and water damage
- absence of power
- noticeable electrical faults
- noticeable safety risks
- bad smells
- late check-outs/guests refusing to leave
- room damage/missing items

**HOUSEKEEPING: SECOND LEVEL: UNIT 11**

**MAKE BEDS USING FRESH LINEN**

**STANDARDS**

- |     |   |                          |
|-----|---|--------------------------|
| 1.  | Work is organized and carried out within the time allowed.  | <input type="checkbox"/> |
| 2.  | The right type and amount of fresh linen is put in a clean place near the bed.  | <input type="checkbox"/> |
| 3.  | Bedspreads, blankets and pillows are removed from the bed and put neatly to one side.   | <input type="checkbox"/> |
| 4.  | The bed and pillows are stripped of sheets and pillow cases, and the used linen is dealt with according to house procedures.  | <input type="checkbox"/> |
| 5.  | The mattress is checked for stains, damage or smells; any problems which cannot be dealt with are immediately reported to a supervisor.   | <input type="checkbox"/> |
| 6.  | The mattress and mattress cover are straightened and smoothed.  | <input type="checkbox"/> |
| 7.  | Beds are made according to an approved method. (See Note 1).  | <input type="checkbox"/> |
| 8.  | Sheets and blankets are checked to make certain that they are the right length to be able to meet the required Standards; any problems are promptly reported to a supervisor.               | <input type="checkbox"/> |
| 9.  | The pillows are placed in fresh pillow cases and puffed up, then placed neatly on the bed.  | <input type="checkbox"/> |
| 10. | The bedspread is placed on the bed the right way up and so that it hangs over each side equally; it is folded over the pillows according to house procedures.                               | <input type="checkbox"/> |
| 11. | The bed frame and head board are checked to make certain that they are straight, clean and free from damage; any problems which cannot be dealt with are promptly reported to a supervisor. | <input type="checkbox"/> |
| 12. | Guest belongings are dealt with according to house procedures.  | <input type="checkbox"/> |
| 13. | Guests are spoken to in a polite and helpful way.   | <input type="checkbox"/> |
| 14. | Guest feedback, special requests and observed reactions are reported to a supervisor.   | <input type="checkbox"/> |
| 15. | Problem situations are noticed and reported to a supervisor. (See Note 2).  | <input type="checkbox"/> |
| 16. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.   | <input type="checkbox"/> |

**NOTES ON THE STANDARDS**

1. APPROVED METHODS OF BED-MAKING ARE:

- the two-sheet method
- the three-sheet method
- with blanket
- without blanket
- with top sheet and/or blanket tucked in
- with top sheet and/or blanket loose on one or both sides

2. PROBLEM SITUATIONS MAY INCLUDE:

- missing linen or other items
- worn, damaged or stained linen or other items
- noticeable safety risks
- absence of power

**HOUSEKEEPING: SECOND LEVEL: UNIT 12**

**MAKE BEDS USING SAME LINEN**

**STANDARDS**

1. Work is organized and carried out within the time allowed.
2. Bedspreads, blankets and pillows are removed from the bed and put neatly to one side.
3. The bed is stripped of the top sheet, and the bottom sheet is checked to make certain it is clean and free from stains and damage; any linen which is dirty is dealt with according to house procedures.
4. The bottom sheet and mattress cover are straightened and smoothed, and any crumbs or lint are removed.
5. Beds are made according to an approved method. (See Note 1).
6. Sheets and blankets are checked to make certain that they are the right length to be able to meet the required Standards; any problems are promptly reported to a supervisor.
7. The pillows are puffed up and placed neatly on the bed.
8. The bedspread is placed on the bed the right way up and so that it hangs over each side equally; it is folded over the pillows according to house procedures.
9. The bed frame and head board are checked to make certain that they are straight, clean and free from damage; any problems which cannot be dealt with are promptly reported to a supervisor.
10. Guest belongings are dealt with according to house procedures.
11. Guests are spoken to in a polite and helpful way.
12. Guest feedback, special requests and observed reactions are reported to a supervisor.
13. Problem situations are noticed and immediately reported to a supervisor. (See Note 2).
14. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.



**NOTES ON THE STANDARDS**

1. APPROVED METHODS OF BED-MAKING ARE:

- the two-sheet method
- the three-sheet method
- with blanket
- without blanket
- with top sheet and/or blanket tucked in
- with top sheet and/or blanket loose on one or both sides

2. PROBLEM SITUATIONS MAY INCLUDE:

- noticeable safety risks
- absence of power

**HOUSEKEEPING: SECOND LEVEL: UNIT 13**

**PREPARE OCCUPIED GUEST ROOMS IN EVENING**

THIS UNIT APPLIES TO ROOMS WHICH INCLUDE:

- guest bedrooms
- private bathrooms attached to guest rooms
- the private kitchen, bathroom and sitting area in the apartment

**STANDARDS**

- |     |  |                      |
|-----|--|----------------------|
| 1.  | Work is organized and carried out within the time allowed.   | <input type="text"/> |
| 2.  | The trolley and caddy, stocked according to house procedures, are brought to the room at the start of work.  | <input type="text"/> |
| 3.  | House procedures are followed for entering guest rooms.  | <input type="text"/> |
| 4.  | Curtains are drawn and lights are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor. | <input type="text"/> |
| 5.  | Waste-paper baskets (and the garbage bin in the apartment) are emptied and the trash is disposed of in the garbage bag on the trolley.                     | <input type="text"/> |
| 6.  | Rooms are checked to make certain that they are tidy and any problems are dealt with according to house procedures.  | <input type="text"/> |
| 7.  | Dirty glasses, ashtrays and any other dirty articles are cleaned or changed according to house procedures.   | <input type="text"/> |
| 8.  | Guest belongings are dealt with according to house procedures.   | <input type="text"/> |
| 9.  | Dirty towels are removed and replaced by clean towels.   | <input type="text"/> |
| 10. | Guest amenities are checked and replaced as needed. (See Note 1).  | <input type="text"/> |
| 11. | Beds are turned down according to instructions, and any extra beds or beds which have been slept in during the day are made.                               | <input type="text"/> |
| 12. | On leaving, one courtesy light is left on by the bed and the doors are securely locked.  | <input type="text"/> |
| 13. | On leaving, the air-conditioning is turned off.  | <input type="text"/> |
| 14. | Guests are spoken to in a polite and helpful way.  | <input type="text"/> |
| 15. | Guest feedback, special requests and observed reactions are reported to a supervisor.  | <input type="text"/> |
| 16. | Keys are kept securely and do not leave the student's personal possession.   | <input type="text"/> |
| 17. | Pass keys are handed in to the supervisor and signed for before going off duty.  | <input type="text"/> |

18. Any doors for which the student is responsible are kept locked except when the student is in the room.
19. Problem situations are noticed and immediately reported to a supervisor. (See Note 2).
20. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. GUEST AMENITIES INCLUDE:

- tray/glasses/ice bucket
- stationery/note pads/pencils
- guest information packs on hotel services
- Do Not Disturb sign
- telephone directory
- Bible
- room service menu/breakfast order cards
- laundry slips and laundry bags

2. PROBLEM SITUATIONS MAY INCLUDE:

- leaks and water damage
- absence of power
- noticeable electrical faults
- noticeable safety risks
- other damage

**HOUSEKEEPING: SECOND LEVEL: UNIT 14**

**CLEAN BATHROOMS FOR OCCUPIED ROOMS**

**STANDARDS**

1. Work is organized and carried out within the time allowed.
2. The trolley and caddy, stocked according to house procedures, are brought to the room at the start of work.
3. Light and venting switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.
4. Used bathroom linen is collected and placed in the dirty-linen bag on the trolley.
5. The cause of any unpleasant smell is identified and the problem is put right or immediately reported to a supervisor.
6. Trash is collected from the waste-paper basket and any other parts of the bathroom, and is disposed of in the garbage bag on the trolley.
7. The waste-paper basket is wiped clean.
8. Guest belongings are dealt with according to house procedures.
9. The right type and amount of cleaning and sterilizing agents for the job are made ready and used according to instructions.
10. The right type and amount of cleaning equipment for the job is made ready and used according to instructions.
11. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are promptly reported to a supervisor.
12. The bathtub and overhead shower are washed clean, rinsed and polished.
13. The bathroom is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
14. Drain outlets and overflows are cleaned every day and checked to make certain that the water runs away freely; any problems are immediately reported to a supervisor.
15. The shower curtain is washed clean and checked to make certain it is free from mildew, soap scum and damage.
16. The toilet bowl and seat are cleaned and sanitized inside, outside and round the base and back, using a separate cloth or brush.
17. Mirrors and wall tiles are washed clean, and polished free from water spots.

- |     |   |                          |
|-----|---|--------------------------|
| 18. | Doors, non-tiled walls and other surfaces are damp-wiped clean according to instructions.   | <input type="checkbox"/> |
| 19. | Dirty glasses, ashtrays and other items are washed clean in the sink and dried using the right cloth.                                 | <input type="checkbox"/> |
| 20. | The bathroom sink and vanity are washed clean, rinsed, and polished free from water spots; any plumbing under the sink is left clean. | <input type="checkbox"/> |
| 21. | Faucets, fixtures and any chrome or glass surfaces or handles are polished.   | <input type="checkbox"/> |
| 22. | Guest amenities are checked and replaced according to house policy.<br>(See Note 1).  | <input type="checkbox"/> |
| 23. | Floors, including corners, are swept and mopped clean according to house procedures.  | <input type="checkbox"/> |
| 24. | Floors are checked to make certain that they are free from loose hairs.   | <input type="checkbox"/> |
| 25. | Guests are spoken to in a helpful and polite way.   | <input type="checkbox"/> |
| 26. | Guest feedback, special requests and observed reactions are reported to a supervisor.   | <input type="checkbox"/> |
| 27. | Problem situations are noticed and immediately reported to a supervisor.<br>(See Note 2).   | <input type="checkbox"/> |
| 28. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.                             | <input type="checkbox"/> |

**NOTES ON THE STANDARDS**

1. GUEST AMENITIES INCLUDE:

- bath mats and range of towels
- toilet paper
- facial tissues
- soap
- shampoo and conditioner
- shower cap
- body lotion
- sanitary bags
- glasses

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses
- leaks and water damage
- absence of water
- noticeable safety risks
- bad smells

**HOUSEKEEPING: SECOND LEVEL: UNIT 15**

**CLEAN AND PREPARE BATHROOMS FOR ARRIVALS**

**STANDARDS**

1. Work is organized and carried out within the time allowed.
2. The trolley and caddy, stocked according to house procedures, are brought to the room at the start of work.
3. Light switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.
4. Used bathroom linen is collected and placed in the dirty-linen bag on the trolley.
5. The cause of any unpleasant smell is identified and the problem is put right or immediately reported to a supervisor.
6. Trash is collected from the waste-paper basket and any other parts of the bathroom, and is disposed of in the garbage bag on the trolley.
7. The waste-paper basket is wiped clean.
8. Guest belongings are dealt with according to house procedures.
9. The right type and amount of cleaning and sterilizing agents for the job are made ready and used according to instructions.
10. The right type and amount of cleaning equipment for the job is made ready and used according to instructions.
11. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are promptly reported to a supervisor.
12. Lights and air-conditioning grills are checked to make certain that they are clean; any problems which cannot be dealt with are promptly reported to a supervisor.
13. The bathtub and overhead shower are washed clean, rinsed and polished.
14. The seals around the bathtub, toilet and sink are checked to make certain that they are in good condition and free from cracks, mildew and stains; any problems which cannot be dealt with are immediately reported to a supervisor.
15. The bathroom is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
16. Drain outlets and overflows are cleaned every day and checked to make certain that the water runs away freely; any problems are immediately reported to a supervisor.
17. The shower curtain is washed clean and checked to make certain it is free from mildew, soap scum and damage.



- |     |   |                          |
|-----|---|--------------------------|
| 18. | The toilet bowl and seat are cleaned and sanitized inside, outside and round the base and back, using a separate cloth or brush.      | <input type="checkbox"/> |
| 19. | Mirrors and wall tiles are washed clean, and polished free from water spots.  | <input type="checkbox"/> |
| 20. | Doors, non-tiled walls and other surfaces are damp-wiped clean according to instructions.   | <input type="checkbox"/> |
| 21. | The inside and outside of bathroom cabinets and drawers are wiped clean from dust and removable stains.                               | <input type="checkbox"/> |
| 22. | Dirty glasses, ashtrays and other items are washed clean in the sink and dried using the right cloth.                                 | <input type="checkbox"/> |
| 23. | The bathroom sink and vanity are washed clean, rinsed, and polished free from water spots; any plumbing under the sink is left clean. | <input type="checkbox"/> |
| 24. | Faucets, fixtures and any chrome or glass surfaces or handles are polished.   | <input type="checkbox"/> |
| 25. | Guest amenities are checked and replaced according to house policy. (See Note 1).   | <input type="checkbox"/> |
| 26. | Guest belongings which have been left behind are carefully gathered together and promptly handed in to a supervisor.                  | <input type="checkbox"/> |
| 27. | Floors, including corners, are swept and mopped clean according to house procedures.  | <input type="checkbox"/> |
| 28. | Floors are checked to make certain that they are free from loose hairs.   | <input type="checkbox"/> |
| 29. | Guests are spoken to in a helpful and polite way.   | <input type="checkbox"/> |
| 30. | Guest feedback, special requests and observed reactions are reported to a supervisor.   | <input type="checkbox"/> |
| 31. | Problem situations are noticed and immediately reported to a supervisor. (See Note 2).  | <input type="checkbox"/> |
| 32. | Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.                             | <input type="checkbox"/> |

**NOTES ON THE STANDARDS**

1. GUEST AMENITIES INCLUDE:

- bath mats and range of towels
- toilet paper
- facial tissues
- soap
- shampoo and conditioner
- shower cap
- body lotion
- sanitary bags
- glasses

2. PROBLEM SITUATIONS MAY INCLUDE:

- damage or losses (towels, ashtrays, etc.)
- leaks and water damage
- absence of water
- noticeable safety risks
- bad smells
- \* maintenance problems

**HOUSEKEEPING: SECOND LEVEL: UNIT 16**

**CLEAN THE OCCUPIED APARTMENT KITCHEN**

**STANDARDS**

- |     |   |                      |
|-----|---|----------------------|
| 1.  | Work is organized and carried out within the time allowed.  | <input type="text"/> |
| 2.  | The trolley and caddy, stocked according to house procedures, are brought to the room at the start of work.   | <input type="text"/> |
| 3.  | Lights, fan and venting switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.   | <input type="text"/> |
| 4.  | Used kitchen linen is placed in the dirty-linen bag on the trolley.   | <input type="text"/> |
| 5.  | Dirty crockery, cutlery and other items are carefully stacked in the sink and dealt with according to house policy; items required for room set-up are returned to the restaurant.                                  | <input type="text"/> |
| 6.  | The cause of any unpleasant smell is identified and the problem is either put right or immediately reported to a supervisor.  | <input type="text"/> |
| 7.  | The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.   | <input type="text"/> |
| 8.  | The kitchen is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room. | <input type="text"/> |
| 9.  | The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are promptly reported to a supervisor.                                     | <input type="text"/> |
| 10. | The stove, oven and ventilation hood are wiped clean.   | <input type="text"/> |
| 11. | The refrigerator is checked to make certain that it is in working order and any empty ice trays are cleaned and refilled.   | <input type="text"/> |
| 12. | The top and sides of the refrigerator are wiped clean; the cleaning of the inside of the refrigerator is dealt with according to house policy.  | <input type="text"/> |
| 13. | Small kitchen appliances are unplugged and wiped clean according to house procedures. (See Note 1).   | <input type="text"/> |
| 14. | Kitchen walls and other surfaces, as well as the outside of kitchen cabinets, are damp-wiped clean according to house procedures.   | <input type="text"/> |
| 15. | Faucets, fixtures and any chrome or glass surfaces or handles are polished.   | <input type="text"/> |
| 16. | Garbage is collected from the garbage bin and is disposed of in the garbage bag on the trolley.   | <input type="text"/> |

17. The garbage bin is wiped clean before a new plastic liner is put in.
18. The kitchen inventory is checked and any missing or damaged items are reported and dealt with according to house procedures. (See Note 2).
19. Pesticides are used according to the manufacturer's printed instructions. (See Note 3).
20. Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, guest supplies, guest belongings, or food and drink; any surface on which food is prepared, which comes in contact with a pesticide, is immediately and thoroughly washed clean.
21. Floors, including corners, are swept and mopped clean according to house procedures.
22. Guests are spoken to in a polite and helpful way.
23. Guest feedback, special requests and observed reactions are reported to a supervisor.
24. Problem situations are noticed immediately reported to a supervisor. (See Note 4).
25. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

## **NOTES ON THE STANDARDS**

### **1. SMALL APPLIANCES MAY INCLUDE:**

- microwave
- toaster
- coffee-maker
- blender
- electric whisk

### **2. KITCHEN INVENTORY INCLUDES:**

- crockery
- cutlery
- glassware
- cooking equipment
- kitchen and table linen
- table items
- small kitchen appliances

### **3. PESTICIDES MAY INCLUDE:**

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect spray, liquid or powder

### **4. PROBLEM SITUATIONS MAY INCLUDE:**

- damage or losses
- leaks and water damage
- absence of power or water
- noticeable electrical faults
- noticeable safety risks

**HOUSEKEEPING: SECOND LEVEL: UNIT 17**

**CLEAN AND PREPARE THE APARTMENT KITCHEN FOR ARRIVALS**

**STANDARDS**

1. Work is organized and carried out within the time allowed.
2. The trolley and caddy, stocked according to house procedures, are brought to the room at the start of work.
3. Lights, fan and venting switches are turned on and off to make certain that they are in working order; any problems are immediately reported to a supervisor.
4. Used kitchen linen is placed in the dirty-linen bag on the trolley.
5. The cause of any unpleasant smell is identified and the problem is either put right or immediately reported to a supervisor.
6. The right type and amount of cleaning agents and equipment for the job are made ready and used according to instructions.
7. Dirty crockery, cutlery and other items are carefully washed clean, dried and put away according to house procedures.
8. The kitchen is cleaned in a correct order, starting from the upper part of the room and moving downwards; from the furthest point to the nearest point; and also moving clockwise or anti-clockwise round the room.
9. The ceiling is checked to make certain that it is free from dust, dirt, insects and spider webs; any problems which cannot be dealt with are promptly reported to a supervisor.
10. The stove, oven and ventilation hood are washed clean inside and outside according to instructions.
11. The refrigerator and freezer are de-frosted as necessary and according to house procedures.
12. The refrigerator and freezer are washed clean inside and outside according to instruction.
13. The refrigerator is checked to make certain that it is in working order; any problems are immediately reported to a supervisor.
14. Ice trays are cleaned and re-filled and placed in the freezer to make ice for the next arrival.
15. The inside and outside of kitchen cabinets and drawers are washed clean from food debris, dust and removable stains.

16. Small kitchen appliances are unplugged and wiped clean according to house procedures. (See Note 1).
17. Kitchen walls and other surfaces are damp-wiped clean according to house procedures.
18. Tile grouting is checked to make certain that it is clean, free from cracks, mildew and stains; any problems which cannot be dealt with are promptly reported to a supervisor.
19. Drain outlets and overflows are cleaned and checked to make certain that the water runs away freely; any problems are immediately reported to a supervisor.
20. The seals around the sink are checked to make certain that they are in good condition and free from cracks, mildew and stains; any problems which cannot be dealt with are promptly reported to a supervisor.
21. The plumbing under the sink is left clean.
22. Faucets and fixtures and handles are polished.
23. Garbage is collected from the garbage bin and is disposed of in the garbage bag on the trolley.
24. The garbage bin is wiped clean before a new plastic liner is put in.
25. The kitchen inventory is checked and any missing or damaged items are reported and dealt with according to house procedures. (See Note 2).
26. Pesticides are used according to the manufacturer's printed instructions. (See Note 3).
27. Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, guest supplies, guest belongings, or food and drink; any surface on which food is prepared, which comes in contact with a pesticide, is immediately and thoroughly washed clean.
28. Floors, including corners, are swept and mopped clean according to house procedures.
29. Guests are spoken to in a polite and helpful way.
30. Guest feedback, special requests and observed reactions are reported to a supervisor.
31. Problem situations are noticed immediately reported to a supervisor. (See Note 4).
32. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

## **NOTES ON THE STANDARDS**

### **1. SMALL APPLIANCES MAY INCLUDE:**

- microwave
- toaster
- coffee-maker
- blender
- electric whisk

### **2. KITCHEN INVENTORY INCLUDES:**

- crockery
- cutlery
- glassware
- cooking equipment
- kitchen and table linen
- table items
- small kitchen appliances

### **3. PESTICIDES MAY INCLUDE:**

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect spray, liquid or powder

### **4. PROBLEM SITUATIONS MAY INCLUDE:**

- damage or losses
- leaks and water damage
- absence of power or water
- noticeable electrical faults
- noticeable safety risks



**HOUSEKEEPING: SECOND LEVEL: UNIT 18**

**MAINTAIN GUEST CARE**

**STANDARDS**

- |     |  |                      |
|-----|--|----------------------|
| 1.  | Guest care is maintained according to house policy and procedures.   | <input type="text"/> |
| 2.  | Guests are immediately acknowledged in a friendly and polite way.  | <input type="text"/> |
| 3.  | Guest requests are promptly met within the limits set by house policy and house procedures are followed accordingly. (See Note 1).   | <input type="text"/> |
| 4.  | When a guest is seen to need help, help is offered in a polite, friendly and co-operative way.   | <input type="text"/> |
| 5.  | Guests and their habits or preferences are discreetly observed to make certain that their needs are met.   | <input type="text"/> |
| 6.  | Guests are spoken to clearly and in a polite way, and questions are answered accurately.   | <input type="text"/> |
| 7.  | A guest complaint is listened to attentively, sympathetically and without interruption.  | <input type="text"/> |
| 8.  | Questions are asked to find out details of the problem in a guest complaint.   | <input type="text"/> |
| 9.  | Action is immediately taken to solve the problem according to house procedures and policy; when this is not possible, the problem is immediately referred to a supervisor. | <input type="text"/> |
| 10. | Guest complaints, guest feedback and observed guest reactions are reported to a supervisor, and any information received from guests is recorded for future reference.     | <input type="text"/> |
| 11. | Staff and management in the Front Office and other departments are treated in a helpful and co-operative way.  | <input type="text"/> |

**NOTE ON THE STANDARDS**

1. GUEST REQUESTS MAY INCLUDE:

- late check-out
- request for later room-cleaning/ request for turn-down service
- special requests such as a method of bed-making
- DND requests
- special requests for rooms, i.e. extra pillows, beds, mattress board, etc.
- call for a special item, i.e. iron, sewing kit, etc.

**HOUSEKEEPING: THIRD LEVEL: UNIT 1**

**SUPERVISE A SECTION OF GUEST ROOMS**

THIS UNIT APPLIES TO GUEST ROOMS WHICH INCLUDE:

- bedrooms
- bathrooms
- apartment: bedroom, bathroom, kitchen, sitting area
- corridors

**STANDARDS**

- |     |   |                          |
|-----|---|--------------------------|
| 1.  | Work is co-ordinated within the section to make certain that it is efficient, and assignments are clearly communicated to staff.                            | <input type="checkbox"/> |
| 2.  | Work is monitored and controlled to make certain that house procedures are followed.  | <input type="checkbox"/> |
| 3.  | The status of rooms is checked daily, and work assignments are monitored to make certain that rooms are cleaned and prepared in the required sequence.      | <input type="checkbox"/> |
| 4.  | Staff are supervised at the start of a shift to make certain that they are prepared for work, and that they carry out their work within the time allowed.   | <input type="checkbox"/> |
| 5.  | Occupied guest rooms are inspected to make certain that the Standards in "Clean Occupied Guest Rooms" have been achieved.                                   | <input type="checkbox"/> |
| 6.  | Vacant guest rooms are inspected to make certain that the Standards in "Clean Guest Rooms for Arrivals" have been achieved.                                 | <input type="checkbox"/> |
| 7.  | Beds are inspected to make certain that the Standards in "Make Beds Using Fresh Linen" or, where required, "Make Beds Using Same Linen" have been achieved. | <input type="checkbox"/> |
| 8.  | The bathrooms in occupied rooms are inspected to make certain that the Standards in "Clean Bathrooms for Occupied Rooms" have been achieved.                | <input type="checkbox"/> |
| 9.  | The bathrooms in vacant rooms are inspected to make certain that the Standards in "Clean Bathrooms for Arrivals" have been achieved.                        | <input type="checkbox"/> |
| 10. | When the apartment is occupied, the kitchen is inspected to make certain that the Standards in "Clean Occupied Kitchen" have been achieved.                 | <input type="checkbox"/> |
| 11. | When the apartment is vacant, the kitchen is inspected to make certain that the Standards in "Clean and Prepare Kitchen for Arrivals" have been achieved.   | <input type="checkbox"/> |
| 12. | Windows are inspected to make certain that the Standards in "Wash Windows" have been achieved.  | <input type="checkbox"/> |
| 13. | Mopped floors are inspected to make certain that the Standards in "Wash Floors Using a Mop" have been achieved.   | <input type="checkbox"/> |

14. In addition to the above, a Room Inspection List is used when checking each room.
15. The overall appearance of each room is inspected to make certain that it meets with the requirements set by house policy; any problems are reported and dealt with effectively within the scope of the student's responsibility.
16. Rooms are checked for damage and wear and tear; any problems are reported and dealt with within the scope of the student's responsibility. (See Note 1).
17. Staff are supervised to make certain that they present and maintain a professional personal image.
18. Staff are supervised to make certain that they are polite and helpful to guests at all times.
19. Staff are supervised to make certain that they regularly are present, and that they are punctual and work the required hours; any problems are reported and dealt with effectively within the scope of the employee's responsibility.
20. The close-down of work is supervised to make certain that house procedures are followed.
21. Staff are supervised to make certain that pass key procedures and other security procedures are carried out according to instructions.
22. Records are maintained according to house procedures.
23. Guest feedback and observed reactions are reported to the supervisor.
24. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 2).
25. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

## **NOTES ON THE STANDARDS**

1. **DAMAGED AND WORN ITEMS MAY INCLUDE:**

- furniture, mats and curtains
- bed linen, pillows, mattresses, bedspreads
- kitchen and bathroom linen
- bathroom and kitchen units
- walls, floors, fixtures
- room items (lamps, telephones, decorations, etc.)

2. **PROBLEM SITUATIONS MAY INCLUDE:**

- power or water failure
- equipment failure
- noticeable safety risks
- guest problems
- staff problems

**HOUSEKEEPING: THIRD LEVEL: UNIT 2**

**SUPERVISE PUBLIC AREAS**

THIS UNIT APPLIES TO

PUBLIC AREAS WHICH MAY INCLUDE:

- lobbies, lounges, conference and banquet rooms
- public rest rooms
- restaurants and bars
- public and private area corridors

OUTDOOR AREAS WHICH MAY INCLUDE:

- hard-surfaced, outdoor patios
- pool area (but not the pool itself)

**STANDARDS**

- |     |   |                          |
|-----|---|--------------------------|
| 1.  | Work is co-ordinated to make certain that it is efficient, and assignments are clearly communicated to staff.   | <input type="checkbox"/> |
| 2.  | Work is monitored and controlled to make certain that house procedures are followed.  | <input type="checkbox"/> |
| 3.  | Work assignments are monitored to make certain that public areas are cleaned and prepared in the required sequence.   | <input type="checkbox"/> |
| 4.  | Staff are supervised at the start of a shift to make certain that they are prepared for work, and that they carry out their work within the time allowed.   | <input type="checkbox"/> |
| 5.  | Public areas are inspected to make certain that the Standards in "Clean Internal Public Areas and Corridors" have been achieved.  | <input type="checkbox"/> |
| 6.  | Public rest rooms are inspected to make certain that the Standards in "Clean Public Rest Rooms" have been achieved.   | <input type="checkbox"/> |
| 7.  | Windows are inspected to make certain that the Standards in "Wash Windows" have been achieved.  | <input type="checkbox"/> |
| 8.  | Hard-surfaced outdoor areas are inspected to make certain that the Standards in "Clean Hard-Surfaced Outdoor Areas" have been achieved.   | <input type="checkbox"/> |
| 9.  | Mopped floors are inspected to make certain that the Standards in "Wash Floors Using a Mop" have been achieved.   | <input type="checkbox"/> |
| 10. | The overall appearance of public areas is inspected to make certain that it meets with the requirements set by house policy; any problems are reported and dealt with effectively within the scope of the student's responsibility. | <input type="checkbox"/> |

11. Public areas are checked for damage and wear and tear; any problems are reported and dealt with within the scope of the student's responsibility. (See Note 1).
12. Staff are supervised to make certain that they present and maintain a professional personal image.
13. Staff are supervised to make certain that they are polite and helpful to guests at all times.
14. Staff are supervised to make certain that they are regularly present, and that they are punctual and work the required hours; any problems are reported and dealt with effectively within the scope of the student's responsibility.
15. The close-down of work is supervised to make certain that house procedures are followed.
16. Records are maintained according to house procedures.
17. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 2).
18. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. DAMAGED AND WORN ITEMS MAY INCLUDE:

- furniture, carpets and curtains
- rest room units (sinks, toilets, etc.)
- walls, floors, fixtures
- public area items (lamps, decorations, etc.)

2. PROBLEM SITUATIONS MAY INCLUDE:

- power or water failure
- equipment failure
- noticeable safety risks
- guest problems
- staff problems



**HOUSEKEEPING: THIRD LEVEL: UNIT 3**

**MAINTAIN THE LAUNDRY ROOM AND LAUNDRY STOCKS**

**STANDARDS**

1. Work is organized and carried out within the time allowed.
2. Laundry equipment is checked daily to make certain that it is clean and in good working order; any problems are immediately reported to a supervisor. (See Note 1).
3. Laundry Room stocks are accurately stored according to house procedures. (See Note 2).
4. Laundry Room stocks are regularly counted and records are kept according to house procedures.
5. Stocks are dispensed to staff according to house procedures.
6. Laundering agents are prepared and made ready for use according to house procedures. (See Note 3).
7. Laundering agents are checked to make certain that they are available in the right amount before work begins.
8. Action is taken according to house procedures when stock levels reach a specified minimum level.
9. The careful handling and correct use of stock items are monitored to make certain that costs are kept to a minimum.
10. Storage areas are kept clean, tidy and hygienic.
11. Storage conditions are monitored for damage due to humidity, pest invasion or other causes; any problems are reported and dealt with effectively within the scope of the student's responsibility.
12. Storage areas are secured according to house procedures.
13. Missing stock is reported to management according to house procedures.
14. Steps are taken according to house procedures to identify why stock is missing; any problems are immediately reported to a supervisor.
15. Staff are supervised to make certain that pass key procedures and other security procedures are carried out according to instructions.
16. Pesticides are used according to the manufacturer's printed instructions.

- 17. Pesticides are used in small amounts and in such a way that the spray, liquid or powder does not come into contact with guests, staff, or Laundry Room stocks. (See Note 4).
  
- 18. Records are maintained, used and reports are copied to the appropriate departments according to house procedures. (See Note 5).
  
- 19. Problem situations are reported and dealt with effectively within the scope of the student's responsibility. (See Note 6).
  
- 20. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS**

1. LAUNDRY EQUIPMENT INCLUDES:

- washers
- flat-pressers
- soaking tubs
- sewing machines
- dryers
- sorting tables
- utility carts
- irons/ironing boards

2. LAUNDRY ROOM STOCKS INCLUDE:

- detergents
- softeners
- whiteners
- plastic wrapping
- laundry list forms
- log books
- stain removers
- starch
- hangers
- sewing kits/sewing materials
- invoices

3. LAUNDERING AGENTS INCLUDE:

- detergents
- softeners
- whiteners
- stain removers
- starch

4. PESTICIDES MAY INCLUDE:

- OFF
- BAYGON
- RAID
- SHELLTOX
- other roach and insect sprays, liquids or powders
- rat poison

5. RECORDS INCLUDE:

- Laundry Log
- Guest Laundry Log
- Pricing List
- Commercial Laundry Log
- Invoice Book

6. PROBLEM SITUATIONS MAY INCLUDE:

- losses/theft
- power or water failure
- equipment failure
- noticeable safety risks
- pest invasion

**HOUSEKEEPING: THIRD LEVEL: UNIT 4**

**COMMUNICATE WITH OTHERS**

**THIS UNIT APPLIES TO:**

- verbal communication
- written communication
- visual communication

**STANDARDS**

- |    |  |                      |
|----|--|----------------------|
| 1. | The best form of communication for the particular subject matter is selected. (See Note 1).  | <input type="text"/> |
| 2. | Communication takes place in a form which is understandable to all parties.  | <input type="text"/> |
| 3. | Communication is timely, clear and specific.   | <input type="text"/> |
| 4. | Instructions and requirements are given in a clear and helpful way, and questions are asked to make certain that instructions and requirements have been understood. (See Note 2). | <input type="text"/> |
| 5. | Corrections are communicated in a clear, helpful and fair way, and in a way which does not cause embarrassment. (See Note 3).  | <input type="text"/> |
| 6. | Relevant information is given to staff in a timely, clear and helpful way. (See Note 4).   | <input type="text"/> |
| 7. | Staff are encouraged to ask questions in order to make certain that they have understood the communication.  | <input type="text"/> |
| 8. | Staff are given a variety of opportunities to share their ideas and suggestions on how to improve the flow of work and the quality of service.                                     | <input type="text"/> |
| 9. | Relevant information, suggestions and ideas are given to other departments and/or management in a clear, specific and helpful way.   | <input type="text"/> |

## **NOTES ON THE STANDARDS**

### **1. FORMS OF COMMUNICATION MAY INCLUDE:**

- *verbal:* face-to-face or by telephone
- *written:* memos, reports, letters, messages, standards of performance, training schedules
- *visual:* drawings, photographs, posters, videos, slides

(Note: high levels of skill in writing or drawing are not required).

### **SUBJECT MATTERS TO BE COMMUNICATED MAY INCLUDE:**

- requirements/standards
- information
- advice/suggestions/opinions
- instructions/procedures
- corrections

### **2. PHRASING QUESTIONS:**

- questions should be open-ended and not elicit a "yes" or "no" response
- questions should begin with "who, what, when, where, how," or "why"

### **3. COMMUNICATION STYLES WHICH MAY CAUSE EMBARRASSMENT INCLUDE:**

- public chastisement
- sarcasm/taunting
- shouting
- personal attacks

### **4. RELEVANT INFORMATION TO STAFF MAY INCLUDE:**

- changes
- VIP guests/special events
- training/staff meeting sessions
- staff opportunities
- occupancy levels
- departmental issues/problems
- current industry trends

**ASSIGNMENT WORK SHEET**

1. Give instructions, in pictorial form, on how guest amenities are to be laid out in the bathroom. (A high level of drawing skill is not required but the drawing must be easy to understand and follow, and it must be specific).
  
2. A room attendant in your section consistently forgets at least one of the daily tasks she is required to perform. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
  
3. A houseman in your section consistently has problems with another staff member in the lobby. Their hostility towards each other often causes arguments on the floor and is affecting other members of staff and the quality of service.
  
4. A room attendant in your section is acting surly and rude to guests and does little to contribute to the team effort of the department. The rare times that she speaks, she gives the impression that she is frustrated and hostile towards management. To complicate matters more, she is a close neighbor of yours and a distant relative. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
  
5. You have ideas on how your area could be better organized and how you could improve the flow of work and quality of service. You have heard a rumour, however, that management does not like to make any changes. Explain how you would handle this situation. Give a detailed account of what you would communicate and how.
  
6. Explain what aspects of your own communication skills might be considered to be your best, as seen from the viewpoint of management and fellow-staff.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 1**

**ORGANIZE HOUSEKEEPING OPERATIONS**

**STANDARDS**

- |     |  |                          |
|-----|--|--------------------------|
| 1.  | Work is organized to make effective use of staff skills, time and equipment to meet the needs of Housekeeping.   | <input type="checkbox"/> |
| 2.  | The duties of individual members of staff are allocated to make best use of staff skills, and to make certain that house policy and procedures are followed.   | <input type="checkbox"/> |
| 3.  | The daily work assignments are planned to make best use of staff time and are clearly communicated to staff.   | <input type="checkbox"/> |
| 4.  | Staff are clearly told what they have to do, the amount of time they have for each task, and what standards they have to achieve.  | <input type="checkbox"/> |
| 5.  | Staff are supervised to make certain that the standard of work performance required by house policy is achieved.   | <input type="checkbox"/> |
| 6.  | Defects and/or damage within the premises are dealt with effectively within the scope of the Housekeeping department's responsibility. (Can be simulated).   | <input type="checkbox"/> |
| 7.  | Areas or items which have been reported in need of maintenance repair are re-checked at an appropriate time to make certain that the repair needs have been dealt with satisfactorily. (Can be simulated). | <input type="checkbox"/> |
| 8.  | Housekeeping service areas are monitored to make certain that they are clean, well-organized and free from safety risks.   | <input type="checkbox"/> |
| 9.  | Staff are supervised to make certain that they present a professional personal image to guests and co-workers.   | <input type="checkbox"/> |
| 10. | Problem situations are handled effectively and reported to senior management where necessary. (See Note 1).  | <input type="checkbox"/> |

**NOTE ON THE STANDARDS**

1. PROBLEM SITUATIONS MAY INCLUDE:

- guest complaints
- staff problems
- security emergencies
- power or water failure
- damage or losses
- safety risks
- equipment failure
- non-availability of cleaning materials or guest supplies



**PROJECT ASSIGNMENTS**

1. Plan and organize three Housekeeping shifts.
  - A. Plan and organize the best use of staff skills, time and equipment. Give reasons for your plan.
  - B. Compile a list of daily shift procedures for the Housekeeping staff (or show an updated, existing list) to indicate the full duties which have to be done, as well as times and methods of work.
  - C. Brief the Housekeeping staff before each shift on the work to be completed, the day's business and the organization of the shift. Staff comments on the planning and organization of the shift should be taken into account and the plan amended if necessary.
  
2. Supervise the three Housekeeping shifts. Your Instructor will be observing your performance while you run the shifts. You should demonstrate that you are able to achieve all of the standards for this unit.
  - A. For EACH shift which you supervise, write a full report to your senior manager which includes: 
    - the date and time of the shift
    - the staff and how they were organized
    - the number of rooms to be cleaned and/or prepared
    - the number of rooms to be inspected
    - the checking of inventory
    - other business during the shift
    - an evaluation of the shift proceedings, especially:
      - cleaning/preparation procedures
      - inspection procedures
      - staff performance in the above procedures
      - dealing with guest requests
      - the checking and control of inventories
      - problem situations which arose
  
  - B. Include in each report what improvements you would make to the organization and supervision of the shift in the future.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 2**

**CONTROL HOUSEKEEPING SUPPLIES AND EQUIPMENT  
AND MINIMIZE COSTS**

THIS UNIT APPLIES TO

SUPPLIES WHICH MAY INCLUDE:

- cleaning supplies
- linen (bed, bathroom, etc.)
- guest supplies (soaps, shampoos, stationery, etc.)
- reserve furniture
- blankets, pillows, bedspreads
- staff uniforms

EQUIPMENT WHICH MAY INCLUDE:

- vacuum cleaners
- buffers
- laundry equipment
- other cleaning equipment
- linen repair equipment
- tea/coffee making machines
- kitchen equipment for the apartment

**STANDARDS**

1. Staff are trained to use stock in rotation.
2. Supplies are regularly checked for deterioration.
3. The careful handling and correct use of supplies and equipment are monitored to make certain that the supplies and equipment are kept in good condition, and that waste, damage, breakages and accidents are kept to a minimum.
4. Equipment is maintained to prolong its life; any defects which cannot be directly and effectively dealt with are promptly reported to senior management.
5. Linen is handled and cared for in a way which gives it the maximum length of life.
6. The regular counting of stock items and recording of stock levels are ensured.
7. Stock control documentation is maintained according to house procedures. (See Note 1).
8. Staff are informed of the importance of keeping costs to a minimum.
9. Sources of information relevant to the control of costs are established, monitored and acted upon. (See Note 2).
10. Deficiencies and shortages in supplies and equipment are recorded, investigated, reported where necessary and dealt with effectively within the scope of the House-keeping Department's responsibility.
11. Storage areas are protected from theft.
12. Stock-holding areas are kept clean and free from vermin.
13. Keys for stock-holding areas are signed in and out according to house procedures.
14. Energy costs are kept to a minimum. (See Note 3).

## **NOTES ON THE STANDARDS**

1. STOCK CONTROL DOCUMENTATION MAY INCLUDE:

- goods received: classified by commodity and by quantity
- goods issued: classified by commodity, quantity and the section to which they were issued

2. SOURCES OF INFORMATION RELEVANT TO THE CONTROL OF COSTS MAY INCLUDE:

- comparison of the amounts of materials (eg. cleaning agent, cloth) used by different members of staff doing similar tasks
- comparison of the amounts of materials used with standard amounts calculated by practical experiments (eg. senior member of staff can polish a given area and calculate how much polish is needed per square yard)
- comparison of the costs of supplies with past costs or the costs of other establishments within the company

3. KEEPING ENERGY COSTS TO A MINIMUM MAY INCLUDE:

- the control of room temperature, paying particular attention to whether the doors and windows are open or poorly sealed in air-conditioned rooms
- the control of lighting
- the control of power usage for cleaning equipment

**PROJECT ASSIGNMENTS**

1. It has been reported to you by a supervisor that guest supplies are consistently disappearing from stores. Give a detailed account of what course of action you would take to determine the reason or reasons for the missing stock.
2. A. Communicate to all staff members within your department the procedures and/or instructions regarding the careful handling and correct use of supplies and equipment, using one or more of the following methods:
- by having a meeting with all members of your staff
  - by designing a poster, leaflet or flyer
  - by writing a section for a staff handbook
- B. Explain how you plan to ensure that these procedures and/or instructions are understood and maintained by all members of your staff.
3. A. Make a list of all the supplies and equipment in the Housekeeping department. In a report to senior management, state:
- the condition of the supplies and equipment
  - the cleaning procedures for equipment and those supplies which can be cleaned
  - any faults or deficiencies with the equipment or supplies
  - the storage and control procedures for equipment and supplies
- B. Recommend any action you feel needs to be taken as a result of your findings.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 3**

**MAINTAIN GUEST CARE AND THE QUALITY OF SERVICE**

**STANDARDS**

- |    |   |                      |
|----|---|----------------------|
| 1. | The aspects of quality which are important to guests and the hotel are communicated to staff. (See Note 1).   | <input type="text"/> |
| 2. | Staff are supervised to see whether they have the necessary skills, time, equipment, working facilities and materials to achieve the required quality of service. | <input type="text"/> |
| 3. | The importance of the guest to the success of the hotel is communicated to staff.   | <input type="text"/> |
| 4. | The way staff are treating guests is monitored and any problems are dealt with immediately and effectively.   | <input type="text"/> |
| 5. | Staff are supervised while carrying out their work, and any weaknesses in the quality of their work which require training are identified.                        | <input type="text"/> |
| 6. | Special requests are dealt with in a prompt and helpful way, and according to house policy.   | <input type="text"/> |
| 7. | Guest feedback and observed reactions are analyzed, and the conclusions are passed to the supervisory-trainer and any other relevant department head.             | <input type="text"/> |

**NOTE ON THE STANDARDS**

1. ASPECTS OF QUALITY MAY INCLUDE

- the ambience and physical comfort level created by the type of furniture, colours and lighting of guest rooms
- the layout and facilities of guest rooms
- the variety of guest supplies offered
- the frequency of deep cleaning
- the frequency and extent of maid service: turning down beds, etc.
- the prompt and efficient handling of special requests
- the level of politeness and helpfulness

**PROJECT ASSIGNMENTS**

1. Explain and demonstrate to staff the correct way to deal with guests when: 
  - entering a guest bedroom
  - cleaning a guest room and the guest returns
  - giving the guest directions on how to get to the beach or pool
  - dealing with special requests (specify a few types of requests and how staff should deal with them)
  
2. Evaluate the quality of service offered by the Housekeeping team and make recommendations for improvements and how these improvements could be implemented.



**HOUSEKEEPING: FOURTH LEVEL: UNIT 4**

**HANDLE GUEST COMPLAINTS**

**STANDARDS**

- |    |   |                          |
|----|---|--------------------------|
| 1. | The handling of guest complaints is monitored to make certain that house policy and procedures are followed.  | <input type="checkbox"/> |
| 2. | A guest complaint is listened to attentively and without interruption.  | <input type="checkbox"/> |
| 3. | The real or underlying cause of the complaint is identified.  | <input type="checkbox"/> |
| 4. | Understanding is shown for the guest's point of view.   | <input type="checkbox"/> |
| 5. | Questions are asked to find out details of the problem.   | <input type="checkbox"/> |
| 6. | A decision is made within the student's field of responsibility on the action to be taken; complaints which cannot be dealt with within the student's field of responsibility are immediately referred to the supervisor-trainer. | <input type="checkbox"/> |
| 7. | The guest is contacted after the appropriate action should have been taken to see if the problem has been solved.   | <input type="checkbox"/> |
| 8. | All complaints and the action taken are recorded and communicated to the supervisor-trainer.  | <input type="checkbox"/> |

**PROJECT ASSIGNMENTS**

1. Show, by role play, how you would deal with the following situations (your Instructor may act as the guest):

A. The Front Office calls you personally to say that they have requested extra towels and soap twice in the last two hours on behalf of a guest who still has not received them. The guest is angry and has just called the Front Office to complain. Give a detailed account of what you would say and what action you would take.

B. A guest calls you to say that his room has not been cleaned that day and he is very angry. Your records state that the room was cleaned that morning by one of your best room attendants. Give a detailed account of what you would say and what action you would take.

In each case you will need to demonstrate:

- listening skills
- understanding for the guest's point of view
- questioning technique to find out any further details of the problem
- an ability to make sound decisions on how to deal with the complaint

**HOUSEKEEPING: FOURTH LEVEL: UNIT 5**

**DEVELOP LIAISON WITH OTHER DEPARTMENTS**

**STANDARDS**

1. It is made certain that relevant information from other departments and units is received and acted upon promptly. (See Note 1).
2. It is made certain that accurate and complete information is sent to other departments and units promptly. (See Note 2).
3. It is made certain that information is given in the appropriate form and through appropriate channels. (See Note 3).
4. It is made certain that other departments are co-operated with in a helpful and polite way.
5. Information which may be useful to other departments is identified and communicated to the appropriate people.
6. Causes of friction between Housekeeping staff and the staff of other departments are identified and either eliminated or referred to the supervisor-trainer.
7. Steps are taken to encourage staff to understand the motivation, attitudes and problems of staff from other departments.

## **NOTES ON THE STANDARDS**

### **1. INFORMATION FROM OTHER DEPARTMENTS MAY INCLUDE:**

- FROM FRONT OFFICE
  - guest arrivals and departure details
  - special requests
  - time of arrivals and late check-outs
  - forecast of rooms sold and number of guests in house
  
- FROM MAINTENANCE
  - the status of repair problems
  
- FROM FOOD AND BEVERAGE
  - requests for extra linen
  - requests for cleaning service
  - information on functions

### **2. INFORMATION TO OTHER DEPARTMENTS MAY INCLUDE:**

- GENERAL
  - guest feedback and observed reactions
  
- TO FRONT OFFICE
  - room status
  - discrepancies on the arrivals and departures list compared with actual room status
  - guest requests
  - rooms out of order
  - problems in any rooms
  - which rooms to allocate first
  
- TO MAINTENANCE
  - repair and maintenance requests
  
- TO SENIOR MANAGEMENT
  - records
  - recommendations
  - loss/ missing items

3.. APPROPRIATE CHANNELS MAY INCLUDE:

- verbal
- written

4. CAUSES OF FRICTION MAY INCLUDE:

- unfair blame or criticism
- incorrect information
- poor organization leading to poor service and guest complaints

**PROJECT ASSIGNMENTS**

- |    |    |  |  |
|----|----|--|--|
| 1. | A. | Give a detailed account of what information is supplied by the Housekeeping Department, and what information is received by the Housekeeping Department from other departments. State how this information is communicated, e.g. by phone, form, report, computer print-out, etc. Use examples to support your answer. | <input style="width: 100px; height: 20px;" type="text"/> |
|    | B. | Explain the reasons for break-downs in communication which might occur.  | <input style="width: 100px; height: 20px;" type="text"/> |
| 2. | A. | Identify the main areas of friction between the Housekeeping Department and other departments.   | <input style="width: 100px; height: 20px;" type="text"/> |
|    | B. | Analyze the causes of the friction and propose some possible solutions.  | <input style="width: 100px; height: 20px;" type="text"/> |
|    | C. | Give a detailed account of what steps you would take to help your staff understand the motivation, attitudes and problems of staff from other departments.   | <input style="width: 100px; height: 20px;" type="text"/> |

**HOUSEKEEPING: FOURTH LEVEL: UNIT 6**

**MANAGE STAFF**

**STANDARDS:**

1. Job descriptions and "person specification" are written for use in staff selection. (See Note 1).
2. Recommendations are made for the selection of an applicant based on a comparison between the "person specification" and the applicant's attributes.
3. New staff are effectively orientated into the department. (See Note 2).
4. The work of staff is assessed, and staff are motivated and guided on how they can perform their jobs more effectively.
5. Effective working relationships are developed with staff by encouraging them to take responsibility and make decisions.
6. Work is organized in a way which allows staff to be involved in the running of the department and which gives them the opportunities to develop their skills.
7. Rotas are planned to make certain that staffing resources are used effectively.
8. House regulations and codes of behaviour are clearly communicated to staff and are implemented within the department.
9. The problems and view-points of other departments are explained to staff so that conflicts are minimized and working relationships between departments are effective.
10. Staff facilities are monitored to make certain that house policy is followed.
11. Staff are treated in a helpful and co-operative way.

**NOTES ON THE STANDARDS:**

1. PERSON SPECIFICATIONS INCLUDE:

- personality and manner
- honesty and loyalty
- ability to work in a team
- educational achievements
- vocational training
- previous experience
- mobility
- manual and technical skills
- salesmanship skills
- age range
- appearance
- other related factors

2. ORIENTATIONS MAY INCLUDE:

- the objectives and facilities of the Hotel
- the layout of the premises
- the types of guests
- an introduction to management, instructors and colleagues/fellow-students
- staff/student regulations
- salary procedures, holiday entitlement, accommodation and food provision
- grievance and disciplinary procedures
- health and safety
- conditions of employment
- an introduction to the job
- an introduction to a mentor
- the development of an individual training plan



**PROJECT ASSIGNMENTS**

- |    |    |   |                      |
|----|----|---|----------------------|
| 1. | A. | Write a job description and "person specification" for a current job vacancy in your field of responsibility.   | <input type="text"/> |
|    | B. | Using the job description and "person specification" which you have prepared, select the most suitable applicant for the job vacancy from the applications received. Give detailed reasons for your choice.   | <input type="text"/> |
|    | C. | If there are no current job vacancies in your establishment, this assignment can be done by writing a job description and "person specification" for a particular job, and then inviting existing job holders to write a letter of application with curriculum vitae and/or application form. With this information, you should select the most appropriate "applicant", giving detailed reasons for your choice. | <input type="text"/> |
|    | D. | Draw up a plan to show what training and development the applicant you have chosen will need in the first year of his or her employment.  | <input type="text"/> |
| 2. |    | Plan an orientation programme for a new member of staff (see Note 2). Carry out the programme or, if there is no new member of staff, role-play with the Instructor an orientation programme for the "applicant".   | <input type="text"/> |
| 3. | A. | List the responsibilities that the various members of your staff have, as well as the decisions they are expected to make on their own.   | <input type="text"/> |
|    | B. | Draw up a plan which enables staff to become even more involved in the running of the department and in developing their skills. Outline further responsibilities which could be delegated to members of your staff. Outline the more efficient rotas you have planned.   | <input type="text"/> |
| 4. |    | Covering the staff for whom you are responsible, prepare weekly duty rotas for two consecutive weeks.   | <input type="text"/> |
| 5. |    | Prepare full and accurate time-sheets so that staff wages can be accurately calculated.   | <input type="text"/> |
| 6. |    | Communicate to all staff within your department any house regulations and codes of behaviour, using one or more of the following methods:   | <input type="text"/> |
|    |    | <ul style="list-style-type: none"><li>• by having a meeting with all members of your staff</li><li>• by designing a poster, leaflet or flyer</li><li>• by writing a section for a staff handbook</li></ul>  |                      |

**HOUSEKEEPING: FOURTH LEVEL: UNIT 7**

**PLAN AND SUPERVISE TRAINING**

THIS UNIT APPLIES TO

TYPES OF TRAINING WHICH MAY INCLUDE:

- orientation/induction training
- initial training
- corrective coaching

TRAINING NEEDS WHICH MAY INCLUDE:

- learning existing or new work procedures and skills
- understanding the importance of the guests to the success of the hotel
- learning to be sensitive to the needs of guests
- social skills
- the use of new equipment

TRAINING METHODS WHICH MAY INCLUDE:

- organized in-house, off-the-job training courses
- on-the-job training
- assignments or projects, eg. solving a current problem with guidance from senior staff
- job rotation

TRAINING EVALUATIONS WHICH MAY INCLUDE:

- post-training observation
- evaluation by the trainee
- evaluation by the supervisor

**STANDARDS**

- |     |   |                      |
|-----|---|----------------------|
| 1.  | Training plans for staff members are written and carried out.   | <input type="text"/> |
| 2.  | Staff are trained to carry out their tasks to the standards of performance required by house policy.  | <input type="text"/> |
| 3.  | Staff are trained to follow house procedures.   | <input type="text"/> |
| 4.  | Staff are trained to appreciate the importance of the guest to the success of the hotel.  | <input type="text"/> |
| 5.  | Staff are told of the benefits to themselves of training.   | <input type="text"/> |
| 6.  | Individual staff training records are maintained and kept updated according to house procedures.  | <input type="text"/> |
| 7.  | Trainees are given guidance and support throughout their training.  | <input type="text"/> |
| 8.  | Staff are kept informed of their progress and encouraged to continue their self-development.  | <input type="text"/> |
| 9.  | The training plan is monitored as it progresses and changed where necessary to make certain that the training is useful to the individual and to the establishment. | <input type="text"/> |
| 10. | Training is followed up by further training or corrective coaching where needed.  | <input type="text"/> |
| 11. | Staff are treated in a helpful and co-operative way.  | <input type="text"/> |

**PROJECT ASSIGNMENTS**

1. Give three or more examples of how one might give "guidance and support" to a trainee during training.
  
2. You have a room attendant who is technically experienced, hard-working and punctual, but is surly and rude around guests. Draw up a complete training plan for her. Give a detailed account of how you might convince her of the importance of the guest to the successful operation of the hotel.
  
3. An experienced and senior member of your houseman staff is in need of corrective coaching. Give a detailed account of how you would interpret his emotions and habits; then draw up a plan of corrective coaching which is sensitive to the need to avoid antagonizing those emotions and habits.
  
4. Give a detailed account of some of the possible ways one might convince staff of the benefits of training to themselves. Consider, too, how to counteract what might be perceived by some staff members as the disadvantages of training, i.e. extra responsibilities arising from a higher level job, etc.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 8**

**TRAIN STAFF ONE-ON-ONE**

**THIS UNIT APPLIES TO:**

- One-on-One Training on the Job
- Coaching/Corrective Training

**TRAINING SKILLS WHICH MAY RELATE TO:**

- maintaining guest care and quality of service
- the procedures for cleaning a guest room for arrivals
- the procedures for cleaning public areas
- the procedures for handling special requests or complaints
- the procedures for sorting and cleaning laundry

**STANDARDS**

- |    |  |                          |
|----|--|--------------------------|
| 1. | Staff are told of the benefits to themselves of receiving training so that they are encouraged to participate in training activities.                    | <input type="checkbox"/> |
| 2. | The level and pace of the training session matches the needs of the individual staff member taking the training.   | <input type="checkbox"/> |
| 3. | The individual staff member to be trained is fully briefed before the training begins on what will be taught and practised.                              | <input type="checkbox"/> |
| 4. | The task to be taught is broken down into well-organized stages in order to make it easier for the individual staff member to understand and learn.      | <input type="checkbox"/> |
| 5. | Each stage is explained and demonstrated in a clear and helpful way, and the individual member of staff is allowed to practise after each demonstration. | <input type="checkbox"/> |
| 6. | Staff are encouraged to ask questions and participate throughout their training.   | <input type="checkbox"/> |
| 7. | Staff are observed while they do their work, and feedback is given in a clear and helpful way.   | <input type="checkbox"/> |
| 8. | Corrective coaching is given where necessary and in a clear and helpful way.   | <input type="checkbox"/> |

**PROJECT ASSIGNMENTS**

1. Carry out at least 5 training sessions, each for a different task to be learned and each with a different trainee.

A. During each session, make sure to include the following:

- fully brief the trainee on what will be taught;
- break down the task to be taught into well-organized stages;
- make certain that the level and pace you have chosen match the abilities and needs of the trainee;
- explain and demonstrate each stage in a clear and helpful way, and allow the trainee to practise after each demonstration;
- encourage the trainee to participate in the training rather than just stand and observe you while you work;
- ask questions to make sure that the trainee has understood each stage;
- encourage the trainee to ask questions and give comments;
  
- give positive encouragement and praise.

B. Let the trainee perform the task without help. Ask the trainee to evaluate his or her own performance and where s/he would like to improve. Give feedback in a clear and helpful way. The feedback should be a balance between positive and negative comments.

2. There is a room attendant in your section who has been working in the industry for many years. You know she has potential and experience but she seems bored and more concerned with time off than with reaching the standard of performance her job requires. You have mentioned training to her before but she shrugs her shoulders and seems disinterested. How do you create in her the desire to learn? Give a detailed account of what you would do and say.

3. Several weeks later, the same room attendant is beginning to perk up and show enthusiasm for learning. She enjoyed the training you gave her and is doing good work; both guests and co-workers seem to enjoy her presence. What are the different ways you would choose to keep her enthusiasm alive? How would you *sustain* her good work practices? Give a detailed account of what you would plan do, and say.

4. One year later, the same person is one of the best room attendants in Housekeeping. She has, however, become careless about some of the fundamentals you taught her in the beginning. How would you give corrective coaching? Give a detailed account of what you would do and say.

5. You are asked to give "helpful" feedback to staff: what are some of the ways you might accomplish this? What does "helpful" mean? Give some possible examples.
6. What are some of the things which might create a negative environment for learning? Give some possible examples of what a successful training session should avoid.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 9**

**MAINTAIN STAFF DISCIPLINE**

**STANDARDS**

1. Disciplinary procedures are clearly made known to staff.
2. Steps are taken to prevent potential problems from reaching a stage requiring disciplinary action. (See Note 1).
3. Action is taken without delay in the event of a disciplinary problem.
4. In the first instance, an attempt is made to deal with unsatisfactory situations by means of advice and guidance.
5. Where further action is needed, a full report is prepared and presented to the supervisor-trainer.
6. Disciplinary procedures are carried out according to house policy and employment laws.



**NOTE ON THE STANDARDS**

1. CAUSES OF POTENTIAL PROBLEMS MAY INCLUDE:
  - actions by the employer
  - the personality of some members of staff
  - security weaknesses resulting in situations of temptation
  - the influence of outside forces

**PROJECT ASSIGNMENTS**

1. Communicate clearly the procedures for dealing with disciplinary matters by one or more of the following methods:
- having a meeting with staff members
  - producing a flyer, poster or leaflet for the staff notice board
  - writing a section in the staff handbook or other notice
2. You are having a problem with a member of your staff who is working too slowly and whose standards are poor. It seems that this staff member is fundamentally lazy, unmotivated, and openly disinterested in training from his supervisor. Moreover, she is suspected of taking advantage of weaknesses in the linen control system to take linen home.
- A. Give a detailed account of how you would conduct a preliminary interview in order to deal with the situation by means of advice and guidance.
- B. On the basis of the preliminary interview, write a report to senior management. Include in your report your recommendations on what course of action to take regarding the staff member's unsatisfactory speed and quality of work, as well as the suspicion that she steals from laundry stores.
- C. State what records would need to be kept to cover the case fully.
- D. Discuss what you think would be the appropriate instances in which the details of the case could properly be disclosed to others.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 10**

**HANDLE STAFF GRIEVANCES**

**STANDARDS**

1. The procedures for handling grievances are made known to staff.
2. Regular staff meetings are held so that potential grievances can be identified and dealt with at an early stage.
3. Staff are helped to discuss grievances or problems on an individual basis by establishing easy means of access to management. (See Note 1).
4. Staff are helped to discuss grievances or problems on an individual basis by using techniques to encourage the individual to speak freely. (See Note 1).
5. Action is taken to deal with grievances without delay.
6. Grievances are dealt with in the first instance by advice and guidance and/or by discussion with any other parties involved.
7. Full and accurate records are kept of the details of any staff grievances, and the details are considered in a balanced way.
8. Full and accurate records are kept of the action or actions taken to deal with staff grievances.
9. Grievances arising between one member of staff and another (not including the individual's supervisor) are handled in a way which encourages future co-operation between the parties.
10. Disagreements between a member of staff and his or her supervisor are handled in a way which encourages future co-operation, and ensures that justice is done without undermining the position of the supervisor.
11. Grievances which cannot be resolved are referred without delay to senior management.

**NOTE ON THE STANDARDS**

1. EASY MEANS OF ACCESS TO MANAGEMENT MAY INCLUDE:
  - an open-door policy at posted times
  - clear and simple procedures for arranging a personal meeting
  - opportunities for informal meetings, e.g. regular visits to the staff cafeteria
  
2. TECHNIQUES WHICH MIGHT ENCOURAGE A PERSON TO SPEAK FREELY MAY INCLUDE:
  - attentive listening
  - assuring confidentiality
  - speaking in a gentle tone
  - speaking in a non-threatening or non-patronizing way
  - asking interested or concerned questions

**PROJECT ASSIGNMENTS**

1. Communicate clearly the procedures for handling staff grievances by one or more of the following methods: 
  - having a meeting with staff members
  - producing a poster, flyer or leaflet for the staff notice board
  - writing a section in the staff handbook or other notice
  
2. Give a detailed account of how staff in your department has access to management.
  
3. You are going to have an interview with a member of staff who wishes to discuss a grievance against another member of staff. (The Instructor will act as the member of staff).
  - A. Based on what the "staff member" tells you, state what action you will take and/or what further discussion you feel will be necessary.
  
  - B. Write a report to senior management which clearly explains the details and evidence related to the case. Recommend the course of action you think should be taken.
  
4. Say that you are working within a corporate chain. The Head Office of the company lays down certain procedures which are recommended but are not obligatory. You have a loyal and experienced member of staff who is one of your best employees. He does not follow these procedures as he believes that his way of doing things is better: he feels that his way is cheaper and it appears to please the guests. The supervisor tells this member of staff to follow the company's recommended procedures, but the member of staff ignores this instruction. When the supervisor sees that the instruction has been ignored, he shouts at the member of staff in front of other staff. The staff member is angry and feels humiliated. He feels that his reasons for not following the instruction were good ones and loyal to the interests of the hotel; he feels that the logic of his reasons were not considered by the supervisor. He is also upset that he was shouted at in front of other members of staff, and he feels that the supervisor should apologize to him.  
  
Give a detailed account of how you would handle this case.
  
5. Design a written form which you think would be suitable for recording details of grievances and the actions taken to handle the grievances. Fill in the forms for both of the grievances you have had to deal with here.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 11**

**DEVELOP TEAMWORK**

**STANDARDS**

- |    |   |                          |
|----|---|--------------------------|
| 1. | A personal example is set for co-operation, punctuality and quality of work.  | <input type="checkbox"/> |
| 2. | Co-operative and helpful working relationships are created and maintained with colleagues and staff.  | <input type="checkbox"/> |
| 3. | Changes in policy and/or work procedures are communicated to staff in a way which enables them to understand why the changes are taking place and also encourages them to contribute ideas and suggestions. | <input type="checkbox"/> |
| 4. | Feedback to staff on their work performance is given in a constructive and positive way in order to encourage further improvement.  | <input type="checkbox"/> |
| 5. | Staff members are supported in the event of conflict with any other group.  | <input type="checkbox"/> |
| 6. | Disagreements and conflict within the team are dealt with in a way which maintains productive working relationships.  | <input type="checkbox"/> |
| 7. | Effective working relationships are created and maintained with colleagues and the supervisor-trainer.  | <input type="checkbox"/> |
| 8. | Staff are encouraged to feel that their personal efforts are essential to the success of the organization as a whole.   | <input type="checkbox"/> |
| 9. | Staff are encouraged to feel that the Housekeeping Department and all its sections are essential to the success of the organization as a whole.   | <input type="checkbox"/> |

**PROJECT ASSIGNMENTS**

1.    A.    After discussion with your Instructor, list your strengths and weaknesses in terms of setting a personal example for your staff, and state what further steps you need to take in order to reach a higher level of success.
  
- B.    Discuss what you consider to be the quality of your work, i.e. what the term "quality" means in relation to your work and how far you achieve quality.
  
2.    Assess the quality of the working relationships in your own team. Give a detailed account why you believe that the good features and the bad features of these working relationships have arisen. Explain how you would make any improvements in the working relationships of the team.
  
3.    Discuss in what areas you feel that senior management needs your co-operation, and in what ways you are able to co-operate with senior management.
  
4.    A.    Give a detailed account of what you consider to be the most important ways to encourage staff to feel that their individual personal efforts, as well as the overall role of the department, are essential to the success of the organization.
  
- B.    Interview two staff members to find out how they see the importance of their personal contribution and that of the department to the success of the organization. Give a detailed account of how you would improve any negative feelings they might have, or how you would reinforce their positive feelings.
  
5.    A.    Give constructive feedback to a member of your staff on the level of his or her work performance. Ask the staff member to assess him or herself, and also to identify any negative aspects of his or her work.
  
- B.    Give a detailed account of what was said in 6(A) and how you obtained a commitment from the staff member to maintain the positive aspects of his/her work performance and deal with the negative aspects.
  
6.    A.    Give a detailed account of the possible ways to encourage staff to share their ideas and views on work procedures and how to improve work performance.
  
- B.    A staff member has enthusiastically shared her ideas on how to improve the flow of work by suggesting new work procedures. You appreciate her involvement and want to make sure that she continues to share her views, but you and senior management consider the particular changes she has suggested at this time to be impracticable. Give a detailed account of what you would tell this staff member.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 12**

**IMPLEMENT SELF-DEVELOPMENT**

**STANDARDS**

1. Present skills, strengths and weaknesses are identified and compared with current job needs.
2. Realistic and challenging goals for self-improvement are planned.
3. A plan is drawn up to show how the goals are going to be achieved.
4. Goals are regularly reviewed to make certain that they are achievable with the resources and time available, and to make certain that any obstacles are taken into account.
5. The plan, as reviewed, is carried out within the time scheduled.
6. Feedback is obtained from senior management and colleagues, and this is compared with one's own assessment of performance.
7. Steps are taken to keep informed about new developments and to be aware of the opinions and practices of other practitioners. (See Note 1).
8. Long-term career aims are identified and plans are made to achieve any further self-development which may be needed.



**NOTE ON THE STANDARDS**

1. SOURCES FOR INFORMATION ON NEW DEVELOPMENTS MAY INCLUDE:

- trade shows
- professional meetings
- seminars
- trade journals and other publications
- professional journals and books

**PROJECT ASSIGNMENTS**

You are asked to complete the following project assignments for Assessment.

1. State the strengths and important qualities you feel are needed to be successful in your current job.
  
2. After discussing the matter with your colleagues and senior management, list your own skills, strengths and weaknesses in relation to project assignment (1). Evaluate this list and decide what your goals should be to improve your work performance.
  
3. Draw up a plan which enables you to achieve the above goals. After an appropriate period, evaluate how far you have achieved your goals and identify any reasons why the achievement of some goals may be behind schedule. Review and revise the plan accordingly.
  
4. Obtain and record feedback from senior management and your colleagues on your performance, and compare this with your own self-assessment.
  
5. Prove that you are keeping abreast of new developments in your field: collect cuttings, records or notes of new developments, and attend seminars, meetings or conferences.
  
6. State your long-term career goals and how you plan to achieve them.

**HOUSEKEEPING: FOURTH LEVEL: UNIT 13**

**CONTRIBUTE TO THE MAINTENANCE OF A SAFE  
AND SECURE ENVIRONMENT**

**STANDARDS**

- |    |  |                          |
|----|--|--------------------------|
| 1. | The interior of the premises is regularly checked for safety and security weaknesses.  | <input type="checkbox"/> |
| 2. | Equipment used in the Housekeeping Department is regularly checked for safety weaknesses.  | <input type="checkbox"/> |
| 3. | Potential health and safety problems are identified, reported and effectively dealt with within the scope of the Housekeeping Department's responsibility. | <input type="checkbox"/> |
| 4. | Accidents are recorded, reported and effectively dealt with according to house policy.   | <input type="checkbox"/> |
| 5. | Information is readily available to all staff members within the Department on how to obtain first aid or medical help.                                    | <input type="checkbox"/> |
| 6. | Emergency procedures are made known to all staff members within the Department. (See Note 1).  | <input type="checkbox"/> |
| 7. | Security procedures are maintained according to house policy.  | <input type="checkbox"/> |
| 8. | Unusual circumstances or situations are identified and reported to senior management and/or security staff. (See Note 2).                                  | <input type="checkbox"/> |

**NOTES ON THE STANDARDS**

1. EMERGENCY PROCEDURES MAY INCLUDE:

- fire
- theft
- accident
- hurricane
- flood
- assault
- bomb alert

2. UNUSUAL CIRCUMSTANCES MAY INCLUDE:

- unattended luggage
- suspicious people
- drunkenness and disorderly behaviour

**PROJECT ASSIGNMENTS**

You are asked to complete the following project assignments for Assessment.

1.     A.     List the areas and equipment within your field of responsibility which need to be regularly checked.
  
- B.     Design a method (or use the existing method) of recording necessary health, safety and security checks. This record should include: 
  - the areas and equipment needing inspection
  - the present condition of the above
  - the action needed
  
- C.     Carry out inspections of the areas and equipment. Identify any potential health, safety and security problems and record the details. State what action has been or will be taken.
  
2.     Show how accidents and consequent action are recorded.
  
3.     Explain how you would deal with the following situations: 
  - a guest collapses in the lounge
  - a colleague has an epileptic fit
  - a guest dies in the bedroom
  - a guest has a heart attack
  - a colleague badly hurts himself while using cleaning machinery
  
4.     Indicate how you have ensured that information on how to obtain first aid or medical help is easily available to all members of your staff.
  
5.     Explain emergency procedures to staff by two or more of the following methods: 
  - by arranging a meeting or training session
  - by designing posters or pictorial instructions
  - by writing an entry in the staff handbook
  
6.     Outline house policy on security procedures in your department and explain how you have ensured that all your members of staff are familiar with them.
  
7.     Give a detailed account of how you would deal with the following situations: 
  - a guest leaves her briefcase beneath a table in the lobby
  - a group of guests are having a party in their rooms; they are drunk and making a lot of noise in the rooms and connecting public areas
  - a man arrives at Housekeeping stating that he has forgotten his key and would like to be let into a particular room
  - man in workman's dress approaches a room attendant on duty and asks to be let into a guest bedroom

**HOUSEKEEPING: FOURTH LEVEL: UNIT 14**

**MONITOR PEST-CONTROL PROCEDURES**

**STANDARDS**

1. The type(s) and name(s) of pest-control chemicals for the job, and used by the contracted pest-control company, are known.
2. The correct uses for the type(s) and name(s) of pest-control chemicals for the job, and used by the contracted pest-control company, are known.
3. Any antidotes as prescribed by the manufacturer are known and kept on record; in the event of human poisoning, this information is immediately made available to the medical authorities.
4. The exact areas to be sprayed are agreed with the pest-control company and known. (See Note 1).
5. The areas to be sprayed are thoroughly prepared according to house procedures, before spraying occurs. (See Note 2).
6. The spraying is monitored to make certain that the correct areas are sprayed and that the poison does not come into contact with humans.
7. Clean-up procedures as prescribed by the manufacturer are known.
8. Staff are fully briefed on correct clean-up procedures to safeguard their health and avoid cross-contamination. (See Note 3).
9. Staff are monitored to make certain that correct clean-up procedures are followed.
10. Clean-up equipment for pest-poisons are used for this purpose only, to avoid cross-contamination; this is fully communicated to staff.
11. Staff are monitored to make certain that clean-up equipment is used in the clean-up of pest-poisons only.
12. Areas are monitored for any signs of dead pests; these are cleaned up immediately and disposed of according to house procedures.
13. Problem situations are noticed and immediately reported to management. (See Note 4).
14. Staff and management in Housekeeping and other departments are treated in a helpful and co-operative way.

## **NOTES ON THE STANDARDS**

### **1. AREAS TO BE SPRAYED MAY INCLUDE:**

- guest rooms
- bathrooms
- public areas
- vent/water outlet areas
- stock rooms/shelving/storage
- Laundry Room
- back-of-house work areas

### **2. PREPARING AREAS INCLUDES:**

- all items which come into contact with humans removed from areas to be sprayed (i.e. linen, guest amenities, food, drink, etc.)

### **3. CLEAN-UP PROCEDURES MUST INCLUDE:**

- thorough removal of exposed poisons
- thorough wipe-down of surfaces (shelving, floors, etc.)
- use of plastic gloves (and face masks, as appropriate)
- use of equipment for poison clean-up only (bucket, rags, sponges, mop, etc).
- avoidance of cleaning agents which may cause toxic vapours when mixed with poisons
- the safe disposal of waste water to avoid cross-contamination or environmental poisoning
- the safe marking and storage of clean-up equipment
- thorough hand-washing and washing of any skin areas which may have come into accidental contact with poisons or waste water

### **4. PROBLEM SITUATIONS MAY INCLUDE:**

- accidental poisoning
- cross-contamination
- incorrect areas sprayed
- incorrect clean-up equipment used
- damage to surfaces or items
- dead pests/vermin
- other noticeable safety risks