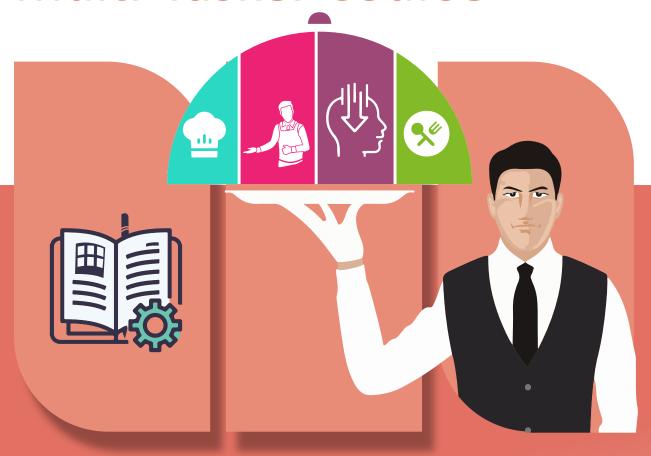






Basic Hospitality Skills Multi-Tasker Course



The Manual











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Version 2 (1st June 2020)

Foreward

The Skills for Inclusive Growth (S4IG) is an initiative of the Australian Government in collaboration with the Ministry of Skills Development, Employment and Labour Relations Heritage (Sri Lanka). The S4IG Program has partnered with the Federation of Chamber of Commerce in Sri Lanka (FCCISL) to improve the skills of women, men and persons with disabilities in the tourism and hospitality industry in Ampara, Batticaloa, Polonnaruwa and Trincomalee to strengthen the performance of enterprises, improve their quality of services, generating employment and increasing incomes.

The Work Place Based Basic Skills Program in Tourism and Hospitality has been designed to enable workplaces to deliver industry recognised training on the job and assess and track the skills of employees as they achieve required industry competency standards. This workplace training is an initiative of the S4IG Program and FCCISL. This approach is supporting employers to deliver quality vocational training and strengthen the quality and relevance of the skills ecosystem in Sri Lanka.

A Training Package has been developed for employers which includes the following resources:

- Trainee and Trainer Learning Resources/Manuals
- (ii) Assessment Tools and Instruments
- (iii) Mentoring guidelines
- (iv) Video learning materials to underpin and reinforce workplace occupational requirements
- (v) Assessment (Skills) Passport
- (vi) A Workplace Trainers Program
- (vii) A Workplace Assessors Program
- (viii) A Workplace Mentors Program

The training package has been developed by Training and Recruitment Academy (TRAc) and their highly skilled professional team, with assistance and support from FCCISL, S4IG staff and District Chambers of Commerce and Industry Associations in the four districts (Ampara, Batticaloa, Trincomalee, Polonnaruwa). The training package is internationally recognised giving added value and surety of quality to employers and trainees looking to improve the performance of enterprises and service provision across the tourism value chain.

We gratefully acknowledge the support extended from both government and the private sector towards the development of these training resources and look forward to their widespread implementation across workplaces in Sri Lanka. I also extend our gratitude to the service providers that have worked tirelessly to nrenare and test the training package resources.

David Ablett

Skills for Inclusive Growth (S4IG)

Team Leader



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Section 1 Safety and Hygiene

In this section you will learn what your responsibilities are as an employee within the hospitality industry, specifically concerning safety, health and hygiene.

Employee responsibility

When working in the hospitality industry you must take health, safety, security and hygiene very seriously. This is because you are responsible for, not only your own health and safety, but also that of your colleagues and very importantly, your guests. Below are the three areas in which you should achieve a great standard of safety and hygiene and how to do so.

- A: Take care of your own hygiene, health and safety.
- B: Consider the health and safety of your colleagues and your hotel's guests.
- C: Help make your workplace safe.

A: Take care of your own hygiene, health and safety.

It is your responsibility to maintain personal hygiene and a good appearance. This helps maintain hotel hygiene. This also helps give a good impression of yourself as well as your hotel. Below is a table showing the different ways to maintain personal hygiene and why each is important.

How to maintain personal hygiene	Why doing this helps
Shower every day.	Prevents body odor, maintain a healthy look.
Wash my hair.	Prevents odors, maintain a healthy look.
Shave.	Prevents hair falling into food, etc
Brush my hair.	Removes loose hair.
Tie long hair away from my face.	Prevents hair fall into food etc
Keep fingernails short and clean.	Prevents dirt and germs from collecting under the fingernails.
Remove nail polish and artificial nails	Prevents nail polish or artificial nail from falling into food or onto beds.
Any cuts or open wounds must be covered/dressed.	Prevents wound from getting infected and leading to more serious disease. Also prevents spread of germs.
Remove jewelry such as earrings, rings, necklaces and bracelets.	Prevents such items from falling into food etc.
Remove my watch.	Prevents loss of watch.
Wear clean clothes to work.	Maintains a good image.
Wear a clean uniform.	Maintains a good image.
Wear appropriate shoes.	Allows me to work without difficulty.
Wash my hands.	Prevents cross contamination.
Brush my teeth.	Prevents bad breath and helps maintain a good image.

Safety and Hygiene		
Do not come to work when you are sick. Call your Manager to let him/her know.	Prevents further sickness. Prevents germs from spreading to colleagues and guests. Prevents contamination of food.	
If you are very sick at work, especially stomach pain or fever, report it to your Manager and then go home immediately.		

Working in the hotel industry is exciting but it is also hard work. It is important to be aware of accidents that can happen.

Possible scenarios:

Scenario	Consequence to self	Consequence to hotel
Workplace injury	Lost income due to inability to work	Loss of labor leading to loss of income
Sickness	Loss of job	Loss of labor leading to loss of income
Mental stress	Inability to work, loss of job	Loss of labor leading to loss of income
Lack of sleep	Inability to work safely or well	Loss of labor leading to loss of income

Here are specific example of workplace accidents:

Situation	What could happen in these situations?
A greasy or wet floor	Falling, broken bones
Mixing cleaning chemicals	Chemical poisoning
Bullying in the workplace	Lose motivation to work
Moving heavy tables or furniture	Falling, back injury
Aggressive guests	Fear of coming to work
Leaving bags in the hallway	Tripping
Leaving work tools out	Causing injury
Carrying things up and down stairs	Falling, injury to the body
Lifting a heavy bed or mattress	Back injury or shoulder injury
Broken glass	Cuts and infection
Broken light fixture	Electrocution
Cooking with hot oil	Burns, Fire
Kitchen tools left on the counter	Injury to the body
Chopping vegetables in a hurry	Cut to the hand
Blocked staircase	Falling, injury to the head or body
Faulty plug point	Electrocution
Blocked emergency exit	Cannot escape fire emergency, death
Overworking	Fatigue, Stress, loss of motivation

- How can we avoid dangerous situations and accidents?
- 1. Be aware of areas of the body that can be easily hurt—shoulder, back, wrists, ankles, knees, feet and toes (lifting/carrying) forearms, hands and fingers (burns and cuts)
- 2. Eat and sleep well. An injury or illness is more likely if you are overly tired or work too hard. Skipping meals can lead to illness and fatigue.
- 3. Wear protective clothing

What to wear	Why
Gloves	Gloves will protect your hands from heat or chemical burns. Gloves can protect your hands from cuts as well as protect existing wounds from getting worse. Gloves prevent germs from spreading.
Apron	Aprons protect your clothing from stains and hot spills.
Hairnet or cap	Hairnets or caps help prevent hair from falling into food or public areas.
Strong and comfortable shoes	Good shoes that do not slip help prevent accidents from trips and falls. Good shoes help alleviate fatigue from standing for long periods.
Rubber boots for cleaning waste disposal bins.	Rubber boots help keep your feet and legs safe and clean especially when cleaning waste disposal bins.

- 4. Know how and when to wash your hands. Hands should be washed:
 - Before starting work
 - Before handling food at any time
 - After going to the washroom
 - After handling waste/garbage
 - After smoking
 - After handling animals
 - After handling raw meat
 - After handling hazardous chemicals
 - After taking a break
 - After touching your face, nose, hair after sneezing or coughing
 - After cleaning a wound or a cut
 - After being outside
 - After handling dirty linen

How hands should be washed:

- A) Wet hands preferably with warm/hot water.
- B) Lather with soap (preferably bar soap).
- C) Rub the palms, back of your hands and your fingers
- D) Clean your nails by scratching the centre of your palm.
- E) Rub your thumbs and wrists.
- F) Rinse preferably with war/hot water.
- G) Air dry hands or use a paper towel or a clean towel (personal).
- H) Turn tap off with the paper or elbow.

5. Use correct lifting techniques

Lifting or carrying heavy items is hard and dangerous. It can lead to back, upper limbs and knee injuries. These injuries take a long time to heal. When lifting an item please follow procedure to avoid such injuries.

Plan the lift

When planning the lift ask yourself the following questions: Can I do it by myself or do I need help/a team/ a trolley? Can I break a large load into smaller loads? Where am I taking this load? Which path should I take? Can I move the load by trolley to the destination before lifting?

Get into position

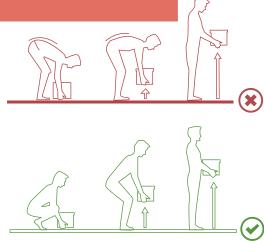
Do not bend your back. Keep your back straight. Bend your knees. Do not start from a sitting position/Start in a good posture. Get a good hold of the load.

Lift and Carry

Turn your feet and not your back when turning direction. Keep load at waist level so you can see where you are going.

Put the load down

Do not bend your back. Keep your back straight. Bend your knees.



- 6. Do put your personal items in a locker or in a secure place in the staff room. This prevents loss or theft. It also helps keep the hotel tidy and remove items that endanger the guest by blocking a hallway or doorway.
- 7. Do not come to work if you have taken drugs or alcohol.
- 8. Do any kind of training that builds hazard awareness or safety and hygiene awareness. Educate yourself.
- 9. Know exactly what you will need to clean a surface the correct amount of cleaning agent, the correct protective clothing, the correct cleaning tools.
- 10. Learn First Aid if you can.
- 11. Practice in a safe environment before attempting to do something by yourself.
- 12. Ask for help when necessary.
- 13. Do not be the reason that a guest gets sick or hurt.
- 14. Learn about your working environment, the equipment you are expected to use. Get someone to teach you.
- 15. Know what to do if you see any damaged equipment.
- 16. Be careful when using electrical equipment.

Electrical equipment, when handled incorrectly, can lead to serious injury such electrocution, hot water burns and hand/wrist injury. Read the manual carefully. Ask Senior Staff to help you learn how to use electrical equipment carefully and correctly. Be especially careful of the long electrical lead that may block a path.

Know who to report to if you see a problem with electrical equipment. If you do get involved in a workplace incident/accident follow your hotel's procedures/protocol. Inform the relevant people immediately and ensure that the incident/accident is recorded for future reference.

Aside from the physical incidents that may occur you should also be aware of the mental hazards that can affect your safety and health.

Examples of mental hazards and how to prevent them:

Mental Hazard	Potential risks	How to prevent
Aggressive guest	Risk of bodily injury. Risk of mental stress.	Keep calm.Report to supervisor or the Manager immediately.
Bullying among colleagues	Risk of mental stress/trauma and loss of work efficiency.	Do not suffer in silence.Report to supervisor or the Manager.
Sexual Harassment	Risk of physical assault and mental stress/trauma and therefore loss of work efficiency.	 Do not suffer in silence. Know your rights. Report to supervisor or Manager or to an organization that can help and support you.
Fatigue and stress from overwork.	Risk of bodily injury/further fatigue and stress. Risk of mental stress. Loss of work efficiency.	Take regular breaks.Discuss scheduling with your Manager.

B: Consider the health and safety of your colleagues and your hotel's guests.

- What is public safety? It is the safety of your colleagues and your guests in the hotel. How can you ensure public safety?
 - By following the personal safety advice (see above) / house rules / hotel procedures.
 - By understanding what hazards are and the risk they pose.
 - By assessing which hazards you can deal with personally.
 - By understanding the importance of reporting potential hazards, accidents or near accidents.
 Reporting helps prevent someone from getting hurt or property from being damaged.
 - Knowing who you need to report potential hazards to in your hotel.
 Recording potential hazards so that the hazard can be systematically dealt with.
 - Warning others of a potential hazard.
 - By knowing where safety equipment can be found: Fire Extinguishers, First Aid Boxes,
 Defibrillators, etc.
 - By being aware of your surroundings.
 - By learning about fire safety and practicing fire drills.

What is a hazard?

A hazard is a physical or mental situation or condition that creates the possibility of danger, accident, etc.

Examples of physical hazards and how to deal with them:

Physical Hazard	Potential risks	How to prevent
 Fire – A burning cigarette thrown into a dustbin, a blocked entrance/exit, a fire extinguisher that does not work, a lack of smoke alarms or fire extinguishers a frayed wire/cable a faulty plug point a faulty electrical appliance hot cooking oil A gas/electric stove that has not been turned off. 	All fire hazards pose the threat of a fire. Any fire can cause injury or death by smoke inhalation, or by burns. Any fire can cause serious damage to property.	 Keep ashtrays in rooms and public spaces. Do routine checks of entrances and exits and remove any blockages. Keep all public areas clear and clean. Do routine checks of plug points in all areas of the hotel. Invest in fire safety posters/signs, fire extinguishers and smoke alarms and maintain them properly. Have these items in relevant locations within the hotel. Check and maintain all electrical appliances, wires and cables. Be careful when cooking with oil and wear and apron. Check that all gas stoves or electric appliances are switched off when not in use. Do routine fire drills. Learn about fire safety. REPORT ANY HAZARDS TO THE RELEVANT PEOPLE.
 Water – A pond or fountain A swimming pool The hotel is close to a canal or river or lagoon 	Any body of water poses the threat of accidental drowning.	 Place signs warning of water hazards/danger of drowning. Place signs for water safety. Employ a lifeguard. Invest in fences – fence off area close to canal, river or lagoon.

		REPORT ANY HAZARDS TO THE RELEVANT PEOPLE.
Pests (mosquitoes, cockroaches, rats) Bed bugs / pest infestation of linen.	Mosquitoes carry diseases such as dengue or malaria. Cockroaches droppings that can cause food contamination or allergies. Rats and rat droppings also carry diseases and their presence can lead to food contamination and/or illness. Bed bugs or pest infestation of linen is a public hazard as the bugs can spread from room to room. It could lead to disposal of all bed linen and other furnishings, which leads to economic loss to the hotel. (Reference: See information on Linen – Cleaning Section)	 Monitor all public areas and waste management areas for signs of pests. Invest in screens, nets, cockroach and rat traps. Keep mosquito repellant (electrical) in guest rooms. Do not use rat poison or insect sprays as this can cause serious food contamination and a danger to the health of anyone working near the poison. Do not allow guests or other staff into areas of pest infestation. REPORT ANY INFESTATIONS TO THE RELEVANT PEOPLE.
Slippery/wet floors and long electrical cables from cleaning equipment.	People can slip, fall and sustain bad injuries such as broken bones.	Use a sign to warn of aslippery floor.Use a sign to warn a floor is being waxed or cleaned.
 Malfunctioning water heater, water dispenser, or kettle. Spilt hot beverage 	Hot water accidents can cause serious burns. Spilt liquid can lead to slips and falls, causing bodily injury.	 All water heating equipment should be well-maintained and checked carefully before use. Practice handling tea and coffee pots correctly before service. Know how to use electrical equipment correctly. Clean spills up immediately.
Damaged or broken furniture, food service items, etc.	Broken glass poses the risk of cuts and wounds, some of which can be life threatening.	 Remove and dispose of any broken glass immediately and correctly. Monitor/Check all areas where glass/ damaged or broken items are present and remove immediately.

	Damaged items pose the risk of cuts and wounds.	REPORT ANY HAZARDS TO THE RELEVANT PEOPLE.
Untidy, unsanitary and cluttered public areas.	Such areas can lead to cross contamination or injury through accident.	 Tidy up, clean and disinfect public areas / floors regularly.
Overflowing waste/garbage bins	Overflowing bins invite all kinds of pests and animals. This risks food contamination and a danger of injury to the people in the hotel. (Reference: Waste Management Section)	 Dispose of waste correctly and immediately. Keep bins lidded. Have a waste management schedule
Hazardous cleaning chemicals	Risk of poisoning (inhalation) and food contamination. (Reference: Cleaning Section)	 Store in a secure place and store in the correct fashion. Read the manufacturers' instructions on how to use the chemicals correctly. Wear protective clothing and ventilate the area well when using chemicals.

- The key to personal and public safety is not to panic, do not run in public spaces, and know what to do in many different situations. Be competent.
- Have the emergency numbers for your locality readily available at all times.
- Keep all areas of your hotel sanitary.

Q. Why is it important to regularly disinfect or sanitize different areas of the hotel?

A. To prevent the risk of disease spreading. To give a good impression of your hotel.

To prevent cross contamination.

Cross Contamination in Safety and Hygiene

Cross contamination occurs when bacteria or chemicals/poisons or objects contaminate food, working surfaces, equipment or even your bare hands. Cross contamination can happen at any time or place and can lead to disease, food poisoning, sickness and serious injury.

See the table below:

Type of Contamination	Example	What could happen
Microbiological	bacteria, viruses, fungus and mold.	Microbiological contamination can lead to disease.
Physical	sand, stones, hair, glass pieces, wood pieces, soil	Physical contamination can lead to injury.
Chemical	pesticide, herbicide, tobacco, soap, detergent	Chemical contamination can lead to sickness/poisoning.

Cross contamination can happen in very obvious ways and in ways that you may not consider. It can happen:

- When you shake hands with someone
- Petting a dog or a cat
- Touching raw food with a cut finger
- Using a dirty cloth to wipe tables
- Sand blowing from the beach into dining areas
- Using the same knife to cut raw meat and fruit.

Be aware of and monitor your immediate surroundings and actions so that you can take the necessary precautions (washing hands, using clean and the correct equipment, keeping areas tidy and sanitary) to avoid cross contamination.

(Reference: See information on Cross Contamination – Food and Beverage and Cleaning Sections)

C: Help make your workplace secure.

Personal and Public Security

Security or being able to work/stay in a secure environment is paramount for the peace of mind of the employee, the employer and the guest.

Maintaining public security can mean the following:

- a. Having hotel procedure in place for guest property that has been left, lost or stolen:
 - return left / lost items immediately if possible
 - keep a lost property box
 - keep a record of what and where and when item was found
- b. Having procedures in place to prevent theft, fraud or fraudulent behavior:
 - keeping passport records, ID records, phone numbers,
 - use secure payment systems, security boxes, etc.
- c. Knowing how to deal with customer property:
 - handle with care (no dropping or dragging)
 - always ask for permission before touching
- d. Ensuring safe transport to and from the hotel.
- e. Hiring security personnel.

Maintaining personal security can mean the following:

- a. Understanding what harassment means.
- b. Reporting any kind of harassment. DO NOT SUFFER IN SILENCE.
- c. Understanding that sexual harassment is illegal in Sri Lanka.
- d. Having a procedure in place for dealing/reporting with harassment cases (report to the Police, the Assistant Commissioner of Labour in your district, etc.)
- e. Knowing your rights get legal assistance if you need it (volunteer organizations such as Women in Need and Sooriya can help with legal assistance).
- f. Keeping your valuables in a secure location.
- g. Ensuring safe transport to and from work.
- h. Knowing you have the right to a safe working environment and suggesting ways to ensure this.

First Aid Box



As mentioned it is your responsibility to help maintain personal and public safety. This can be done in many different ways as can be seen from the information in previous pages of this section. In addition to prevention methods, learning more about safety, health and hygiene is essential.

- On way to do this is to undergo First Aid training. If your hotel has a pool it is important for some staff to have life-saving training. Some staff may undergo Fire training.
- At the very least it imperative that First Aid Boxes be kept in your hotel and maintained regularly.
- A First Aid Box should contain band aids, gauze, surgical tape, roller bandages, tweezers, a small pair of scissors, a clinical thermometer, antiseptic cream/lotion, Dettol, a First Aid Book.

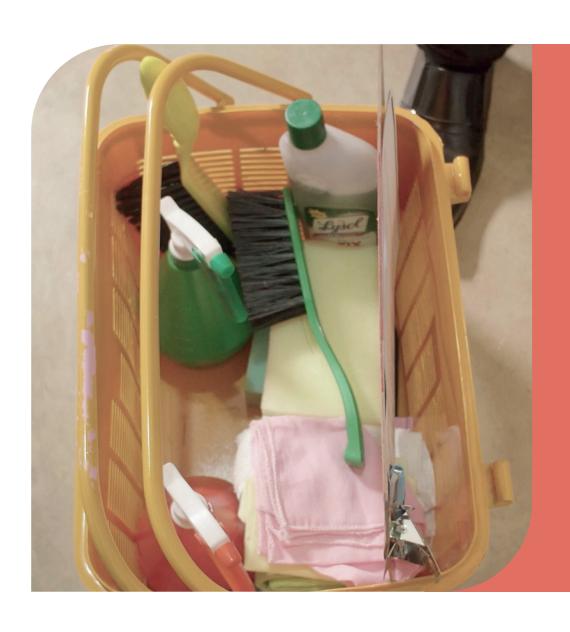
If a guest or colleague has incurred an injury, follow your hotel procedure. If you are trained to handle the situation do so immediately. The main thing here is to make the guest or colleague safe and comfortable as quickly as possible until professional help arrives. Accidents and injuries must be reported and recorded for future reference.



Where to get more information

You can get information concerning hygiene, safety and emergency procedures from any number of sources.

- Your Manager
- Senior Staff
- Colleagues
- Hotel Code of Conduct/ Hotel procedures or guidelines
- Posters/Leaflets/Manuals
- Training Courses
- the Internet websites for the Department of Labour (Sri Lanka), International Labor Organization (ILO), National Institute of Occupational Safety and Health of Sri Lanka (NIOSH), Employer's Federation of Ceylon (EFC)



Section 2 Cleaning

In this section you will learn about the different areas of a hotel that require meticulous and well-planned cleaning. You will also learn about different cleaning equipment and cleaning procedures.

Q. What is the difference between cleaning and sanitizing?

A. Cleaning is removing dirt, grease, dust, spills, etc. Sanitizing is removing germs (bacteria or mold), which is important because you cannot see germs. This is especially important for cleaning food service equipment and areas.

Areas of a hotel that require regular cleaning:

Area	Why regular cleaning is required
Guest bedroom (all furniture/fixtures)	A guest bedroom is used often by different people and so requires careful and systematic cleaning to preserve hygiene standards.
Guest washroom (all furniture and fixtures)	A guest washroom is used often by different people and so requires careful and systematic cleaning to preserve high hygiene standards and avoid pests and smells.
Chemical	A public washroom is used often by different people and so requires careful and systematic cleaning to preserve high hygiene standards and avoid pests and smells.
Public floor surfaces and areas (hallways, corridors, front lobby, children's play areas)	A poorly cleaned floor/area is unsightly and a public safety hazard.
Windows/ glass surfaces	Clean windows maximize the sense of hygiene and good impression.
Light fixtures	Light fixtures that are not cleaned regularly run the risk of collecting dust, which is a safety hazard. Unclean light fixtures are dull and do not light a space efficiently.
Air conditioning unit filters	Air conditioning unit filters need regular cleaning to maintain the unit's work efficiency, prevent the spread of germs and dust and other allergy inducing particles and prevents the units from becoming a public health hazard.
Ventilation equipment (ceiling fans, exhaust fans, air vent grills)	Ventilation equipment need regular cleaning to maintain the unit's work efficiency, prevent the spread of germs and dust and other allergyinducing particles and prevent the equipment from becoming public health hazards.
Pictures, paintings, ornaments, book shelves, etc.	Dusty and dirty wall fixtures or ornaments give a poor impression of the hotel and will eventually become a public health hazard.
Food service equipment and areas (Reference: see information in Food and Beverage Section)	Food service equipment and areas require special attention because food is involved. If cleaning and sanitization is not done frequently

	and regularly there is a risk of cross contamination.
External facilities – garden, swimming pool, fish pond	External facilities also need meticulous cleaning as they are frequented by many people, thus raising the risk of contamination. These areas require specialist cleaning.

Q. Why is cleaning important?

A. Cleaning improves overall appearance, helps maintain equipment for longevity, and prevents cross contamination from occurring.

Cross contamination means the transfer of unwanted substances such as germs, sand, glass, pieces of plastic or chemicals from one surface to another, thereby increasing the risk of injury, disease and food poisoning.

(Reference: see information on cross contamination – Safety and Hygiene and Food and Beverage Sections)

Before cleaning ask yourself the following questions:

Ask yourself	Why it is important
Have i checked my hotel's cleaning schedule?	Know what has to be cleaned, who is responsible, when the area needs to be cleaned and how it is to be cleaned.
Am I clean? Am I wearing a clean uniform?	Always be presentable no matter the job you do.
Are my hands clean?	Clean hands mean a clean job will be done.
What am I cleaning today?	Know what your cleaning tasks of the day are so you can prepare the necessary equipment.
Will I need gloves? Will I need a mask?	Protect your hands from the chemicals in the cleaning agents.
What cleaning agents must I use?	Learn about the cleaning agents used in your hotel.
What cleaning equipment will I need and are they clean?	This will depend on what you are cleaning. Dirty cloths, mops and broom, etc. make the area dirtier.
What electrical equipment might I need?	This will depend on what you are cleaning.
How will I carry my cleaning equipment and agents to the area that need to be cleaned?	Do not waste time by not having everything you need when you are at the cleaning area.
Do I need to move any furniture or fixtures around?	Do not waste time by not having everything you need when you are at the cleaning area.
Do I need any help moving such items?	Do not move large and heavy furniture by yourself.
Are there any guests near the area that has to be cleaned? What should I say to them?	If there are guests in a public area, inform them politely that you are going to clean. If you have come to clean the guest bedroom, always ask permission first.
Have I hot the necessary signage?	Have the correct signs to inform the public.
Have I ventilated the area?	





After cleaning ask yourself the following questions:

Ask yourself	Why it is important
Have I cleaned the area to my hotel's satisfaction?	Inspection of the area will help you asses your job.
Have I switched off any electrical equipment I have used?	Always be safe when using electrical equipment. Check for frayed cables, wires before switching on machines and turn off when machines when not in operation. This is to reduce the risk of safety hazards.
Have I put ALL my cleaning equipment and agents back in my bucket/trolley?	Do not leave anything behind. It looks unprofessional.
Have I restored the area to its original state (have I moved furniture and fixtures back?)	If you moved something out of the way, move it back to its original position. This is to maintain a good impression of your hotel.
Have I STORED ALL my cleaning equipment and agents and signage in the correct place?	Cleaning equipment must be stored safely and correctly and AWAY from food. A locked cupboard helps provide safety and security.
Have I put any electrical cleaning equipment back in its correct storage place?	Cleaning equipment must be stored safely and correctly and AWAY from food. A locked cupboard helps provide safety and security.
Have i recorded my work on the hotel's cleaning schedule?	Record your work. This is because you are a member of a team and therefore communication between team members is essential for smooth operations.
Was there any damage of the area/furniture/fixtures that I need to report?	If there is any damage that you discover, report immediately so that it can be dealt with immediately. Damaged surfaces are a public safety hazard and looks unprofessional.
What electrical equipment might I need?	This will depend on what you are cleaning.

During cleaning unexpected situations can arise. Here are a few situations and how to deal with them:

Problem/Unexpected Situation	How to deal
Customer comes into room when cleaning	Explain the situation to the customer and request their permission to continue
Spillage	Using the correct equipment, mop up the spill
Harmful fumes	Ventilate the area and leave immediately
Accident	Contact manager or supervisor
Shortage of supplies	Contact the manager or supervisor
Cleaning tool breaks	Record, replace, finish the task and then report
Cleaning equipment is dirty	Try to find a replacement and report the problem to manager or supervisor.
Item you are cleaning breaks	Report immediately as it must be replaced as soon as possible.

Cleaning Agents:

In Sri Lanka there are many brands of cleaning agents which you may be familiar with.

You must know the difference between a detergent, disinfectant, sanitizing agent, floor polish, etc.

Learn what a detergent, disinfectant, sanitizing agent, floor polish, etc, is used for.



Cleaning Equipment

Look at the following list of cleaning equipment. Familiarize yourself with them and their uses.

Broom – For sweeping hard and semi-hard floors

Dustpan – For collecting dirt

Mop – For mopping hard and semi-hard floors

Bucket – For mopping

Brushes – For brushing away dirt

Dry cloth - For drying

Wet cloth – For wiping

Toilet brush – For cleaning the toilet bowl

Sponge – For cleaning surfaces

Scraper – For removing dirt that is hard to remove

Squeegee – For cleaning windows, hard floors

Rubber blade – For wiping down water off windows or hard floors



Cleaning cloths:

Cleaning cloths are the most common way of wiping off dirt/dust and applying detergent or disinfectant. A cleaning cloth itself should always be clean. Dirty cloths increase chances of contamination and the spread of germs. After use, a cleaning cloth must be washed thoroughly with detergent, and dried completely, preferably outside in the sun or in a drying room. It must never be left damp or wet in the store room.

Points to consider when dealing with cleaning agents and equipment:

Some chemicals are flammable, corrosive or poisonous.
 READ THE LABELS. READ THE MANUFACTURER'S INSTRUCTIONS. This will keep you safe and give the best results.







- Learn how much to use. Some chemicals have to be diluted before use.
 YOU MUST EDUCATE YOURSELF ABOUT THE AMOUNTS USED FOR A PARTICULAR JOB/AREA.
- DO NOT MIX CHEMICALS this may produce toxic gases which can cause injury and/or death.
- Find out if your hotel uses spray bottles or squeeze bottles. Have a look in the cleaning items cupboard.
- Cleaning agents and equipment should be kept in a secure (locked) room or cupboard. This is to control stock, prevent theft and prevent misuse by outside parties.

Q. What is color-coding?

A. Colour coding is a system of using a certain colour of cloth or mop and bucket in a particular area or for a specific purpose. Having color-coded cleaning equipment can help you remember what the equipment is for or which area it is used in. Color-coding prevents cross-contamination.

Electrical Cleaning Equipment

Guidelines for using electrical equipment safely	Important because?
Never use equipment if you are not sure how to use it.	You could hurt yourself or the equipment. Have senior staff show you how to use it.
Always follow the manufacturer's instructions and hotel procedure.	Using chemicals or equipment incorrectly can be dangerous and/or ineffective
Always check that equipment is clean and safe to use before you use.	Using dirty equipment will not be effective. Using unsafe equipment can be dangerous
Do not lift heavy equipment. Ask for help. If possible, use ramps or lifts.	Lifting heavy equipment alone can cause injury
Do not leave equipment lying around.	People/guests could trip on it
If equipment is not working properly or is damaged, don't use it. Tell your supervisor.	It can be replaced or repaired quickly
Do not let electric cables trail behind you.	Safety hazard, someone can trip on it
Unplug electrical equipment when it is not being used.	This saves electricity and reduces the chance that someone could trip on the electric cord
Do not use electrical equipment near water.	This is dangerous
Put equipment away in its correct place after you have finished with it.	It can be found easily by the next person using it.

- Check the cables for fraying. Do not use if you feel the fraying is a safety hazard.
- Check that the nearest plug point is working and safe. Report any plug points that are not working immediately. Do not attempt to fix the plug point yourself.
- Make sure you have the appropriate signage.

Maintenance versus cleaning

Maintenance of the machines usually is the job of the maintenance team. However, if it becomes your job, READ THE MACHINES MANUAL to know how to properly clean parts, which parts cannot be cleaned under a tap, which parts need to be wiped down, which parts need to be emptied, etc. Do not attempt to disassemble a machine if you do not know how to re-assemble it. Do you know the difference between maintenance and cleaning?

Maintenance includes the following:

- ✓ Checking (electrical and otherwise) equipment that is broken and fixing the problem.
- ✓ Checking lighting fixtures and electric hand dryers that are broken and need immediate replacing.
- Checking ventilation equipment such as ceiling fans, ventilator fans and ventilation units to make sure they are working correctly.
- ✓ Re-applying paint.
- ✓ Checking smoke alarms and fire extinguishers regularly to make sure they are working correctly.
- ✓ Checking kitchen equipment such as refrigerators and hot cupboards when they are not working properly and fixing the problem.
- ✓ Checking air conditioning units, fixing problems or servicing the units on a regular basis.
- ✓ Checking electrical outlets (plug points) on a regular basis, fixing any problems.

Cleaning:

Cleaning simply means removing dirt, dust, unwanted objects, sanitizing and disinfecting. Cleaning is to maintain industry standards of sanitation and hygiene, to maintain appearance and presentation and to prevent premature aging of items and surfaces.

If you are not on the hotel maintenance team that means you have not received the proper training required to do any kind of maintenance. Therefore, DO NOT ATTEMPT TO DO ANY MAINTENANCE without first seeking advice and/or permission. If you do so it may lead to accident, injury or further damage of the item.

- Q. What should you do if the equipment breaks or you get electrocuted?
- A. If the equipment breaks do not attempt to fix it. Report it at once to your manager, supervisor or maintenance team.

If you get electrocuted seek attention and medical help at once. Make sure a report of the incident is made

Gloves

There are disposable gloves and re-usable gloves.

Disposable gloves must be disposed of correctly after single use. However, this doescreate a lot of waste. Re-usable gloves have to be washed and dried thoroughly before use.



- Do not use the same gloves across different cleaning areas. For example, gloves used for cleaning furniture and fixtures should not be the same gloves used in the kitchen or in the bathroom. This is to prevent cross-contamination.
- Do not use gloves that have touched raw meat for other purposes.
- Do not use gloves that have touched waste/garbage for any other purposes.

Linen and Fabrics

Linen:

Linen is in reference to bed sheets, pillow cases, towels, bathroom mats, face cloths, table cloths, table napkins and cleaning cloths. In this section we will also include aprons, chef's cloths, furniture coverings and curtains.

The linen cupboard should stock most of these items.

- The linen cupboard is sometimes a room full of shelving.
- All shelving should be labelled correctly so it is easy to find the linen you are looking for.
- The linen cupboard/room should be kept lock to prevent theft, control movement of stock and maintain health and safety standards.

Fabrics:

Most linen is made from coton but you will occasionally get polyester and nylon, wool and silk. Knowing the fabric is important if you are involved in cleaning linen. Different fabrics require different washing techniques or even dry cleaning. The incorrect washing technique will lead to tears and other damage to the linen. If you become involved in cleaning linen educate yourself about how different fabrics can be washed before attempting to wash them.

Washing dirty linen:

Different hotels will use different techniques to wash their linen. If washing is done on site and you are involved, first learn about how your hotel washes and dries its linen.

DIFFERENT FABRICS SHOULD NOT BE WASHED TOGETHER.

If the linen is taken off site your, only job is making sure that dirty linen is collected carefully and washed linen is stored in the linen cupboard/room straightaway.

Choosing and collecting linen:

When choosing and collecting linen consider the following:

What is your hotel policy on bed linen?

• It is important to know what your hotel's standard is for stripping and resheeting beds (and possibly other linen such as washroom towels and bathroom mats).

How many sheets and pillow cases do you need for each bed? How many towels and mats?

 Always have the correct amount of sheets/linen for the job you are doing. This avoids having to return to the linen cupboard/room and wasting time.

Are there different size sheets and do I have the correct ones?

• Usually a hotel has different sized beds which require sheets that fit. This is important for appearance and for not mixing up stocks.

Is the linen I have taken undamaged, not torn and not stained?

• It is important to make sure the hotel's stock of linen is always in the best condition. This gives the hotel a professional impression to its guests.

Have I put the dirty linen in the dirty linen basket?

 Dirty linen should not be kept in the same basket as clean linen. This is because clean linen can pick up dirt from soiled linen. This also helps prevent cross contamination. This is the same for aprons and table napkins.

What do you about the curtains in a guest bedroom? How often should they be cleaned?

- That depends on your hotel's procedures for curtains and other furniture coverings. Educate yourself on how curtains in your hotel are cleaned.
- Curtains should be washed/cleaned regularly because of all the dust curtains can collect over time. Dirty curtains are unsightly and can lead to safety hazards.

What to do if you discover:

Problem	Solution
1. Damaged stock	Report problem to the manager or supervisor.
2. Insufficient stock	Report problem to the manager or supervisor.
3. Pest infestation	Report problem to the manager or supervisor – follow your hotel's procedure if there is one. Do not allow staff or guests into infested room. Do not remove anything from infested room. Keep room closed and contact a pest control company.
4. Accident or injury	Remain calm and seek help from another staff member.

Q. How can I know if there is a pest infestation (bed bugs) of the linen?

A. You can see -

rusty or reddish stains on the mattress/linen.

dark spots

eggs and egg shells which are very, very small and pale yellow.

live bed bugs.

Cleaning the guest bedroom

When cleaning the guest bedroom follow a system. Most hotels advise to clean from top to bottom, clockwise or anticlockwise. The reason for this is cleaning items that are higher up allow dust to fall down, where it will be cleaned away as you work downwards. Going clockwise or anticlockwise means you will clean every item in the room.

Before cleaning the guest bedroom:

- Open a window or balcony to ventilate the room. Keep the room door open.
- Know which cleaning agent to use for different surfaces, for example is it a wood surface or a glass surface? Choose your cleaning equipment.
- If you use a wet sponge or cloth do dry with a dry cloth afterwards. Leaving water marks, however small, is unsightly and unprofessional. (A damp cloth is best as it leaves no water marks and the surface dries quickly.)
- Make a note of any stains or damage to furniture and report it as soon as possible.

While cleaning:

- Do not forget the mirror, the tops of pictures/paintings, television screens, the telephone, etc. All surfaces
 are your responsibility.
- Do not forget to empty the bins.
- Do not forget to open and clean the insides of closets, drawers and cupboards.
- Check for lost or forgotten property. Make sure to hand it over to your supervisor or manager or whoever is in charge of lost property.
- Clean used tea cups if necessary.
- Replace amenities (amenity/hospitality tray items such as sugar bags, tea bags, menus, paper pads, etc)
 Make a note of any missing items, replace with new items and report missing items as soon as possible.
- Check the kettle. Empty, rinse, sanitize by boiling full kettle of water and draining.
- The floor is last to be cleaned.

After cleaning:

- Do a last inspection.
- Fill out your cleaning record. (Reference: See information on cleaning guest bedrooms Housekeeping Section)

Q. What is a turndown service?

A. The turndown service requires housekeeping staff to enter a guest bedroom that is in use (but the guest is out) and prepare the room for the night. This may mean replacing items on the amenities tray, re-making the bed (but not with new linen), placing complimentary sweets or fruit on the pillows, cleaning the floor or replacing the towels. Each hotel will have its own turndown service procedure.

Cleaning the guest bedroom

Before cleaning

- Open a window to ventilate the room.
- Know which cleaning agent to use for different surfaces, for example is it a plastic surface or a glass surface? Choose your cleaning equipment.
- If you use a wet sponge, do dry with a dry cloth afterwards. Leaving water marks, however small, is unsightly and unprofessional. (A damp cloth is best as it leaves no water marks and the surface dries quickly.)
- Make a note of any stains or damage and report it as soon as possible.

While cleaning:

- Place toilet bowl cleaner first to let it settle. This makes the toilet bowl easier to clean later.
 (In some hotels this is done as soon as you enter the bedroom for cleaning.)
- Do not forget the mirror, screens, cubicle doors, shower curtains, etc. All surfaces are your responsibility.
- Do not forget to empty the bin.
- Clean the toilet bowl. (Do not use toilet brush for anything except the toilet bowl.)
- Check for lost or forgotten property. Make sure to hand it over to your supervisor or manager or whoever is in charge of lost property.
- Replace amenities (toilet paper, shampoos, complimentary toothbrush, etc)
- Make a note of any missing items, replace with new items and report missing items as soon as possible.
- The floor is last to be cleaned/mopped.
- Replace the towels/bathroom mats.

After cleaning:

- Do a last inspection. Add air freshener if hotel procedure dictates.
- Fill out your cleaning record.

(Reference: See information on cleaning guest bedrooms – Housekeeping Section)

- If you are cleaning guest washroom in a public area DO NOT FORGET TO check, refill, wipe down and sanitize the following items if your hotel has them: electric hand dryer, paper towel dispenser, and soap dispensers. It is essential that these items look clean and well-maintained at all times.
- If you encounter damage, dysfunction, or depletion of stocks in the public washroom, deal with the problem immediately.

Cleaning windows

In this section you will learn about cleaning windows from the inside. That means windows that you can easily access, whether because you are cleaning the windows of a guest bedroom or the windows of your hotel's hallway. In this section you will not learn how to clean windows that require specialist equipment, for example a scaffold.

DO NOT ATTEMPT TO CLEAN WINDOWS THAT REQUIRE SPECIALIST EQUIPMENT. It will lead to injury and/or death.

- Q. What about windows that are inside but are above hand-reach height?
- A. Ask your manager or supervisor what to do. You may require a step ladder or a long pole. Always follow hotel procedure. Do not risk injury.

Window cleaning equipment examples:

NAME
Glass cleaner/ spray bottle – for spraying cleaning agent directly on to the window.
Bucket – for carrying equipment, or for carrying the mix of window cleaning agent and water.
Squeegee – for cleaning/wiping (some squeegees have long handles for tall windows.)
Color-coded cloths – for cleaning/wiping/drying
Sponge – for cleaning/wiping
Window wiper/rubber scraper – for removing excess water or for removing difficult dirt.
Brush – for dusting the sills

Before cleaning:

- Prepare your cleaning equipment.
- Wear gloves.
- Prepare the area- move/tie back curtains, move furniture, clear the area. This is to prevent other furniture/ surfaces from getting dirty or damaged and prevents cross-contamination.
- Check for damage, marks, difficult to remove dirt. This is so you can work efficiently.
- Brush dirt/dust away from window sills.

During cleaning:

- Use the appropriate equipment for the job at hand. If you need to scrape off dirt, use the rubber scraper. If you are cleaning with glass cleaning agent, use a sponge or cloth.
- Wipe off excess water and then dry with dry cloth.
- Wipe down window sills. This is to prevent growth and spread of mould and mildew maintain appearance and avoid the attraction of dirt.

After cleaning:

- Inspect the window(s).
- Replace furniture/curtains that you may have moved, back to former positions.
- Store cleaning equipment correctly and safely.
- Report damage if necessary.
- Report any dirt that could not be removed. This is so it can be removed by an expert.
- Dispose of any waste correctly.

Here are some examples of problems you may encounter when cleaning windows:

Problem that might occur	Possible solution
1. Damage to equipment	Report the damage to the Manager and get replacement equipment that is in good order.
2. Spillage	Place a" Caution" sign next to it and immediately mop the area dry.
3. Accidental injury	Report the injury to the manager and seek medical care, if required.
4. Shortage of cleaning materials	Put a "At Work" sign up and get more cleaning supplies from the Supplies Cupboard.
5. Heavy furniture that needs to be moved	Ask a co-worker to help you.
6. Customers near the windows that need to be cleaned	Politely inform them that you will be cleaning the windows and request they move.
7. Window is above hand reach height	Ask your Manager what the hotel's policy is. Use a step ladder or long pole, if appropriate.

Report damage to the Manager as the damaged glass could be dangerous to guests. 9. Dirt that cannot be easily removed Report to the Manager Report to the Manager

Cleaning

Cleaning hard and semi-hard floors

You will learn about semi-hard and hard floors and what to consider when cleaning them. Before cleaning consider if it is a public or private area, are there many guests nearby, does the floor need to be cleaned right away? These factors affect how and when you clean a floor.

Follow your hotel's procedures for cleaning floors. If you do not know it find out.

Semi-Hard Floor	Hard Floor
Rubber sheets	Wood
Linoleum	Ceramic Tiles
Vinyl	Cement / concrete
Cork	Terrazzo
	Stone
	Granite

Before cleaning:

- Prepare your cleaning equipment (including electrical equipment if necessary).
- Wear gloves
- Prepare the area- move/tie back curtains, move furniture, clear the area. This is to prevent other furniture/ surfaces from getting dirty or damaged and prevents cross-contamination. PLACE THE APPROPRIATE SIGNAGE.
- Check for/Record damage, marks, difficult to remove dirt. Report after task is completed.

During cleaning:

- Sweep first to remove dust and dirt. Collect in dustpan for disposal later. OR use a vacuum cleaner. (This also helps prevent damage to any electrical equipment you might use.)
- Use the appropriate equipment for the job at hand. If you need to scrape off dirt, use a metal or plastic scraper. If you are cleaning with a cleaning agent, use a mop.
- If you are going to use electrical equipment, wear a mask. Follow manufacturer's guidelines/instructions, be aware of your environment and be safe at all times.

Apply the correct wax if you are polishing. Be careful of the hot steam if you are using a steam cleaner.

After cleaning:

- Inspect the window(s).
- Replace furniture/curtains that you may have moved, back to former positions.
- Store cleaning equipment correctly and safely.

- Report damage if necessary.
- Report any dirt that could not be removed. This is so it can be removed by an expert.
- Dispose of any waste and unused cleaning agents/chemicals safely and correctly.

Q. What should I do if I find liquid spillage?

A. If you know what the liquid is, clean with a mop and bucket (i.e. water, soft drinks, cleaning agent.)
If the spillage is both liquid and solid matter (food, vomit) clean using disposable cleaning equipment (kitchen paper, newspaper, toilet paper). Dispose of immediately.

If you do not know what the spillage is, report to your manager or supervisor first and seek their advice.

Cleaning ceiling fans

Fans do not need cleaning as often as a bathroom sink or bedroom desk. Find out what your hotel schedule is for cleaning ceiling fans.

You may need: a ladder, a dry cloth, a damp cloth, a sponge, cleaning agent, a spray bottle, a duster

If you are using a ladder make sure the ladder is in correct working order. If you are using a tall ladder you may need someone to hold the ladder for your safety. Seek advice from your manager or supervisor about this.

If you are cleaning a fan in a public area, make sure you have removed any furniture under the fan as dust will fall from the fan to any furniture under it. Place the appropriate signage for guests. If you are cleaning a guest bed room, start with the fan first so that any dirt/dust that has fallen can be cleaned as you circulate the room cleaning top to bottom, clockwise or anticlockwise.

- 1. Make sure you are in a good and safe position on the ladder.
- 2. Use a duster or damp cloth to remove the dust from blades, motor, shaft, mount.
- 3. Wipe down with cleaning agent and sponge/damp cloth.
- 4. Dry with dry cloth (this is to prevent rusting of metal blades or paint deterioration).
- 5. Inspect work.

If you are cleaning a table top fan or floor fan, read the <u>manufacturer's instructions</u> for how to dismantle and clean before attempting to do so.

If you discover problems such as rust, paint deterioration, a frayed cable, a broken plug, a fan that is not working – seek advice from your manager or supervisor or contact your hotel's maintenance team.

Cleaning the minibar in the guest bedroom

A minibar is a small refrigerator that may contain drinks and snacks. If your hotel's guest bedrooms have minibars, it is the job of housekeeping staff to keep it clean and presentable at all times.

If you are cleaning and stocking the minibar:

- 1. Collect your cleaning equipment and the correct cleaning agent.
- 2. Check that the minibar is switched off.
- 3. Wear gloves.
- 4. Clean the inside walls and shelves with a damp cloth and the correct cleaning agent. Do not use disinfectant or undiluted bleach! (This may lead to chemical cross contamination of the food.)
- 5. Dry with a dry cloth.
- 6. <u>Wipe down and **dry**</u> bottles/beer cans, soft drink and juice containers, and/or snack packets before putting them in the fridge since sometimes they are not very clean upon delivery (rust, dust etc.) and can affect the customers impression of cleanliness.
- 7. Check expiry dates on all products and keep record of inventory.
- 8. Make sure that everything is stocked in a presentable way in the fridge.
- 9. Inspect the overall cleanliness of the inside of the minibar. Close the door and switch minibar on. Clean/wipe down door and sides.
- 10. A schedule for comprehensive cleaning should preferably be in place with regular intervals, this in addition to check in and check out times.

If you are cleaning and re-stocking the minibar:

- 1. Collect your cleaning equipment and the correct cleaning agent.
- 2. Wear gloves.
- 3. Remove all existing food and drink items.
- 4. Clean the minibar as written above.
- 5. Put back existing food and drink items. If some items need replacing or replenishing, newer items should be put behind the existing items remaining in the fridge (if any) so that temperature and expiry date is maintained at a desirable level. (If the option is there, always aim to put pre-chilled items in the minibar if possible. This to minimise the risk for the guest not being able to enjoy the item of choice due to the lack of refrigeration.)
- 6. Always check the temperature in the minibar to make sure it's at a desirable level.
- 7. Take inventory, making a note of what items have been used, what items have expired and have been thrown away, how many new items were placed in the minibar, etc.

Usually inventory is maintained on a daily basis, first and foremost at the time of check in, then preferably during the daily housekeeping and finally at the point of

Cleaning

checkout before presenting the final bill to the guest. FIND OUT what your hotel's procedures are for the minibar.

If any issues occur (for example, the minibar is not working and all items have become warm, there is frosting/condensation, there is damage to the minibar itself, etc.) immediately contact your manager/ supervisor and/or maintenance team. This to prevent any unfortunate situation that will affect the guest's experience of your hotel. (Reference: see information on minibars – Housekeeping Section)

Cleaning a refrigerator or freezer:

The following are instructions for cleaning a refrigerator or freezer that is not made of stainless steel.

- 1. Collect your cleaning equipment and the correct cleaning agent.

 Do not use disinfectant or undiluted bleach! (This may lead to chemical cross contamination of the food.)
- 2. Wear gloves.
- 3. Remove all food and drink items from the interior and store in an appropriate place.
- 4. Remove all shelves and drawers and soak in warm water and dishwashing liquid.
- 5. Wipe down the interior of the fridge with sponge or wet cloth.
- 6. Wipe down the interior with a dry cloth.
- 7. After cleaning and rinsing the shelves and drawers, dry them completely before replacing them in the refrigerator.
- 8. Put food and drink items back.
- 9. Wipe down the exterior of the refrigerator. For the exterior, disinfectant can be used. Clean the handles thoroughly.
- 10. Inspect the refrigerator and make a record in cleaning schedule.

Cleaning the filters of the air conditioning unit in the guest bedroom:

Cleaning the filters does not mean the same as maintenance or servicing the machine. That has to be done by a professional maintenance/servicing company or by the maintenance team in your hotel. If your hotel has a central air conditioning system, find out when and how they are cleaned and by whom. Central air conditioning systems usually require special maintenance.

Familiarize yourself with what the filters look like, where to find them and how to remove and replace them correctly. If you are unsure, seek advice.

1. When cleaning the guest bedroom, use the top to bottom, clockwise or anticlockwise cleaning system. Anything that is high up such as the air conditioning unit or a ceiling fan or wall lamps, should be cleaned first, so that dust may fall to the floor before the floor is cleaned.

Cleaning

- 2. Remove the filters carefully and correctly.
- 3. Wash under running water with a soft brush or sponge.
- 4. Remove excess water.
- 5. Leave to air dry outside, preferably in the sun.
- 6. Replace the filter only after they are completely dry. This is to avoid the growth of mould and mildew.
- 7. Wipe down the exterior of the unit with a damp cloth.
- 8. Inspect the unit.
- 9. Make a record of it in the cleaning schedule.





Section 3 Waste Management

Good Waste Management Practices

In this section you will learn about good waste disposal practices and good ideas for better waste management. Every hotel generates waste and how that waste is managed is critical. You must strive to manage your hotel's waste effectively and identify opportunities to manage waste better.

Hotel waste should <u>never be burned.</u> Burning waste such as plastic or metal can lead to serious health problems for you and your team members. <u>It is illegal.</u> It also smells terrible and your guests will think of you and your hotel badly. Please do not burn waste.

General points to consider:

- Waste should be disposed of quickly and efficiently. Never let waste pile up and never keep waste in a place that can be seen (or smelt) by guests.
- When disposing of waste it is good practice to wear gloves and an apron. Cover your face with a face mask so you do not inhale noxious fumes. It is also a good idea to cover your shoes so you do not have to clean them in case the shoes get dirty.
- If your bins are overflowing with waste you should move the excess into a separate garbage container or bag.
- Waste should be managed away from kitchen and public areas.
- If you are unable to identify the type of waste you should ask your manager or experienced member of staff to verify it and advise disposal method.

Cross Contamination in Waste Management

Why is it important to have good waste management or good waste disposal practices?

It is important in order to avoid the spread of disease, prevent bad smells, and prevent cross contamination.

Cross contamination describes how surfaces, linen, and food and drink, can be contaminated or poisoned in different ways. When managing waste it is easy for microbiological (e.g. bacteria), physical (e.g. hair, dirt) or chemical (e.g. detergent, bleach) contaminants to spread from your hands, apron, shoes, and cleaning equipment to your face, other people's hands, furniture, bedsheets, kitchen surfaces, and food and drink items. This can lead to serious problems such as food poisoning and injury.

To read more about cross contamination and how to avoid it please refer to the information in Safety and Hygiene Section as well as Food and Beverage Section.

Clearing and Disposing of Food Waste

- To help prevent cross contamination it is important to clear and dispose of food waste immediately for the following reasons:
- It helps keep kitchen surfaces clear of waste and pests such as flies and rodents.
- It helps keep kitchen surfaces clean and less prone to germs.
- It helps because food waste is cleared to the waste bin area and reduces smell in the kitchen.
- It helps prevent pests from being attracted to the kitchen or waste bin areas.

To perform safe food waste disposal the following steps are recommended:

- 1. Put on an apron and rubber gloves.
- 2. Collect food waste and non-food waste (plastic, paper, glass, metals) separately if possible in plastic containers (bucket or basin).
- 3. Transfer waste to waste area and dispose according to waste bin labels.
- 4. Clean disposable plastic containers before disposal.
- 5. Wash out glass containers before disposal. Wash out and dry metal containers before disposal.
- 6. Wash and dry collecting containers and store appropriately.
- 7. Dispose of disposable rubber gloves appropriately and remove apron.
- 8. Place the apron in the dirty linen basket.
- 9. Wash hands thoroughly.

Pest Control

A **pest** is any animal or plant which has a harmful effect on humans, their food or their living conditions. Pests include animals which:

- carry disease-causing micro-organisms and parasites, for example, mosquitoes which carry Ross River virus and Murray Valley encephalitis.
- damage stored food. For example, rats and mice may eat grain in silos, rice or biscuits in shops and homes and contaminate this food with their faeces (droppings) and urine.
- damage clothing. Silverfish, for example, eat holes in clothes.
- damage buildings. For example, termites can cause considerable damage to timber in buildings.
- bite people. For example, bed bugs (so called because they often bite people in their beds) are very difficult and expensive to control. Their bites can cause great irritation to those bitten and, like mosquito bites, can become infected if scratched.

Typical pests you might find in your kitchen or general hotel area include rats, mice, cockroaches, mosquitoes and other insects. You might be used to seeing pests but your guests will think badly of your hotel if they think you have a pest problem.

Good Waste Management Practices

It is easy to know if your hotel has a pest problem because you might be able to hear them, see droppings or notice that food has been chewed or eaten.

Identifying pest droppings

(source: Cornell University: https://cpb-us-east-1-juc1ugur1qwqqqo4.stackpathdns.com/blogs.cornell.edu/dist/5/2739/files/2014/05/Droppings-130t5bm.jpg)



How can hotels deal with pests?

- Use netting around the windows to prevent mosquitos and other insects from getting in.
- Consider regular fogging of gardens and open spaces to deal with mosquitoes.
- Have electric mosquito repellent machines available for guests if they request it.
- Ask guests to be careful of leaving windows open.
- Store food off the ground.
- Keep food stored in containers that rodents and insects cannot enter.
- Set cockroach traps and check and change them regularly.
- Keep waste in bins and make sure the bins have lids which close tight.
- Remove or block places where rodents can enter the hotel.
- Contact a professional pest control expert if you have a serious problem.
- Report any infestation of linen by pests such as bed bugs immediately so action can be taken at once.



Clearing and disposing of general waste

Different kinds of waste should be disposed of in different, preferably colour-coded and/or labelled bins. This means separating waste into the following categories:

- Plastic
- Paper
- Cans
- Glass
- Food Waste

If your hotel has the space and facility, food waste can be turned into compost for the hotel's garden.

Recyclable Hazardous Waste

Most hazardous waste is non-recyclable with the exception of glass. All nonhazardous waste is recyclable. Food waste can be turned into compost.

Hazardous waste	Non-hazardous waste
Sharp objects	Food waste
Cleaning chemicals	Tins
Used batteries	Plastics
Glass	Cardboard
Cooking oil	Newspapers

Q. What about broken tiles, pieces of wood, old cleaning equipment, disused parts such as taps, etc.?

A. If a waste item cannot be recycled or disposed of in a normal fashion, always first seek advice from your manager or supervisor. Follow hotel procedures and advice from waste disposal department of your city/town. Since such items pose a hazard, store such items away from public spaces, in a secure and sealed off area until the item can be disposed of.

Sustainability

Sustainability has many meanings it is the idea that in order to manage resources and protect and maintain a clean and healthy environment we must avoid the excessive use of water, energy, plastics and green spaces. If we do not do so we may face a shortage of water, a shortage of energy (power cuts, high electricity bills), and shrinking green spaces or land because of growing rubbish piles. Here are some ideas for making waste management sustainable for your hotel.

Prevent

- Avoid buying disposable products and products with unnecessary packaging.
- Post signs in guest bedrooms reminding them to consider the environment.
- Fix leaks immediately.





Reduce

- Buy more durable, long-lasting products.
- Buy recycled goods.
- Install dual flush toilets to help reduce the amount of water used during flushing.
- Use hand towels or invest in electric hand driers instead of paper towels in public bathrooms.

The use of paper in offices can be reduced by printing paper double sided, and by printing internal documents on paper that has already been printed on one side.

Good Waste Management Practices

Reuse

- Reuse paper printed on one side.
- Buy container refills.
- Use rechargeable batteries.
- Reuse grey water (e.g. water from water bath or swimming pool for washing paths outside and watering plants.)

Recycle and Compost

Recycling is good for the environment because it significantly lowers the amount of waste going to landfill and can reduce waste costs if fewer collections are needed for general waste.

- Recycle glass, plastic, cardboard, papers, metal, aluminum and textiles.
- Compost food waste, grass cuttings and garden waste.
- Recycle damaged linen for example, old towels can be made into cleaning cloths

Monitor: Regular monitoring of waste to ensure waste minimization strategies result in reduced amounts of waste disposal each month.

Hazardous waste: Batteries, engine oil, cooking oil, solvents, paints, old fluorescent tubes and other hazardous wastes must be disposed of with care. Find out if there is a local organization for collecting particular kinds of hazardous waste. One way reduce the use of solvent based paints is to us natural paints. The benefit of natural paints is also to reduce off-gassing and improve indoor air quality.

Soap Dispensers: Refillable liquid soap dispensers can be used in guest rooms instead of soap bars. This minimizes waste by not needing to throw away used soap bars after every guest has checked out.

Separate Bins: In order to recycle aluminum cans, glass bottles and metal tins, separate bins could be made available in the kitchen and bar so that these items can be easily recycled.

Compact Metal Tins: In order to compact tins and minimize the number of recycling bin uplifts, the company could consider purchasing a can crusher. A typical can crusher can be wall-mounted and is inexpensive.

More Ideas for Energy and Water Management

Figure 2; Commonly Adopted Energy Management Practices



Percentage of Hotels adopting the Practice



Dual flush toilets

79%



Linen and towel reuse

56%



Low flow shower and taps

50%



Use of treated wasted water for watering the garden

50%



Rain water harvesting

02%



Sensors in toilets

02%

Energy Management Good Pratices



Light **Timers**

3%

Use of LED TV



Biomass Boilers

6%

Efficient A/C 5%





Switches 60%

Use of

Solar Power 69%



Use of Energy Effecient 88% **Lighting Methods**

Solid Waste Management Good Practices



Comositing

22%

Recycling 22%





Solid Waste 18%

System

13%

Waste Water Management Good Practices



Sewerage Treatment Plants 42%



Septic Tanks 36%





Biogas Production 36%



Section 4 Food and Beverage

In this section you will learn the responsibilities for employees specializing in Food and Beverage/Food Service.

As mentioned in the section on Safety and Hygiene, the maintenance of your personal hygiene is important. It is especially important if you are involved in food and beverage. If you, your uniform and your hands are not clean then the equipment and food ingredients you touch will not be clean. This leads to problems resulting from cross contamination. Review the section of personal hygiene and cross contamination.

Food Service (Mise-en-place)

Mise-en-place refers to preparation of dining area, kitchen, waste disposal areas, workstation, equipment and ingredients for food and beverage service. Preparation helps you deal with any problems effectively.

Tasks	Purpose
A. Cleaning and preparing the	To ensure the dining experience for the
dining area	guest is hygienic and therefore pleasant.
B. Cleaning and preparing the workstation/food	To ensure that the workstation is ready for food
preparation areas.	service and for any potential problems that can
	occur during food service.
C. Cleaning and preparing table	To ensure good hygiene and prevent contamination
equipment.	of food. To give a positive impression of your hotel.
D. Cleaning and preparing kitchen	To ensure good hygiene, prevent contamination of
equipment.	food and to support the efficiency of the kitchen
	staff.
E. Preparing ingredients	To ensure good hygiene, prevent contamination of
	food and to support the efficiency of the kitchen
	staff.
F. Reverse mise-en-place	To ensure that all equipment is clean and stored in
	the correct place. To ensure the time efficacy of
	the next food service.

A. Cleaning and preparing the dining area includes:

- wiping down surfaces
- checking for damaged furniture and/or electrical fixtures (light fixtures, fans, air conditioners, ceiling fans, exhaust fans, windows, lamps, etc.)
- reporting /dealing with the damaged items immediately
- sweeping and mopping the floors
- cleaning public washrooms and ensuring all amenities such as hand towels, hand soap, tissues are available in the public washrooms

- preparing the <u>lay out</u> of the dining area as per hotel procedure- if your hotel uses table cloths
 this is the time to lay the table cloths after making sure they are not damaged or stained.
- **B.** Cleaning and preparing the workstation includes wiping down the workstation itself, ensuring that it is well-stocked and ensuring that all workstation items are clean and readily available. Different hotels will maintain different items in their workstations. Check your hotel's workstation to familiarize yourself with the items.

Workstations items can include:

- Dishware/Crockery
- Glassware
- Cutlery
- Water jugs/carafes
- Menus
- Condiments
- Salt and pepper shakers
- Butter and butter dishes
- Bread baskets
- Trays
- Napkins
- Table ornaments/centerpieces



If your hotel does not have a designated workstation, it is likely then that the kitchen is also workstation. As such you should treat the parts of the kitchen that act as a workstation in the manner above. It should be well-stocked, clean and sanitized, and kept tidy.

C. Cleaning and preparing table equipment includes handling table linen, table lay up and polishing glassware and cutlery (and possibly crockery). Check linen for damage or stains. All items that the guest will use should be laid onthe table as per your hotel's lay up style and depending on the type of food service you are doing. After all necessary items have been laid on the tables, polishing is undertaken as means to remove the presence of fingerprints, ensure hygiene and present a positive image of the hotel. This can be done

with a clean napkin or polishing cloth. Glasses can be polished using a little steam.

If any item is damaged, stained or broken, it must be immediately removed. Damaged, stained, broken or unclean table equipment gives a bad impression of your hotel and can pose a safety or health hazard to you and your guests.



D. Cleaning and preparing kitchen area and equipment includes:

- doing whatever the head waiter or head chef asks you to do to prepare the kitchen for cooking/food service
- cleaning and preparing beverage service items such as glassware, tea/coffee crockery/pots
- polishing and refilling oil and vinegar containers, sugar pots, salt and pepper shakers
- cleaning and preparing food storage containers
- cleaning and preparing dispensing machines such as water dispensers, coffee and tea dispensers,
 coffee makers, etc.
- cleaning electric food preparation equipment such as blenders, mixers, food processors, etc.
- turning on and checking that all electrical equipment is working correctly
- preparing the baskets, trays or containers (or dishwashing areas) to deal with dirty crockery, glassware and cutlery.
- You will need to prepare the food preparation areas. This might mean sanitizing work tops or counter surfaces, clearing and mopping the floor.
- preparing the waste disposal areas this means making sure that waste disposal bins and baskets are cleaned and positioned correctly.

E. Preparing ingredients

Preparing ingredients includes food handling and storage. It is essential for this stage of mise-en-place to be undertaken carefully, safely and hygienically. These are the food items that the kitchen staff will use to cook your hotel's dishes.

• When handling food remember to always wash and dry your hands thoroughly first. Then decide if you need gloves or not. You should

- follow your hotel's procedure here. Usually when handling/preparing raw food ingredients, gloves are necessary. When preparing ingredients, choose your equipment carefully. Ask yourself what kind of cutting board and knife you will need. Do not use the same knife and cutting board for all ingredients. Ask yourself what storage containers you will need.
- Confirm with kitchen staff if you are chopping, slicing, cubing, marinating, salting, mixing, or if you will need to use electrical equipment (blender or juicer, etc.).
- Prepare all necessary equipment before preparing ingredients. After you have finished wash all equipment in the correct area with the correct cleaning agent. Thoroughly dry your equipment before storing in the correct place.
- Likewise when handling food ingredients consider if the ingredients have been stored correctly or if the ingredient has expired or if there is enough of necessary ingredients. If stock rotation procedures have not been followed carefully the dishes cannot be served to the guest. If stock of food has not been managed well then there may not be enough for preparing the dishes. Once food service starts there may be no time to run to and from the kitchen or store room. If you are unsure of how much of the ingredients you should be preparing ask the chef or senior staff.

When storing food consider what kind of food it is and how it should be stored correctly. Be aware of your hotel's procedures on stock rotation, stock records, where food is stored and at what temperature, and whether the food has been stored in clearly labelled containers where necessary.

(Reference: See information on cross contamination in Safety and Hygiene Section)

F. Reverse mise-en-place means doing everything above in reverse. This includes:

- dealing with leftover food items
- dealing with food waste (Reference: see information in Waste Management)
- cleaning dirty crockery, glassware, cutlery and preparing these items for the
- next food service (drying and storing in the correct places)
- cleaning food preparation equipment and storing them correctly
- unplugging and cleaning electrical dispensers and food preparation equipment machines
- clearing, cleaning the workstation(s) and preparing for the next food service – ensuring all items are replenished
- clearing and cleaning tables and table linen in preparations for the next food service.
- cleaning furniture surfaces and floor surfaces
- cleaning public washroom areas ensuring all toiletries are replenished.

The aim of reverse mise-en-place is to clean and prepare all equipment is preparation for the next food service. This improves work/time efficiency, maintains standards of safety and hygiene and allows for the smooth operation of the next food service.

- Q. What is the difference between lay out and lay up?
- **A.** The lay out describes how and where the dining area or food service tables and chairs are placed during food service. Table lay up describes how table items such as crockery, glassware, cutlery, condiments/accompaniments, and/or ornament/centrepiece are arranged on each table.

Here are some examples of dining room table lay outs:



Converting a room – what to remember/do

Depending on your hotel's policy, sometimes food service can occur in areas other than the main dining area. Areas such as a terrace, a balcony, on the beach, next to the pool or in the garden. It is important to know your hotel's procedure for converting such areas into a food service area in the most hygienic and efficient manner.

- Remember that when lifting furniture by yourself, bend you knees (not your back), get your arms under for a secure hold and straighten your knees.
- If you are lifting furniture with another person, first decide what direction to take and decide who is in front and who will be at the back. Make sure that both of you have a secure hold. Communicate with each other.
- When cleaning the area to be converted consider what kind of cleaning items you will need. What items will depend on what kind of area it is and whether it is a hard or semi-hard floor, and whether it is outside or inside.
- If you have to carry food service equipment to the area, prepare your service trays to improve time efficiency. It is unprofessional to keep returning to the kitchen for items that you have forgotten, after the guests have already sat down.
- After all the dining furniture is laid out as per hotel procedure, and all table lay up is complete, do one last check of the area to make sure everything that is needed is there and that everything is clean and organized. Any item that should not be in that area should have been removed. A last check will ensure a professional presentation.

Have a checklist of tasks so you do not forget anything. For example:

Who will be in charge of which tasks?

- → Have we moved the furniture out?
- → Have we put in food service tables and chairs?
- → Is everything clean?
- → Is the area clean?
- → Are the table surfaces clean?
- → Is there a tea or coffee service today?
- → Where shall we put it?
- → Is the coffee and tea service surface clean?
- → Do I have everything I need from the workstation to lay the tables?
- → How do the food service items look? Are they clean?
- Once food service is finished you will need to RESTORE the area to its former condition. Look at your checklist to help you. Remove food items, food service equipment, linen, dining furniture and return original furniture to the area. All surfaces should be cleaned and inspected.

If during inspection you find the following here are some suggestions of actions you may take:

Damaged item/equipment	Action to take
A table cloth that is torn	Remove item, report and dispose of or recycle.
A crack in the wall under the window	Report only. Follow up.
One of the rattan chairs is missing	Report and replace with another (rattan) chair immediately.
Original furniture (for example, 2 rattan chairs and coffee table) is very dirty	Clean immediately with correct cleaning equipment.

(Reference: See information on cleaning a converted space – Cleaning Section)

Types of Table Service

The types of table service you should be familiar with are:

Table Service	 a) Plated Service: This means food is served on plates to the table. Plated dishes are usually dishes from an A La Carte menu. PLATED FOOD/BEVERAGE IS SERVED FROM THE GUEST'S RIGHT. b) Silver Service: This means food is served from serving dishes/bowls or platters by the waiter at the guest's table. THE FOOD IS SERVED FROM THE GUEST'S LEFT.
Assisted Service	This means part of the meal is served to the table (plated) and part of the meal is obtained by the guest from a buffet or salad bar or beverage dispenser or soup tureen, etc. Hotel Breakfast Service is sometimes Assisted Service.
Self Service	This means the guest helps herself or himself to food and beverage from a buffet or counter.

- ❖ In ALL types of table service, clearing equipment should be undertaken from the right of the guest.
- * When transporting food from the kitchen to the guest's table check that the plate is clean and that there is no hair or foreign object in it.
- When a guest orders a dish the guest will expect it to look a certain way, or expect it to look the way it does on the menu if there is a picture. It is important to meet these expectations in order to give a good impression of your hotel.

An example of table service for certain dishes:

	"Plated" or "served at the table"	Serve/Clear from the guest's left / right
Spaghetti Bolognaise	plated	Serve and clear from the right
Rice and Curry	served at the table	Serve from the left and clear from the right
Salad	plated	Serve and clear from the right
Fried Noodles	served at the table	Serve from the left and clear from the right.

An example of what guests might expect when ordering certain dishes:

Damaged item/equipment	Equipment/Accompaniments/Condiments		
Fish and Chips	Main course plate, fork and knife, mayonnaise or tartar sauce		
Burger with Fries	Main course plate, fork and knife, tomato ketchup/mustard.		
Seafood fried rice	Main course plate, spoon.		
Spaghetti Carbonara	Main course plate, a fork, pepper mill		

Q: When serving food how can you ensure hygiene?

A: Always make sure your hands are clean before food service. Know how to hold cutlery and crockery correctly to avoid contamination. Practice when you have free time.

Glasses – Hold the bottom of the glass when serving to prevent fingerprints from appearing on the glass. Plates – Hold the bottom with four fingers and the rim with your thumb. Make sure you have a good hold or the plate will fall. If the plate is hot hold with a napkin and warn the guest that the plate is hot.

Types of menus

A hotel can offer different menus for their guests to enjoy:

- **Buffet** food that guests serve themselves from a buffet table or tables. The price per guest is decided by the hotel.
- A La Carte food that the guest chooses from a menu. The price varies according to the dishes chosen.
- **Table d'hote** a set course with a fixed price. Usually the Head Chef will decide what the course dishes will be and how many courses there will be. If your hotel serves table d'hote make sure you know what the chef has decided before food service.
- **Specials Menu** Specials are dishes that are not served regularly. These dishes usually use fresh ingredients that were available that season/day, for example, a certain kind of fish or vegetable. The price is decided by the hotel.

Before you give a menu to a guest consider the questions on the following checklist:

What to ask yourself	Why	
➤ Is the menu damaged or dirty?	If the menu is not presentable it will give a bad impression of the hotel.	
➤ Is the menu accurate?	Sometimes a dish has become unavailable. It is important you know what is and is not available before food service by asking the head waiter or the head chef, so that you can properly inform the guest before he or she orders.	
➤ Do I know all the dishes/specials/ beverages on my hotel's menu?	Know your hotel's menu or the ingredients of different dishes so that you will be able to answer questions from the guest or promote any special or seasonal dishes that the hotel is offering. Maximize the guest's order when possible.	
➤ Do I know the ingredients of the different dishes/beverages?	Know the ingredients of the different dishes so that you will be able to answer questions from the guest. This is also important in case your guest has any allergies.	

Another thing to remember is that the dining area lay out AND table lay up will be different depending on the type of table service your hotel is having that day. If you do not know what your hotel's procedures are for this educate yourself.

Taking orders during table service

This is an important part of food service and it is also a time when the guest depends on you to make the dining experience good. Therefore, it is important to know what to do and how to do it. Here are some guidelines:

- Greet with a smile
- Supply menus promptly
- Answer questions clearly
- Listen carefully when the guest gives his or her orders have a (numbering)
 system so that you know who has ordered what.
- Write down the orders and repeat it back to the guest
- On serving the food do not ask who ordered what you should know
- Pay attention to what is happening in the food service area- if a guest has dropped some equipment, replace item immediately and take away the dropped item.
- If food or drink is running low in the bowls or plates or cups or glasses in the tables, ask if the guest would like refills (especially during silver service).
- Always ask if it is alright before taking any dish away.

EQUIPMENT

Even if you are not kitchen staff it is important for you to have some knowledge of the kitchen, table and electrical equipment that is used during food service.

- Know the names of the equipment
- Know what they are used for
- When possible read the manuals for electrical equipment in order to clean and maintain it.
- Ask senior staff to show you how to use the electrical equipment when there is time. Especially any hot drinks equipment.

Types of table equipment:

Here is an example of standard table equipment:



Examples of cutlery (left to right: fish fork, sweet (small) fork, joint fork, fish knife, small (side) knife, joint knife, coffee spoon, tea spoon, soup spoon, sweet spoon, table (service) spoon). (Source: Cousins, Lillicrapp, Weekes, **Food and Beverage Service, 2014)**

A selection of crockery – traditional style (source: Cousins, Lillicrapp, Weekes, Food and Beverage Service, 2014)



Types of Kitchen Equipment:

For Measuring – measuring scales, cups and spoons

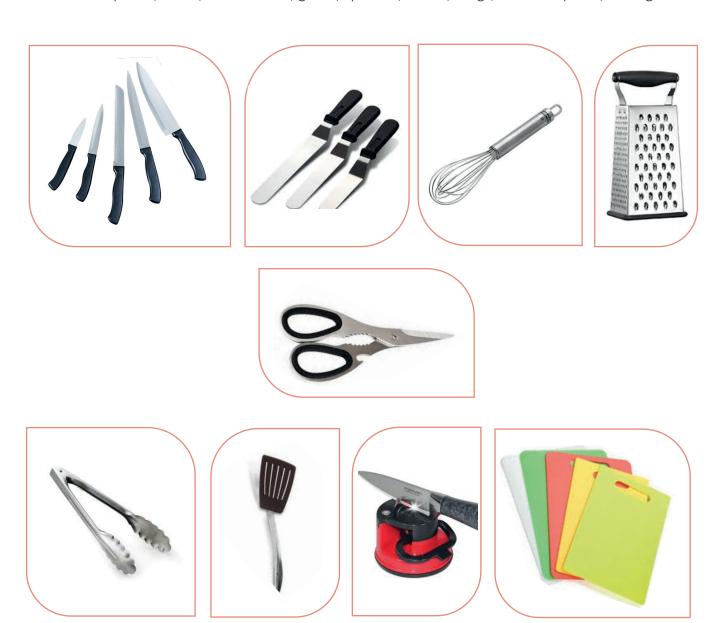








Hand tools – peeler, whisk, food scissors, grater, spatulas, knives, tongs, knife sharpener, cutting board



Types of electrical kitchen equipment – mixer, blender, hand blender, food processor







Types of hot drinks equipment

- la cafetiere, hot water dispenser, coffee maker, expresso machine, multipot insulator, electric water kettle, hot drinks dispenser, water dispenser

















Things to remember when using electrical equipment:

- Before use check for damage to the different parts and check for frayed cables. Report damage immediately.
- Before plugging in the machine make sure the plug point is working and safe.
- Do not use electrical equipment near anything wet or in a wet area.
- Do not put exceed the amount of food that can be used in the container.
- If there is a lid USE THE LID.
- * Keep fingers and hands, spoons and other hand held equipment away from spinning blades. Stop the machine if you need to check the ingredients. Do not attempt to do this when the machine is still operating.

Things to remember when maintaining/cleaning electric equipment:

- Know how to properly disassemble the machine.
- Make sure you know which parts can be washed under a tap.
- The electrical body of the equipment must be carefully wiped with a cloth and some water and detergent. If in doubt READ THE EQUIPMENT'S MANUAL.
- Be extra careful when cleaning the cutting blades of the machines.
- When finished cleaning store safely and in the correct place.

Types of Beverages:

When working in food and beverage it is important to have knowledge of different beverages and glassware that may be used. Having knowledge allows you to answer questions that guests may have about your drinks menu. Educate yourself at any opportunity. Below are just some of the beverages you are expected to know something about.

Tea

Ceylon tea is famous worldwide and you should be proud to serve Sri Lankan tea. Equally you should know about the different types of tea that are available. Sri Lankan tea is typically served with milk and sugar but it can also be enjoyed plain. It can be made with loose leaf (bulk) or with tea bags. If your hotel uses a Sri Lankan brand tea then know the name (for example, Zesta or Mlesna). The packaging of the tea will show you where the tea was made.

Herbal Tea – Sri Lankan herbal tea is not made with tea leaves. It is usually made with leaves of herbal plants and roots such as gotukola, iramusu or ranawara tea. Other types of herbal tea is made with dried herbs leaves such as mint or chamomile.

Herbal teas are usually served plain or with some sugar or jaggery.

Flavoured tea – This is Ceylon tea flavoured with dried fruit or flowers like hibiscus. Such tea is usually served plain and with sugar.

Chai Tea – This is sometimes known as Masala Tea and comes from India. It is tea with milk and different spices such as cinnamon, cardamon, cloves and ginger.

Green tea – This is tea that is green in color and Sri Lanka also produces green tea.

Many guests like to drink green tea because it is served without milk or sugar and is beneficial for health.

Coffee

Before Sri Lanka was famous for tea it was producing coffee. If your hotel offers Sri Lankan coffee make sure you know where it was grown so you can inform your guests. If your hotel offers international brands then it is important to know the different ways coffee is served.

Expresso – Traditional strong black coffee usually served in expresso cups.

Expresso can be made using an expresso machine or by grounding roasted coffee beans into a fine powder and filtering water through it at high pressure.

Regular Black Coffee – sometimes called an Americano, this coffee is an expresso with added.

Café Latte – an expresso with hot (usually foamed) milk added.

Cappuccino – an expresso with steamed and foamed milk.

Decaf – this is coffee that contains no caffeine.

Hot chocolate – hot drink made with chocolate and milk. There are many different recipes for hot chocolate that can be found in drinks manuals or the Internet. It can also be made with instant hot chocolate powder.

In recent times, as fewer people drink milk, many health-conscious people ask for soy milk instead of cow's milk. If your hotel is able to provide it, promote it to your guests.

Non-alcoholic drinks -

fizzy/soda drinks, for example tonic water, Coca Cola, Fanta, Portello, Ginger Beer, etc.

water – still or sparkling (fizzy water)

juices – cordial or fresh

milkshakes – milk and ice cream based drinks usually made in a blender

smoothies – yoghurt and fruit based drinks usually made in a blender

Alcoholic drinks – beer, wine, liquers, cocktails.

If your hotel has an alcohol license it is important you know what kind of alcohol your hotel serves. For example, what brands of beer, what types of cocktails, what types and brands of liquers (whiskey, brandy etc.) and red, white or rose wines and which countries these wines are from.

If a guest asks you a question and you cannot answer it immediately the guest will feel that you do not know your job well. This will not give a good impression of you or your hotel. Try to know as much as you can about food and drinks served at your hotel. If you do not know the answer to a question, do not panic. Politely tell the guest you will find out the answer and make sure you return promptly to tell that guest the answer to their question.

Hot Drinks Service

(Afternoon tea/coffee service)

Hot Drinks Service usually refers to tea or coffee being served either at breakfast or for afternoon tea. It is important to know what equipment and beverage items you will need to prepare for or set up a hot drinks service. What equipment and items you will need will depend on whether your hotel is providing table service, assisted service or self-service.

(Remember also that as part of the guest room amenities there will be tea/coffee making equipment and items in the guest rooms.)

Below are the different possible items and equipment that are used during a hot drinks service.

(Table Service)

Table cover/cloth
Tea and Coffee Pots

Tray

Coffee mugs

Tea cups

Saucers

Creamers

Tea spoons

Sugar sachets/bowls

Sugar tongs

Tea leaf strainers

(Assisted or Self Service)

Instant coffee and container

Tea bags and container

Water bottles

Electric hot water kettle

Hot water dispenser

Multi pot insulator

La cafetiere

Expresso maker

Coffee maker

Hot Drinks dispenser

There may be some guests that want some other hot drink such as herbal tea or hot chocolate. If your hotel serves such drinks learn how to make them by asking senior staff to show you how. If your hotel provides sweet and/or savoury food with afternoon tea, find out what the afternoon menu is contains. Sri Lanka should be proud of the delicious tea that can be found here. However, good tea does not always make a good cup of tea. For a good cup of tea it is important to brew it in the correct way.







The following is a simple procedure for serving tea or coffee during table service.

- 1. Ask the guest what he or she would like, tea or coffee.
- 2. If the guest does not want tea or coffee, try to promote soft drinks, juice or ice coffee. If your hotel is serving other hot drinks such as chai mention it to the guest.
- 3. Answer any questions that the guest may have about the tea or coffee or other drinks.
- 4. Serve the drinks with correct equipment and accompaniments.
- 5. Offer to add the milk and/or sugar if the guest is having tea or coffee.
- 6. Ask guest if he or she needs anything else.

If your hotel offers assisted service or self-service during afternoon tea consider the following:

- Is all the necessary equipment clean and placed correctly?
- Is there enough tea/coffee/sugar/milk etc. for the service?
- Is the area in which tea time is occurring, clean?
- What electrical equipment will be needed?
- Where will electrical equipment be placed?
- Has the electrical equipment been cleaned?
- Is the electrical equipment working?

In many hotels, the guest bedroom is equipped with an amenities tray/hospitality tray, which is essentially a tea/coffee self-service. The same considerations above apply to this tray of items. (See information Cleaning a Guest Room in the Housekeeping section)

Brewing loose leaf tea:

- 1. Boil fresh (filtered or bottled) water.
- 2. Heat the tea pot up to maximize the heat from the water.
- 3. Put in the correct amount of dry leaf in the pot (into an infuser or tea strainer if necessary) according to how may cups you are making.
- 4. Pour in the boiling hot water and brew for a 3-6 minutes.
- 5. Remove tea leaves if necessary.
- 6. Arrange your tea tray. THE MILK SHOULD BE WARM. If the guest requests milk, pour the milk into the tea cup first before pouring the tea in.
- 7. When cleaning, remember to wash the teapots separately if possible. This means do not wash teapots with other food service equipment. This is to preserve purity of taste.

FOOD SAFETY

Cross Contamination pertaining to Food Safety

If you consume food or drink that has been made in an unhygienic place or in an unhygienic manner, or the food or drink has been stored incorrectly and has spoiled you can get food poisoning. This means being sick or catching diseases from food that contain germs, dangerous chemicals or objects. How such contaminants enter food is to understand how cross contamination occurs.

Type of Contamination	Example	What could happen
Microbiological	bacteria, viruses, fungus and mold.	Microbiological contamination can lead to disease.
Physical	sand, stones, hair, glass pieces, wood pieces, soil	Physical contamination can lead to injury.
Chemical	pesticide, herbicide, tobacco, soap, detergent, bleach	Chemical contamination can lead to sickness/poisoning.

How could cross contamination happen? Here are some examples:

Person to Person	_	shaking hands with someone who has not washed their hands after going to the toilet, being near someone who is coughing and sneezing
Person to Food	_	touching food or drink without washing hands, or touching food without covering up open wounds, touching food after touching garbage or animals or chemicals, not tying hair up, wearing nail polish, smoking in food preparation areas, spraying pesticide in food preparation areas
Food to Food	_	raw meat or egg touching cooked food or cut food, cooked/hot food placed next to raw

- food such as fruit or salad (food splatter)
- **Linen to Food** wiping hands on a dirty towel or handkerchief and then touching food, wearing dirty clothes/apron, using dirty table cloths

Food Service items to Food – broken pieces of glass or ceramic from a pepper or salt shaker entering the salt/pepper inside the shaker.

Equipment to Food

 using the same knife to cut meat and vegetables or fruit, a storage item has broken/is faulty and the food has spoiled, using dirty cutlery/dishes/blenders/ water dispensers.

Chemicals to Food

 spraying pesticide around the food preparation area, cleaning agents being kept close to food preparation or food storage areas, leaving cigarettes near food preparation areas.

How can you avoid cross contamination?

When dealing with food it is useful to have a checklist of the areas that need to be clean/prepared in order to prevent contamination of food.

Consider these questions:	Why it is important
 Am I clean? (e.g. Is my hair out of the way, Have I taken off jewelry or my watch? Have I been outside? Have I touched any pets?) Am I sick? Am I wounded? 	Being clean prevents contamination via bacteria which may be on our hair, our jewelry, our watches. Also it is unhygienic for hair to be found in food. If you are sick DO NOT be in contact with food or food preparation areas at all. Go home and get well. This is to prevent contamination via bacteria and avoids the spread of disease. If you have a cut on your hand or finger, determine how badly you are hurt and inform your manager. Deal with the wound immediately. If you can continue to work, WEAR GLOVES. This is to protect the food and your hands from contamination via bacteria.
➤ Are my hands clean?	It is vital to wash hands thoroughly before handling food or preparing for food service. See the section on Safety and Hygiene to learn about when and how to wash your hands.
➤ Are my gloves clean?	Your hands should be clean even if you wear gloves. If you use reusable gloves check that they ae clean and dry before use. This is to prevent contamination of any food you touch.
➤ Is my uniform/apron clean?	If you have been washing dishes or dealing with waste it is likely there is bacteria on your apron or uniform. Therefore it is vital that you wear a clean apron before handling food or preparing for food service.
➤ Have I touched any raw meat?	Raw meat contains a lot of bacteria that can be transferred from your hands to cooked or other raw food. Always wash your hands after touching raw meat. During food preparation, if you are handling raw meat DO NOT handle other raw food or cooked food until you have thoroughly washed your hands. This

	advice is the same even if you are wearing disposable or reusable gloves.
Are all the food service equipment clean and undamaged?	Checking the food service equipment is to prevent contamination via bacteria, objects such as sand, or pieces of wood/plastic/glass.
➤ Is the dining area clean?	This is to prevent contamination of food equipment and food.
➤ Are the dining area surfaces clean?	This is to prevent contamination of food.
Are the food preparation areas clean and cleared of obstruction (i.e. no equipment or food items on the floor)?	It is important to keep a clean and safe environment in order to prevent accidents from happening in the food preparation areas.
Is the food preparation equipment clean?	This is to prevent cross contamination of food and therefore preserve the health of you and your guests.
Am I using the correct equipment for my tasks?	It is important to use the equipment meant for the task at hand. Do not mix equipment up.
Are the food storage areas/equipment clean and clearly labelled?	This is to prevent cross contamination of food and therefore preserve the health of you and your guests. If anything in the food preparation area is not clearly labelled MISTAKES can happen and food can easily be contaminated by bacteria, objects and chemicals/poisons.
➤ Have food items been correctly prepared and stored and labelled?	This is to prevent cross contamination of food and therefore preserve the health of you and your guests. Labelling helps you or your chef find ingredients quickly and efficiently. (See below for food storage advice.) Equally, raw food such as fruit platters and salads should be prepared and stored AWAY from cooked food.
Are there any dangerous chemicals in the food preparation areas? Have the correct detergents and sanitizers been used?	This is to prevent contamination via chemicals and poisons into food and therefore preserve the health of you and your guests.
Are all the storage equipment working properly?	It is important to routinely check that refrigerators, freezers, hot cupboards, bain-maries, etc. are working properly. If they are not working properly this will lead to food spoiling and becoming a health hazard.
Are all food storage areas clean and clear of pests?	This is to prevent contamination of food and therefore preserve the health of you and your guests.
Is all waste being dealt with correctly and efficiently?	Food waste or non-food waste should be managed correctly in order to maintain hygiene and prevent cross contamination.

Here are some examples of what to do should you find damaged equipment or surfaces in food preparation and food service areas:

	Why it is dangerous	What action to take
Hot cupboard or bainmarie that is not working	Food that must be kept warm or hot will become cold and increase the risk of bacterial contamination.	Inform the Manager immediately. Remove the broken item for fixing.
Grease covered exhaust fan	The grease may drip down onto kitchen surfaces and contaminate food. The grease may prevent the fan from working correctly.	Inform the Manager. The fan should be cleaned by someone who knows how to do it.
Cracked tiles	Chemical agents, bacteria and germs can enter the cracked areas which can lead to cross contamination of food.	Inform the Manager. Tiles will have to be replaced by a professional.
Broken cupboard handle	It can cause an accident and pose a danger to the health of employees.	Inform the Manager. Anything broken must be fixed immediately.
Surface mold (wall/cupboard)	Mold can be highly dangerous to employees health, guests health and food safety. It can cause disease, allergies and toxic poisoning.	Inform the Manager. Mold damage must be dealt with by a professional.

- Q. What are the consequences of not maintaining high standards of cleanliness during food preparation and food service?
- A. A guest may become sick.

An employee may become sick.

The hotel's reputation is damaged.

Guests will stop coming to the hotel.

The hotel may get into trouble with the local authority and lose its license.

Food Storage

When storing food consider the following:

- New food items should be stored right away to prevent food from spoiling and becoming a health hazard.
- Dairy items spoil quickly if not refrigerated immediately.
- Raw meat and fish should be kept separately from raw vegetables, fruit, cooked food or cut food. This prevents cross contamination.
- Check the use-by dates so that you know which tins or packets to use first. Maintain a stock rotation schedule/system.

- Stock rotation describes the procedure that the hotel takes to manage old and new food items. A stock rotation list/procedure will tell you how to store food items according to their use-by date and/or when a food item was purchased. It is important because this maintains food safety standards and the health and safety of the guests.
- New tins or packets of food are stored behind older tins and packets to prevent wastage of food and maintain food safety.
- Food items that are past their use-by date and damaged tins/packets of food must be disposed of immediately to prevent health hazards. The item is no longer safe to serve to guests. Your hotel should keep a record of food items it purchases that is regularly updated or there will be a danger of food contamination and poisoning.
- Food storage areas or food store rooms should be kept clean to prevent food contamination and can be
 achieved by having a cleaning schedule and also by being aware of your environment (keeping an eye out
 for pests or damaged equipment).

Do you know at what temperature different foods should be store at?

	Refrigerator	Freezer	Hot Cupboard	Bain-marie
Correct temperature	Below 5 degrees C	Below 0 degrees C	Above 60 degrees C	(see below)
How to check/maintain temperature	Thermostat	Thermostat	Thermostat / food thermometer	Thermostat / food thermometer
Why is it important to maintain?	To prevent food spoilage, to prevent food from changing taste/consistency and contamination.			

- Hot food has to be kept hot at or above 63°C.
 Hot food can be kept below 63°C but only for about two hours.
- Chilled food has to be kept at or below 8°C.
 Chilled food can be kept at 10°C for about four hours.

Here are some suggestions of how food can be stored:

Food items	Easy to spoil or not	Container	How to store	Temperature
raw chicken	0	lidded container	refrigerator	Below 5 degrees
marinated chicken	0	lidded container	refrigerator	Below 5 degrees
box of cornflakes	Χ	box	store room	
un-opened box of cornflakes	О	resealed/box	refrigerator	Below 5 degrees
ham	0	lidded container	refrigerator	Below 5 degrees
chocolate mousse	0	covered container	refrigerator	Below 5 degrees
tinned mushrooms	X	tin	store room	
cooked rice for serving	О	In cooking container	At cooking heat	Above 60 degrees
potato salad	0	lidded container	refrigerator	Below 5 degrees
eggs	0	Carton or egg rack	Cool room or refrigerator	45 degrees or below
tin of biscuits	Χ	tin	store room	

What is raw food/ingredients?

• Chicken breast meat, beef, fish, bananas, mangoes, lettuce, carrots, etc.

What is prepared food/ingredients?

• Cut up vegetables, fruit, marinated meat, salted fish, chopped garlic or ginger, spices, table salt, pepper powder, etc.

What is ready-to-eat food?

• Potato salad, fruit salad, curd, cooked rice, bread, etc.

What is the purpose of labelled food containers?

• When it is time to find the ingredients to prepare/cook a dish, a well labelled container helps cut down time and prevents food contamination.

Dealing with allergy-inducing food

Allergies are the body's response to something in the air or food or drink, or something the body touches, that causes the person to itch, cough, sneeze or develop rashes or even get sick. Your hotel is responsible for the health of our guests when they stay at our hotel so it is important to know if your guests have any food or drink allergies.

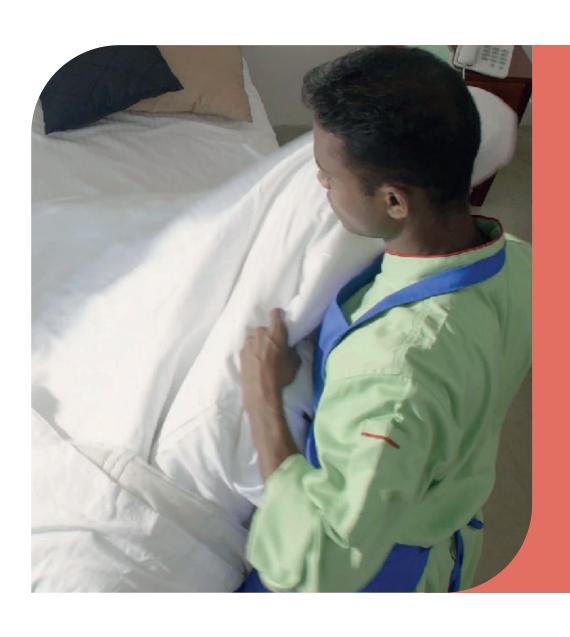
Sometimes the guest will inform the hotel before arriving but usually guests inform staff of allergies when they are ordering food during food service. So it is important to know about the ingredients of the dishes your hotel serves so that you can answer a

guest's questions. If you do not know this information, you run the risk of making your guests very ill. This will be bad for the hotel. Some allergies can cause death.

- Q. If you are asked a question by the guest that you cannot answer what should you do?
- A. You should:
- 1. Confirm the question and say you will find out
- 2. Ask the Manager or Chef.
- 3. After getting the answer go and inform the guest.
- 4. Suggest another dish or offer to make the dish without the allergyinducing item if possible.

Here are some allergy-inducing ingredients: milk, eggs, nuts, seafood, lentils, pineapple, tomatoes. The following are dishes you might see on your menu but contain the allergens above.

Food / Drink	Yes/No	What ingredient?
Mango lassi	Yes	Milk
Kiribath	Yes	Milk
Fruit Salad	Yes	Pineapple
Kokis	Yes	Eggs
Pittu	No	
Devilled cuttlefish	Yes	Seafood, tomatoes
Curd	Yes	Milk
Black tea	No	
Wade	Yes	Lentils
Coconut Roti	No	
Ice Cream Sundae	Yes	Peanuts



Section 5 Housekeeping

What is Housekeeping?

Housekeeping duties involve maintaining the hotel to the best possible condition in terms of cleanliness and ambience. In this section you will learn what the responsibilities of housekeeping staff/department are. Objectives of Hotel Housekeeping

The main objectives of hotel housekeeping are

- ❖ To maintain overall cleanliness of the hotel.
- To perform cleaning duties efficiently and effectively.
- ❖ To use good quality, safe cleaning equipment and chemicals.
- ❖ To manage laundry and linen.
- To control pests.
- To decorate the hotel with attractive interior decoration.
- To take care of the furniture, fittings, and fixtures of the entire hotel.

The housekeeping department is responsible to keep the following areas clean and tidy.

- Guest Rooms
- Guest Bathrooms
- Public Bathrooms
- Public Areas such as Lobby and Lifts
- Banquets and Conference Halls
- Parking Area
- Sales and Administration Offices
- Garden
- Swimming Pool (if there is one)

Apart from cleaning, housekeeping is also responsible for handling the keys of each floor. In addition, it is often responsible for managing the laundry.

Qualities of Housekeeping Staff

There are certain professional qualities the housekeeping staff is required to have –

Personal Hygiene and Appearance

- Be well-groomed with a high degree of personal hygiene.
- Have trimmed nails and hair, and a clean uniform.
- Have a clean and pleasant appearance.

Communications skills

- Have a positive attitude.
- Speak in a friendly but sincere tone.
- Speak clearly.
- Maintain polite eye contact while interacting with hotel guests.
- Have good listening skills to avoid any miscommunication.

Personal skills and Traits

- Be able to understand and respond to guest requests.
- Be sincere and physically fit.
- Respect each hotel guest you are dealing with. You must conduct yourself

confidently and courteously.

- Be a good team player.
- Be honest and reliable.

Basic Cleaning and Hygiene Principles

- Carry out cleaning procedures in the correct sequence. For example, sweeping → Dusting →
 Mopping/Suction Cleaning → Disinfecting → Air Freshening.
- Take care not to damage various surfaces and items while cleaning and polishing.
- Should start cleaning from extreme inner end continuing towards exit. And clean from top to bottom in a clockwise or anti-clockwise fashion.
- Should park the supplies trolley leaving enough space for corridor traffic.

- Must take proper precautions while handling cleaning equipment, detergents, and guest luggage.
- Must remove hard water stains and spider webs as soon as they occur.
- Must never use guest room linen for cleaning or blocking room entry.

Basic Safety and Security Principles

- Protect your body from harmful chemicals by wearing thick gloves.
- Protect your eyes by wearing masks or goggles if required.
- Must use caution sign to mark wet floors.
- Clean spilled liquids immediately to reduce chances of slipping.
- Handle cleaning chemicals carefully while transporting, disposing, or refilling the containers.
- Mix any chemicals required in the presence of proper ventilation.
- Must not open unlabelled chemical containers.
- Use swivel head mops to avoid inappropriate body posture while cleaning.
- Wear closed toe-non slip footwear while working.
- Use appropriate body postures while working to avoid cramps.
- Request peer assistance while moving heavy loads such as furniture.
- Practice safe lifting technique. (Reference: See information on lifting technique in Safety and Hygiene section)
- Report to the supervisor in case of any accident due to mishandling of flammable liquids or otherwise.
- Keep the guests safe.
- Keep the guests' documents, ornaments, or other articles safe.

The housekeeping trolley



- → The trolley should be stocked with all the required cleaning items and amenities needed to complete one shift of cleaning.
- → Cleaning supplies should be kept separate from clean linen and amenities (toilet paper, shampoo, soap, etc.).
- → The cart should be light weight, easy to clean and easy to move.
- → The cart must be well organized and well stocked before starting each shift.
- → The amount of supplies loaded on to the cart depends upon the number of rooms and type of rooms to
- → be serviced. Cleaning supplies should be kept in a separate hand caddy. Examples of cleaning supplies include:
 - Toilet cleaning solution
 - Bowl brush
 - Toilet brush
 - All-purpose cleaner
 - Cleaning clothes
 - Rubber gloves
- → On one end of the trolley there should be a bag for storing soiled linens.
- → There should also be a garbage bag on the trolley for waste collection. Once the shift is over, the trolley must be restocked and stored securely.

Trolley location

When you have opened the room to clean it, leave the door wide open. Park the trolley across the door to prevent others entering the room. Do not take the trolley into the room.

Types of Rooms

The size and furnishing of a room solely depends on the type of the hotel and the classification of rooms.

Single Room

A single room has a single bed for single occupancy. It is a standard room having a dressing-cumwriting table



Double Room

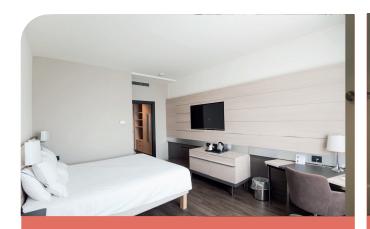
It is a room with one double bed meant for two people. It is a standard room having a dressingcum-writing table



Twin Room

A room with two single beds meant for two people having only one bedside table between the two beds





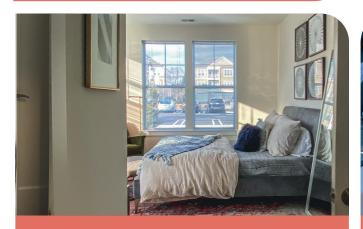
Studio

The studio room is the room for the guest with option of selfcatering. It has a queen size bed, air conditioning, fan and screens. There is also a dining area and a seating area.



Deluxe Room

This room is well furnished, carpeted and more suitable for single persons and small families. Deluxe Rooms are available with Single and Double beds



Interconnected Rooms

Two rooms adjacent to each other having an interconnecting door allowing entry from one room to another, without having to go through the corridor.



Penthouse Suite

A penthouse suite is mostly on the highest floors of hotel building. Penthouses are typically differentiated from other rooms by luxury features.

Accessing rooms

Most hotels have a standard operating procedure (SOP) for accessing (entering) guest rooms. You should always follow this procedure.

A standard example of how you should access a guest room is described below:

- 1. Knock 3 times loudly on door (with knuckles, not keys) and say clearly: "Housekeeping".
- 2. Count to 5.
- 3. If there is no reply, knock and call again, count to 5 again, then use your master key to enter.
- 4. Enter room and call out "Good morning (or afternoon). Housekeeping to service your room".
- 5. If the guest is still in bed, undressed, in the shower, or seems upset by you entering the room, leave the room quickly and quietly and say "Sorry".
- 6. If the guest is up and dressed, say: "I'm from Housekeeping. Would you like me to service your room?"
- 7. If the guest answers YES, start servicing the room.
- 8. If the guest answers NO, ask if the guest if they want you to come back later. Ask if they want towels or tea, coffee, milk, soap. Then leave the room.
- Q. What do I do if there is a "Do Not Disturb" sign on the door of the guest bedroom?

 A. Never enter a room showing a 'Do Not Disturb' (DND) card, even if it is a checkout room.

Cleaning the Guest Room

An example of the procedure for cleaning a guest room (scheduled cleaning or checkout cleaning) is given below. Once the staff enters the room and starts the housekeeping work, she or he must –

- Not use guest room linen as a door stopper or for cleaning and dusting the room.
- Keep the guest room door open while working.
- Park the trolley across the door to prevent others entering the room.
 Do not take the trolley into the room.
- Open the curtains and patio door (where appropriate).
- Keep the vacuum cleaner and other cleaning apparatus (with the exception of the trolley) in the room.
- If you have to do a routine cleaning of the air conditioning unit's filters, do this first. You can clean the rest of the room while the filters are drying. (Reference: See information on cleaning air conditioning unit filters Cleaning Section)

- Check the type of bed.
- Take the bed linen of appropriate size and place it on the nearest chair.
- Remove previous bedspread and place on the chair.
- Inspect the bed and pillows for their condition as well as for any lost-and-found items.
- In case of a checkout room, deposit guest items that have been left behind with the floor supervisor.
 If the room is still occupied by the guest, place the item so that it is safe as well as visible to the guest.
- Put soiled sheets and pillow covers in the soiled linen cart of the trolley.
- Empty ashtrays and rubbish from the guest room and bathroom dustbins into the trash cart of the trolley.
- Pick up used glasses, mugs, ashtray, trays, and place them on bathroom platform.
- Spray the toilet bowl, bathtub, basin, glasses, mugs, and trays with cleaning liquid.
 Let them soak the chemicals from the liquid.
- Make the bed.
- If you have to do a routine cleaning of any glass surfaces such as windows, balcony doors, make sure you have the correct cleaning agent and equipment.

(Reference: See information on cleaning windows – Cleaning Section)

- Start dusting/cleaning/wiping down from an extreme inside corner of the room and work outwards.
 Work from top to bottom in either a clockwise or anti-clockwise manner. All surfaces need to be cleaned and/or disinfected this includes, the mirror, the television unit, the chairs, etc. (Reference: See information on Cleaning a guest bedroom Cleaning Section.)
- Clean the glasses, mugs, and tray and wipe dry. Replace any amenities. Check for used and/or damaged cups. Used cups need to be washed and placed back in the amenities tray. Damaged cups need to be removed, recorded (reported) and make sure to have them replaced.
- Check the electric kettle if there is one in the room. Rinse, fill with water and boil and throw the water out. (This will sanitize the kettle and check its functionality at

the same time.) If the kettle is dysfunctional, remove, record (report), and make sure it is replaced.

- Sanitize glasses, mugs, telephone device, and television remote control and wipe dry.
- Straighten the guest items.
- Clean the bathroom. (See Below.)
- Sweep the room.
- Mop the room (if not carpeted). If the room is carpeted vacuum the carpet according to your hotel's procedures.
- Inspect the condition of bathroom slippers and bathrobe. Replace if soiled.
- Close the patio door.
- Close all the curtains.
- Clean the entrance door.
- Close and lock the room door.
- Report any damage or missing hotel property to the supervisor.

Making beds

In a guest room, the bed is generally the biggest item in the room and the first thing a guest looks at.

If the bed looks attractive, it creates a good impression.

That is why it essential that you use the correct sized sheets for the bed size. In addition, by constantly using the wrong size sheets, you risk depleting stocks.

The method for making beds can be different at each hotel.

Below is one example of the basic procedure for making a bed in a VACANT DIRTY ROOM.

(For OCCUPIED ROOMS most hotels make beds daily without replacing the linen.

Replace the linen on the third day if the guest is staying on.)

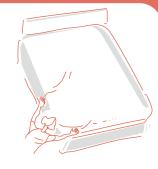
- a. Strip all linen and bed coverings from beds.
- b. Handle and store soiled linen and bed coverings correctly.
- c. Make sure the bed base, bed head, linen and bed coverings are clean and are in good condition (not damaged).

- d. Make the bed to your hotel's standards with the correct linen and bed coverings.
- e. Leave bed neat, smooth and ready for use.

Here is another, more detailed example of MAKING THE BED (make the illustrations below match these steps).

- 1. Remove dirty sheets
- 2. Toss the clean bottom sheet over the bed; smooth the bottom sheet and tuck under any loose corners
- 3. Tuck in the edges and corners of the bottom sheet using mitred corners
- 4. Spread the top sheet over the bottom one, wrong side up
- 5. Pull the top sheet up to the top of the mattress and smooth it out
- 6. Fold the top edge of the sheet over the blanket
- 7. Fold the edges and corners of the top sheet
- 8. Place the pillows at the head of the bed.

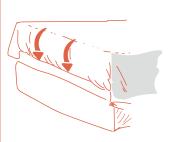
How to Make a Bed: The Illustrated Guide



1. Spread out bottom, fitted sheet and fit corners of sheet around corners of mattress.



2. Stand at foot of bed and spread top sheet over fitted sheet, The end of the sheet with the large hem goes at head of bed, Leave a small space between top of sheet and head of bed.



At foot of bed, tuck end of sheet between mattress and box springs. Ensure sheet lays smoothly between the two.



 Make a hospital corner on one side of mattress at foot of bed. Grah and lift the draping sheet from the side about 16 inches from foot of bed.



 Tuek in truangle-shaped lower drape between mattress and box springs.



6. Hold the corner in place wich your free hand and fold the top drape over. You want the fold on the top drape to from a 45-degree angle. Repeat on opposite corner of matterss.



7. Tuek in sheet on both sides of the bed.



 Repeat process with blanket, put pillow in case and back on head of bed. Add comforter. smooth everything down.

Dealing with soiled linen

Procedures for dealing with soiled linen: soiled linen must not be shaken or dumped on the floor; keeping it held away from the body; place soiled linen in appropriate bags or hampers for laundering; washing hands before and after handling soiled linen wearing personal protective equipment (PPE); not allowing soiled linen to come into contact with clean linen

Clean linen must be kept separate from soiled linen because clean linen can pick up dirt from soiled items and to avoid cross-contamination and infections

Cleaning the Guest Bath Room

The procedure for cleaning the guest bathroom is given below.

(Reference: see information on cleaning a guest bathroom – Cleaning Section).

- 1. Open bathroom ventilation.
- 2. Wear protective gloves.
- 3. Sweep the bathroom floor of dirt and debris.
- 4. Scrub and finish the toilet bowl, rim, ring, and hinge.
- 5. Scrub and finish the platform, bathtub, and basin.
- 6. Wipe the mirror and clean bathroom walls.
- 7. Wipe down shower curtain / screen doors / shower cubicle walls, working from top to bottom with a dry cloth.
- 8. Replace amenities such as toilet roll, shampoo, conditioners, and moisturizers and replace bathroom mat.
- 9. Mop the floor.
- 10. Replace bath towels and hand towels and replace the dustbin liner.
- If there are items in need of repair, you should it reported to a Manager so that standards can be maintained.
- It is important to inspect the work area on completion to ensure high standards are maintained.

It is also important to keep a record of work areas cleaned. This can be done on a simple form such as this:

Housekeeping Report

Room No.	Room Type	Check Out Date	Turnover Room	Occupancy	H/K Status	Housekeeper Name

Minibar



A minibar is a small refrigerator found in a hotel room. It is filled with drinks and snacks for the guest to purchase during their stay. The minibar is stocked with a precise inventory of goods with a price list or menu. Items usually provided include a couple of soft drinks, alcoholic drinks, soda, and ice cubes. Snacks might include individual servings of salted peanuts, cashew nuts, chips and chocolate.

Each hotel will have standard operating procedure for when to check the minibars. Most often the minibars have to be checked at checkout time, in order to bill the guest. During this time having a checklist or inventory list is essential. Other times for the minibar to be checked is during room cleaning or preparing a room for the arrival of guests.

IDEALLY inventory is maintained on a daily basis, first and foremost at the time of check in, then preferably during the daily housekeeping and finally at the point of checkout before presenting the final bill to the guest. A schedule for comprehensive cleaning should be in place in addition to check in and check out times.

Find out what your hotel's operating procedure is so that you know when minibars have to be checked.

(Reference: See information cleaning the minibar – Cleaning Section)

Procedure to stock and maintain the minibar:

Task	Purpose
Remove all items from the interior. Wipe down the interior.	Gives a good impression of cleanliness. Removes smells.
Wipe/wash bottles/beer cans, soft drinks, juices, etc.	Gives a good impression of cleanliness.
Check the expiry dates on all products/items and keep a record.	This is to prevent spoiled food and drink items from being consumed by the guest.
Replacement products/items should be put behind the existing items remaining in the fridge (if any) so that temperature and expiry date is maintained at a desirable level.	Aim to put pre-chilled items in the minibar in order to minimize the risk for the guest not being able to enjoy the item of choice due to the lack of refrigeration,
Check the temperature of the minibar.	A dysfunctional minibar is a health and safety hazard and must be reported and dealt with immediately.
Close minibar door and wipe down exterior.	Gives a good impression of cleanliness, which in turn can lead guests to utilize the products/items. This brings added revenue to the hotel.

Room Amenities



Amenities / Hospitality Tray – This is a small tray with compartments that holds sachets of coffee, tea, cocoa powder, creamer, and sugar. Some hotels also offer sachets of condiments like black and white pepper powder, and salt. They also contain an electric kettle, a couple of cups, saucers, spoons, and water bottle so that the guest can make the beverage of his/her choice in the comfort of the room.

Vanity Tray





A typical vanity tray contains small bottles of shower gel, shampoo, and conditioner. Some hotels also provide moisturizer, shower cap, hand and foot cream, ear buds, and a small manicure kit. The tray may also contain a couple of empty glasses, disposable toothbrushes, and a small bottle of mouthwash.

Items Provided on Request

The items provided on request are given to the guests when they ask for them. These are the supplies apart from regular supplies required by some guests. These are often provided as the guest expendables. Some of them are –

- Alarm clock
- Comb
- Crib or Cradle
- Disposable Diapers
- Disposable razor
- Electric blanket
- Electric fan
- Extra blankets
- First aid medical kit
- Handheld shower attachment
- Hearing equipment
- Hot water bag
- Iron
- Ironing board
- Pillow
- Potty Ring for toilet
- Raised toilet seat
- Sanitary napkins
- Sewing kit
- Stationery items
- Tampons
- Wipes

Linens/Fabrics know





Fabrics set the mood for any hotel space – with color, pattern, and texture. Sometimes they lead the décor, while sometimes they simply play a supporting accent role.

The most common fabrics and fabric terms used in the hotel industry are:

- cotton made from a short plant fiber, it's among the most popular fabrics because it is easily washed and
 resists fading plus other signs of wear. However, it wrinkles and becomes soiled easily, so a cotton/polyester
 blend is often preferable.
- polyester a strong and durable man-made fiber, it is wrinkle-resistant, can be washed without requiring dry cleaning, and dries quickly but stains don't remove easily. Polyester blends are usually seen in drapes, bed spreads, and sitting areas.
- nylon a strong and lightweight man-made fiber, it is easy to wash and care for. It is resilient, has a silky texture, resists moisture and stains, dries quickly, and holds color extremely well.
- silk one of the strongest natural fibers, it's spun from the fibers in the cocoon of a Chinese silkworm into a smooth, soft, shiny fabric that is not slippery, unlike many synthetic fibers. However, it is delicate and difficult to care for for example, it will wrinkle and stain easily so it's better suited for accent uses than high-traffic areas
- Rayon often called "art silk", it is semi-synthetic and an alternative to silk as it has a shiny texture but is more durable. A drawback is that it will wrinkle.

Satin – a weave that has a shiny surface and a dull back.

BED LINEN

Typical bed linen in a hotel includes bed sheets (top sheet and bottom sheet), pillowcases and blankets.

Bed sheets come in several sizes, depending on the size of the bed. Common sizes are shown in the table below:

Bed Type Size in Centimeters (Width X Length)

Single 92 X 187

Standard Double 137.16 X 193.04

Queen Bed 152.4 X 203.2

King Bed 198.12 X 203.2

Bed sheets and pillowcases

Should have a good finish, usually with a slight lustre, and be made from a noncrease fabric so as to retain its appearance. For comfort, the texture should be soft and smooth, absorbent and free from static. They should be easily washable and the fabric should not lose colour in repeated washes. Cotton and blended cotton (cotton mixed with man-made fibres like polyester) are the most common type of fabric used for bed sheets and pillowcases.

Blankets

In order to be comfortable, they should be soft, smooth and resilient and not too heavy. Though expensive, pure woollen blankets that are napped are ideal in this respect, but they are difficult to launder and are attacked by insects. To cut costs, improve launderability and prevent attack by insects, wool is often blended with a synthetic fibre (acrylic).

SOFT FURNISHINGS

Duvets

Duvets have become increasingly popular in hotels and are fast replacing the blanket, especially on double beds. They consist of a filling sandwiched or stitched in a fabric case with a changeable cover. In warm weather countries such as Sri Lanka, a synthetic filling is used, such as polyester fibres. These duvets are lighter and can be washed in large-capacity

washing machines. Casings can be cotton cambric or synthetic fabric but must have a close weave to keep the filling in place.

It is essential for the duvet to have an outside cover. Changing a duvet cover is a skill which is developed with practice. To save laundry costs and labour, it is advisable to provide a covering sheet in conjunction with the duvet cover. Though it is common to have all of them in white, the duvet cover, the bottom sheet and valance could be part of the colour scheme of the guest room.

Bedspread/Bedcover/Counterpane

These are purchased, considering appearance, durability and size. The colour and print should match the décor, and soil should not show easily. The weave should not be susceptible to snagging. The fabric should drape well and not crease easily (quilted for this purpose). The durability of the fabric is judged by the effect of laundering and constant use.

Curtains/Draperies

These are also purchased considering appearance, durability and size. Sheer curtains/net curtains/glass curtains combined with heavy draperies are usual in a guest room. This combination allows light to pass through and facilitates privacy as well. Sheer curtains are generally made from synthetic/blended net or lace or from plain nylon or terylene. It is advisable to use a fire-resistant finish or fabric for these curtains. Draperies are usually lined. Lined curtains are thicker, fall better and allow less light to pass through. They are less likely to fade, soil less easily and thereby last longer. When selecting the curtains, the appearance is judged by ensuring that the colour and pattern match the décor.

Cushion Covers and Upholstery

Like the rest of the soft furnishings, these must also match the décor. It is also important that they are resistant to dirt, accumulation of dust and snagging. The fabric should be non-slip without being rough and free from static so that it does not cling to customer's clothes. It also should not lose lint or colour easily.

Cushion covers should be laundry washable and non-crease. Upholstery fabrics should not stretch after they have been fitted. In both cases the fabric should be firm with a close weave.

BATH LINEN

Typically, a hotel should provide a wash cloth, hand towel, bath mat and bath towel for each guest.

Hotel Wash Cloth: Hotel wash cloths come in various sizes, a common size is 30 x 30 cm. Hotel wash cloths usually come in white and are made from cotton fabric.

<u>Hand Towel</u>: Hand towels (50 X 70 cm) are useful in the Hotel Room, Spa Area, Gym Area and even in the Cooking & Dining area of a hotel. There are special hand towels for different uses. Hotel hand towels mostly come in white and are made from cotton fabric.

<u>Bath Towel</u>: There are different sizes of bath towel available, but 36 x 70 is a common size used in hotels. It is important that the bath towel be soft, absorbent, lint-free and gentle on the skin. Bath towels are often made from Turkish toweling using a pile weave known as the Terry weave. Coloured and patterned towels may be selected for public areas like the swimming pool, health club or beauty parlour, largely for identification. White towels are preferred to coloured ones for use in the guest bathrooms.

<u>Bath Mat:</u> Bath mats are in the hotel bathrooms; mainly to keep the bathroom clean. The best bath mats are those which absorb water quickly and are non-slip.

When washing sheets and towels, fabrics can be sorted according to different practices. For example, by the type of material, colour, degree and type of soiling.

- The comfort of the guest is always the most important part of you and your hotel's job. However, it must be noted that sometimes providing luxury can produce a lot of unnecessary waste and can be unsustainable. To learn more about what this means see the information on Sustainability – Waste Management Section.
- Sustainable luxury is possible and can include many aspects of local community products and recycling efforts.

Floor types knowledge (Unit 13 p.3)



Floors require regular cleaning and finishing to retain their appearance and durability. According to the type of flooring used different methods and type of cleaning procedures need to be practiced.

There are three main types of flooring used in hotels: hard flooring, semi-hard flooring and soft-flooring. For the purposes of this manual, we will focus only hard and semi-hard flooring.

Hard flooring

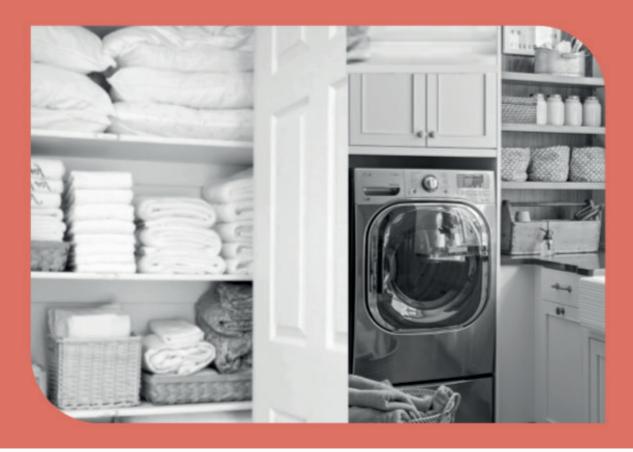
Hard flooring is very durable, but can be noisy, with the exception of wood flooring. It is cold in feel, fire-retardant and easy to clean. Examples of hard flooring include stone, concrete, terrazzo, ceramic tiles, resin and wood.

Semi-hard flooring

Semi-hard floor finishes are durable, but less so than hard floor finishes. They are pest resistant and easy to clean. Examples of semi-hard flooring include thermoplastic, vinyl, linoleum and rubber sheets.

(Reference: See cleaning semi-hard and hard floors – Cleaning Section)

The Linen Room or Cupboard (Unit 9 p.2 and Unit 10 p. 7-8)



Linen is one of the physical items with which guests come into the most contact. It should look good and be well maintained. The linen room or cupboard is the place where clean linen is stored. The quantity of linen stored depends on the size of the hotel.

Generally, a 2.5 par stock should be available. In the hotel industry, par stock is the widely used term for the minimum level of supplies needed to meet the daily demands of the hotel.

An adequate linen inventory is essential for the efficient operation of a housekeeping department. Having at least two and a half times the linen necessary to set up all the rooms once is called having 2.5 par. This multiple does not apply to mattress pads, bed spreads, shower curtains, pillows, etc. For these items 1.2 to 1.5 par is usually sufficient.

The types of linen you are likely to encounter in the linen room or cupboard include: Bedsheets, pillowcases, blankets, bedcovers, curtains, towels, shower curtains, tablecloths and serviettes.

Checking and Inspection

It is important to check the linen store to ensure that the amount of laundered linen matches with the amount of soiled linen articles sent and that adequate stock is maintained.

Always inspect the quality of wash i.e. stains and dirt removed, no damage, no loss of shape or colour, no blue streaks or patches from the optical brightener, properly ironed, etc. The linen should also be folded correctly.

To adhere to health and safety regulations linen cupboards should be kept locked.

This is to prevent loss, potential damage, contamination and theft. Any theft or damage should be reported immediately to the relevant people.

Storage

The amount of space to be allocated for storage depends on the size and type of operation and the linen coverage.

When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors.

Turndown service

Turndown service is preparing the guest bedroom for the night. For the guest, it is most pleasant to return to a room that has been tidied up/cleaned. This makes the evening and night (sleeping) experience very relaxing for the guest. The turndown service is a chance for the hotel to provide extra attention and care towards the guest. This is good customer service.

(Reference: Customer Service Section and Cleaning Section)

If your hotel provides turndown service find out what the hotel procedures are.





Vacant rooms to be serviced from 6.00 p.m. onward.

When entering the guest room:

- Find out if the guest is in the room.
- Announce yourself before entering the guest room.
- Tidy the guest room and the bathroom.
- Make sure to empty dustbin and ashtrays.
- Move guest property to where the guest can see it.
- Remove the bedcover, fold it and place in the luggage rack drawer.
- Make 90 angles with the top sheet (see photo above). For double occupancy,
 both corners should be made.
- According to the hotel procedure place the turndown amenities on the bed.
 (for example, flowers, chocolate, bath towel art etc.)
- Place the Breakfast Menu on the door knob or on the bed fold.
- Turn on the bedside lamp.
- Close the drapes and curtains.
- Set the A/C temperature to what was set by the guest.
- Double check everything, lock and leave the guest room.

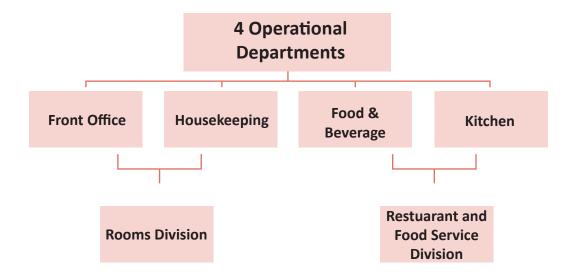


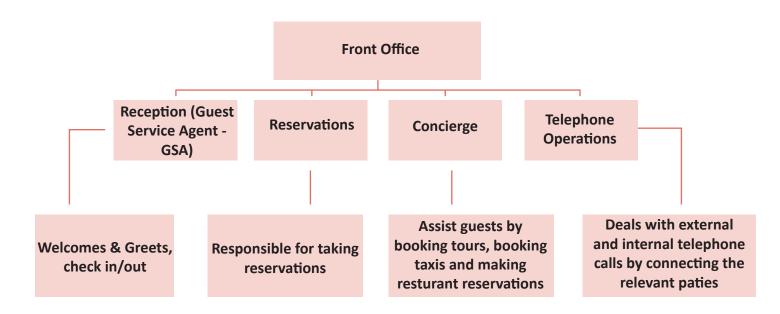
Section 6 Organizational Structure

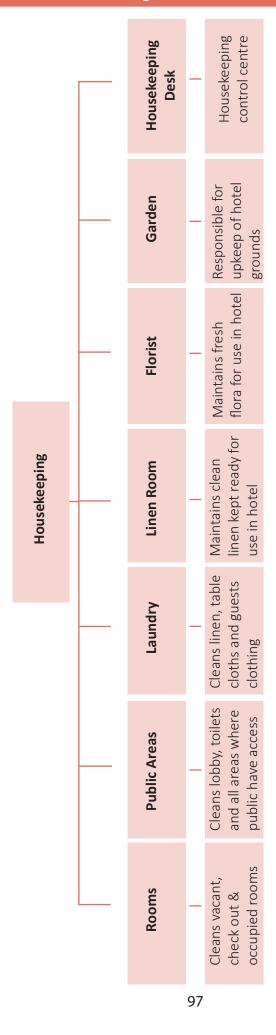
Organization Structure

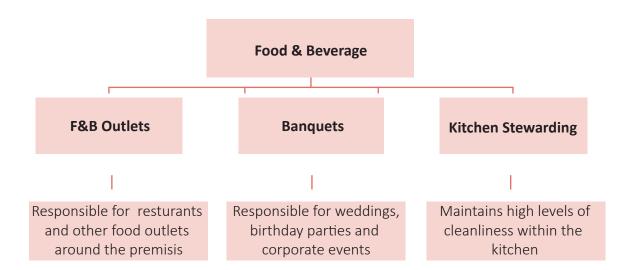
Whether you are a big, medium-sized or small hotel, there will be a structure to the organization of work. This means it should be clear who is in charge (the manager) who is in charge of you (the manager or a supervisor) and what work you are responsible for. In this section you will learn more about how hotel personnel are usually organized. You will also learn about what code of conduct means, what teamwork and team building is and you will learn about your rights as an employee in the hotel industry. Knowing your hotel's organizational structure helps you understand your role and your tasks. This helps you plan and prioritize your work effectively and efficiently. This in turn helps you become a professional and a good team member.

Presented below is the classic organisational structure of a hotel:









	Restaurant Manager/Manageress
	Head Waiter/Senior Captain/ Maitre D'Hotel
Restaurant chain of responsibility	Captain Host/Captain Hostess
	Waiters
	Assistant Waiters

The Benefits of Clean and Organized Workspaces:

- To keep the workspace hygienic and safe.
- To give a good image of your hotel.
- To help you do your work efficiently and on time.
- To help me to complete your work efficiently and on time
- To maintain professionalism
- To keep good standards of hygiene
- To set a positive image for the establishment

The Benefits of Planning and Organizing Your Work:

- To complete the job safely
- To get the job done quickly and efficiently
- To prevent mistakes happening
- To be professional
- To complete work on time and in sequence
- Staff are prepared and ready for service
- It shows professionalism
- A smooth service maintains customer satisfaction

An example of using your time efficiently at work.

- Prioritize your work and keep a To-Do list
- Allocate time for specific tasks
- Identify your work load

Code of Conduct

Many hotels have a code of conduct that directors, managers and general staff have to follow. The code of conduct is a set of rules that ensure everyone employed by the hotel behaves in a responsible and professional way. A code of conduct might include rules about the following areas:

- Conflict of interest
- Bribery and financial crime
- Trade restrictions and sanctions
- Gifts and Tips
- Handling personal data
- External communications
- Respect in the workplace
- Diversity and inclusion
- Safety and security
- Environment
- Political activities

With a clear code of conduct employees are better able to present a positive image of their hotel. Your manager or hotel owner will be able to provide a code of conduct for you to follow.

House Rules

House Rules are different from the Code of Conduct in that they are set by the hotel management for guests to follow. Example of House Rules might be:

- Check-in & Check-out times
- When the swimming pool is open
- Settlement of bills
- Bringing pets to your hotel
- Damage to property by the guest
- Storing luggage
- Smoking and non-smoking areas

Does your hotel have House Rules?

Teamwork and Team Building

Without effective teamwork a hotel will fail. Teamwork is important for the following reasons:

- Gets the job completed quickly and on time
- Helps maintain the smooth running of the different work areas
- Creates a positive and friendly working environment
- Peer and self assessment helps to maintain high standards of work

Teamwork, team structure, and communication are key elements in creating an effective team. A team is made of individuals working together to achieve the same goal. Each person needs to have a clear idea of what they must do to help the team achieve its goal. Being a good team member includes:

- A) knowing your responsibilities, B) knowing how to communicate well with others,
- **C)** knowing what good behaviour is, **D)** improving your skills.
- A) Below, see some examples of individual roles within a team.

Role	Individual Responsibility	Team Support
Public area cleaner	Cleans specific area (for example, the lobby floor)	Supports all teams by creating safe and clean spaces for staff and guests and maintains the overall presentation of the hotel.
Waitress	Takes order from guest	Gives order to kitchen in a way that is easy to understand and allows chef to cook quickly to guest satisfaction.
Room attendant	Prepares room for arrival of new guest	Informs front office when room is ready, which allows for smooth check-in experience when new guest arrives.

As a good team member you should be able to:

- know how long it will take you to complete your task.
- prioritize your tasks.
- provide help and support to others when it is asked for, or when you have completed your own work or when you have been asked by management and/or you have the skills/ability.
- ask for help when you need it. For example, lifting heavy items, dealing with a guest complaint, or even when you need a toilet break. Know who you can ask for help in different situations.

How can you be an effective team member? Here are some ideas:

- Be honest and straightforward. Do not play games or lie to others. Do not be afraid to say "what is what" whether it is good news or bad news. Your honesty will help the team.
- Do your share of the work. In a good team there is a sense that everyone is doing their fair share of work. This helps keep everyone motivated.
- Be reliable. Be on time and meet deadlines.
- Be fair. When you do good work you can take credit. But do not take credit for other people's work.
- Compliment others. If other people do good work, tell them. If they are weak in some areas, help them.
- Talk to your team members. Good teamwork needs communication.
- Be positive. Someone with a "can-do" attitude is a good team member. Someone who is negative will not help the team.

You cannot provide work or support for your team when:

- you do not have time or your own workload is incomplete
- you do not have the skills needed
- it would be unsafe for you to try to help

B) How to communicate clearly with your team

Firstly you should know your facts / information. Do you have a clear idea of what you need to communicate? If you are not clear in your own mind, take some time to think about what exactly you need to communicate.

It is then very important that you speak confidently and clearly. Do not cover your mouth when speaking. Speak at a good volume so your team member can hear you.

If you are leaving a written message for a team member you should write legibly and leave the written message in a place where your team member can find it easily.

You should pass on essential information to a team member as soon as possible for the following reasons:

- So they know what to do in case of an emergency situation
- So they know how to help guests in an emergency situation
- So they will not panic in an emergency situation
- So they can work as part of a team in an emergency situation
- To maintain good working relationships
- To complete work tasks on time
- To prevent errors in taking orders, prevent accidents, etc.
- To minimize wasted food/drink/time
- To maintain / maximize customer satisfaction (changes to bookings, etc)



C)

How to behave in a team

Behaviours that help teams work well together

Being polite Respecting others

Helpfulness, Timeliness

Friendliness

Good communication at all times

Make the work fun

Behaviours that do NOT help teams work well together

Gossiping

Being lazy

Lack of personal hygiene

Being late or sick often

Bullying

Harassment of any kind

Q. What is harassment in the workplace?

A. Harassment describes unwanted behaviour that makes you feel bad, sad, embarrassed, humiliated, or scared. It can be physical / sexual harassment, such as unwanted touching or hitting. It can be verbal harassment, such as shouting or threatening language. It can be emotional harassment, such as bullying. Harassment can come from someone on your team, your supervisor, your manager, or even a guest.

You must not tolerate any kind of harassment whatsoever.

(Reference: See the information on Personal Safety in Safety and Hygiene Section.)

If you have a problem with another team member

You should report the problem as quickly as possible to the relevant person (your supervisor, manager or hotel owner, the police, outside organizations). By dealing with the problem quickly you will be able to stop it from getting worse.

By dealing with a problem quickly you will minimize disruption to your work and to your life.

D)

Reasons to improve your skills and knowledge

Hospitality is a fantastic industry for a career. If you like working as part of a team, giving good customer service, being rewarded for your ability and working in a job which provides long term opportunities, then hospitality is the right choice for you.

However, to achieve job satisfaction or earn a promotion, you will need to improve and develop your knowledge and skills. Setting career goals or planning your career path is how you can realize your goals. For example, you might be working as a Housekeeping Assistant today but perhaps you would like to be supervisor or become a Housekeeping Manager in a big hotel? Or perhaps you would like to become the General Manager of an international hotel?

The sky is the limit but to achieve your goals you have to always be looking to improve yourself.

Ways you can improve yourself

Always be honest with yourself. Ask yourself these questions:

- → Have I done a good job? Am I satisfied with your work?
- → Is my work up to standard? How can I do my job better?
- → What are my strong points? Which areas can I improve?
- → Am I satisfied with my work? Why? Why not?

Get honest feedback from others. Your team members, your manager / supervisor and your guests can give you helpful information about how you can improve your

skills. Never be afraid of feedback – if we did not care what others thought about us we would never improve.

You can ask these questions one on one, during team meetings or when talking with your manager in a formal appraisal.

Other ways to improve your knowledge is by looking for information on-line, finding hotel training videos on-line (there are many on YouTube).

Have a Learning Plan

A Learning Plan is an action plan that outlines the learning and development activities to help you perform your job properly. A learning plan is also a great way to carefully improve your job skills. For example, if you have a goal of becoming a supervisor a learning plan can help you achieve that goal step by step.

A learning plan might have clear aims, for example 'in the first 6 months I will achieve NVQ Level 2. By the end of Year One I will have achieved NVQ Level 3.

It can be more practical. For example, 'Week 1- practice cleaning public areas, Week 2- Practice cleaning guest bedrooms, Week 3- Practice making the bed etc'.

You should regularly review your learning plan as it lets you know what to do to improve at work. It also highlights the skills you need to develop in your career.

Also, do not be afraid to be flexible with your learning plan since anything and everything you learn can be beneficial in some way.

Your Rights as a Hospitality Employee

Q. What does "employee rights" mean?

A. Every person should be safe and secure while working. That is a "right". And often there are many "rights" that are recognized by the law so if someone violates your rights you can seek legal action against that person. There are many different kinds of rights; economic, civil, human, and of course employee rights. Some basic employee rights are; the right to refuse unsafe work, the right to be adequately compensated, the right to be free from discrimination, etc.

In a lot of industries in Sri Lanka employees do not know their rights. It is important you know basic things like:

- How many hours a week you work
- How much leave or holiday time you get
- Start and finish times
- Weekend work, overtime
- How much you are paid for your work

If you do not know what your hotel procedures are for your work schedule, ask your manager or hotel owner. If they do not know – ask them to find out for you.

It is important for you to know your rights so that you do not overwork and risk your health. It is also important to know that you are rewarded for the work you do by means of correct salary payment and other benefits.

In your work place everybody should be treated equally in accordance with the terms and conditions of their employment.

Equality means equal treatment for men and women, equal treatment for employees no matter what their ethnic background. This includes EQUAL PAY.

Diversity means working in an environment which respects and includes people with different backgrounds and abilities.

Where can you get advice on your Rights and Employee/Employer Responsibilities?

You can get information from your manager, your supervisor, your colleagues, the hotel owner, hotel policies, Human Resources Coordinator, Federation of Chambers of Commerce, NIOSH, Ministry of Labour, etc.

If you need to look outside your hotel try the following places (web addresses current as of April 3, 2018):

- The Federation for Chambers of Commerce and Industry Sri Lanka: http://www.fccisl.lk (English only)
- The National Institute of Occupational Safety and Health (NIOSH): http://www.niosh.gov.lk/index.php?lang=en (Sinhala & Tamil)
- The Ministry Of Labour and Trade Union Relations: http://www.labourmin.gov.lk/web/ (Sinhala and Tamil)

Hotels and the Community

Hotels do not exist as independent entities detached from the wider world. Our customers come from all over the world but we are located in our local communities.

Therefore, community issues can become hotel issues, for example:

- health issues such as dengue, flu, or any disease that can spread easily
- environmental issues such as dealing with garbage, recycling, water and power shortages, unpredictable weather
- economic issues such as business competition, recruiting, language training, skills training

Community involvement may take on many forms. Involvement within a community may include raising money for local charities, organizing clean-up days for local parks or beaches, volunteering for a local Habitat for Humanity project, or simply educating locals and guests about sustainability in general.

Community involvement does not just include those people outside of the organization. Employees are also a part of the community so it is important for a hotel company to take care of its employees by paying fair wages, providing fair benefits, encouraging them to volunteer in charitable activities, and educating them about the importance of being involved with the local community, learning about the cultures of the tourists, and learning about the local culture.





Section 7 Customer Service

Customer Service

In this section you will learn about what customer service means and how to improve your skills in order to improve the standard of customer service your hotel provides.



What is Customer Service?

Good customer service means providing a service that the guests expect from a hotel. Guests expect a clean and hygienic hotel, prompt service, functioning equipment, polite and helpful staff and a range of amenities and services while they stay at your hotel. If their expectations are met the guests are happy. This is good for your hotel because happy guests tell their friends. They write positive reviews. They share photos of their experiences. They spend more money on hotel products / services while they are staying at your hotel. They come back for another stay at your hotel.

Good customer service includes the service you provide to a guest before, during and after their stay. Here are some examples of customer service of standard customer service and the effects on the guest.

When	Guest action	Guest impression
Before stay at hotel	• Calls hotel	Guest impressed or disappointed with how well you handle their telephone call.
	 Sends email to hotel 	Guest impressed or disappointed by speed and professionalism of email reply.
	Checks hotel webpage	Guest impressed or disappointed by look and ease of use of webpage.

During stay at hotel	 Checks-in Talks with hotel staff Sees room for the first time, uses room service, uses telephone service service Eats in the restaurant 	 Guest impressed or disappointed by staff appearance/behavior. Guest impressed or disappointed by staff communication abilities. Guest impressed or disappointed by hotel services. Guest impressed or disappointed by quality of food and service in the restaurant.
After staying at hotel (after check-out)	 Calls to check lost property Calls to make a complaint or suggestion Leaves a review on a travel webpage 	 Guest impressed or disappointed with hotel's ability to find and send lost property. Guest impressed or disappointed in hotel's ability to deal with complaint. Guest impressed or disappointed by hotel's follow up to review left on travel webpage.

Ways to ensure you are making a good impression on your guest:

A) Look and behave in a presentable way

Look clean, be clean, smell clean. Wear a clean uniform or presentable clothes. Smile and be friendly to guests. Try to be helpful. Be calm and confident.

Know your responsibilities and carry out your tasks well. (Reference: See information on Personal Hygiene-Safety and Hygiene Section)

B) Communicate with your guests

It is your job to make your guests feel comfortable. Greet all guests in a respectful, confident and friendly manner. Listen carefully to their questions and try to answer as helpfully as possible. If you do not have the answer, say that you will find out the answer, go and find out the answer and return to the guest as quickly as possible.

DO NOT MAKE PROMISES THAT YOU CANNOT KEEP – do not say things like "I will do it immediately" when you cannot. Be realistic and truthful with your guest.

Say "I will take care of it. Please give me a few minutes." Or "I will send someone to assist you before dinner."

Good Communication	Bad Communication
Greeting guests with a smile when they enter the Front Office.	Talking on your phone while a guest is waiting to speak to you. Ignoring the guest.
Speaking in a calm and polite manner.	Texting on your phone while you are on duty at the Front Office.
Explain hotel policy courteously.	Giving the wrong information or getting annoyed for being asked a question.
Listening carefully to the guest at all times.	Watching cricket on the television or listening to loud music on your phone while you are on duty.
Learn a second or third language! Or know some phrases in particular language. Guests really appreciate when staff make the effort to speak their language.	Ignoring a guest or being too embarrassed to say anything.

There are many methods which can be used to communicate with guests.

Method of Communication	Purpose Examples
Face to Face	Check-in, Check-out
Fax	Confirm bookings
Telephone	Take room service orders
Note	Turndown Service
Internet	Bookings
Text	Confirm contact details
Letter	Deal with complaints
Email	Confirm bookings, deal with complaints

C) Know what services / facilities / amenities your hotel provides and what sights or places can be visited in the area.

Your guests will find it strange that you work in the hotel but you do not know where the pool or gym is located. It is your job to know what your hotel offers and does not offer.

If you do not know educate yourself. For example:

- → Does your hotel serve alcohol?
- → Does your hotel have a daily specials menu?
- Where are the fire exits?

This is especially important if there is an emergency, such as a fire. You should know where the emergency exits are, where the evacuation site is, and where the fire extinguishers are.

You should also know some local information, for example, if there is a river / waterfall nearby, if there are any good restaurants near the hotel, or what time the next train is leaving. Most hotels provide brochures and magazines in the lobby or in the guest bedroom so that guests can find out for themselves.

Have information ready so you can answer questions promptly.

D) Maximizing hotel revenue by promoting hotel services / facilities / amenities / special campaigns.

By knowing your guest and offering the right service to the right guest is the key to increase the guest's satisfaction and hotel revenue.

Some examples of areas where special promotions can be marketed are written below:

- Food and beverage: Try to encourage guests to celebrate special occasions (birthdays, anniversaries) in your hotel. A good selection of champagne, wine, fresh fruit and handmade chocolate, a special cake will stimulate the guests to order more. Or tell guests of seasonal dishes that your hotel is offering.
- Spa packages: It is very common that guest would like to relax after a long flight. Hotels can offer a classical massage on the first day. Offer spa or ayurvedic treatments. Make sure you give opportunity to the guest to book more than one body or ayurvedic treatments.
- Room upgrades: If a guest has booked a standard room which costs €70 then two days before the arrival date, hotels can make a special offer to the guest to upgrade their room. For example, for the price of € 20 they can upgrade to a deluxe room (this is on top of what customer has already paid). The price feels smaller for guest, thus it is easier to get the customer to pay for the upgrade.
- Room special features: A room with a balcony and a king size bed is ideal for newlyweds. Guests with children will appreciate a room with a bath tub. This simple element can really make a difference of overall satisfaction.

- ❖ <u>Preferred views:</u> Ocean View Room to Ocean Front Rooms. Many guests prefer rooms with a nice view. If guests prefer good view they should be able to select the best type of room. Provide the guest with more options to upgrade the room where they can choose to stay near the beach or at the beach.
- <u>Exclusive offers</u>: Offering additional room services such as breakfast in bed, birthday decoration, flowers.
 Guest needs to pay extra but it will create a memorable experience for the guest.
- <u>Transfer:</u> From business travelers to leisure travel groups, guests expect good transportation. Hotels can help the guests start a great journey by providing suitable transportation directly from Airport to Hotel.
- Leisure and amenities: Promote the city tour, safari tour, tennis court, bicycle rental, gym, sauna room and other activities that suit to your guest. If you know that the guest coming to the city for the first time then you can send out private city guide offer.

E) Include the local community in upselling the hotel

For the smaller hotels, it can be challenging, especially if your hotel has no facilities. However, there is a solution to this. The hotel can partner with local service providers (for example, taxi companies, restaurants, shops, tour guides) that support the guest's interest. This will help hotel and the local community to earn more money. Remember, it is very important for the hotel to provide the best service to its guest.

Problems and Complaints:

Guests' Lost and Found Items – Lost Property

An item left behind by guest either in the room or in public areas identified by any staff and brought under the notice of Housekeeping is termed as "Lost and Found" item. There should be one dedicated location to receive lost and found items.

The lost and found items are classified as follows:

- 1. Valuable items.
 - These items include wallets, purses, jewelry and cellphones. One separate register is maintained for Valuable lost and found items and the items are kept in a safe deposit locker.
 - Valuable items are kept for a period of six months (as per the hotel policy),
 - If there is no response from the guest, auction to be conducted.
- 2. Non-valuable items.
 - These items include books, clothes and toys, are kept for three months in safe custody after making necessary entries.
 - If there is no response from the owner before the expiry time, these items are to be disposed of or to be distributed to the finder.

3. Perishable items.

- Perishable items such as food and drink are kept for one day.
- In case of any query and need to keep further is to be done accordingly.

Dealing with guest complaints

There are many reasons a guest might become angry or aggressive towards you or other staff. Try to calm the situation as quickly as possible or get your manager / supervisor.

When dealing with guest-related problems you should always follow your hotel's procedures. If your hotel has no clear procedure you can follow the advice below:

- Do not argue with the guest/ Do not run away
 A guest who is upset about something is feeling emotional and may not follow logical reasoning. The best service that you can offer is to help them express their frustration. This will help them feel better.
 Once the guest has calmed down they may even work things out by themselves.
- Avoid Taking Things Personally
 There is no doubt that an upset guest is likely to behave rudely and arrogantly and this could hurt your feelings. You have to work to train yourself to not to take things personally. This an essential skill for people working in hotels.
- Stay Calm and be Kind While a guest is shouting at you, many of the things they say may sound absurd or untrue, but you have to still remain calm and polite. You need to remember that as a professional it is your job is to help the guest.
- Apologize

The best way to calm a guest in this situation is to apologize immediately and express sympathy (show that you understand their feelings) and empathize with them for the problem they are facing. This will ensure the issue is not made worse and should even help the situation.

- Understand the Facts and Listen Carefully
 An agitated guest is likely to be a bit irrational and also not very clear in their communication. Once you think the guest is calm, you can ask polite questions to gather more information. This will help you resolve the problem effectively.
- Take Action of Get Help to Solve the Problem
 If you think you can solve the problem on your own, then do so. This is the ideal way to appease a
 dissatisfied guest. If you feel you are unable to solve the problem on your own you should ask a
 manager / supervisor or someone with authority or relevant skill to do so.

Follow Up

If you were the first point of contact in a problem or complaint, but you did not provide the solution, it is still your responsibility to follow-up. Apologize again, ask the guest if the problem has been solved and if they need anything else. If the hotel finds it appropriate, they can even offer a special discount to the guest as compensation for any distress caused during their stay.

When the guest is leaving the hotel, apologize again for the inconvenience previously caused. Or the hotel can send a letter of apology and thus make the guest feel valued.

Dealing with unexpected problems or situations

Here are some examples for unexpected problems that you might face:

Problem/Situation	What you can do
A guest has walked in too early – you are still preparing for food service.	Kindly inform the guest that it is still early. Tell the guest to sit down in the lobby or lounge area and offer the drinks menu to the guest.
You find a guest has left some money/a wallet/a bag on/by the table.	Inform the Manager. Hand over to the Manager.
A guest has arrived alone to the dining area but is expecting more people later.	Greet the guest and be the first to ask if he/she is dining alone. Some useful phrases: "Table for one?" "How many people in your party?"
A guest is taking a long time to decide what to order.	Ask the guest if he/she would like more time and say that you will come back later. Then return to the same guest in 3-4 minutes. Or you can ask what the guest feels like eating and recommend a dish. Some useful phrases: "Would you like some more time Sir/Madam?" "Shall I come back later?" "Are you ready to order Sir/Madam?"
A guest would like some alcohol but your hotel has no alcohol license.	Apologize to the guest and say that hotel has no license to serve alcohol. Offer other drinks such as juices and soft drinks.

	Some useful phrases: "I am very sorry Sir/Madam, but we do not have a license to sell alcohol. How about a soft drink?"
Soup has spilt all over the guest's table.	Immediately attend to the table – if possible move the guest(s) to a new table that is prepared with table service items. Move any other items for the guest(s) such as drinks, other dishes. If this is not possible, apologize, get help from your coworkers, remove all items from the top of the table and remove table cloth. Make sure new table
	cloth is on stand by and replace table cloth and all other items. If there is no table cloth, clear the soup with a clean cloth. Do not rush. Do not knock over other items.
You serve curry but the guest has forgotten to tell you that he/she is allergic to coconut milk.	Do not panic and be kind. Point out the curries that have coconut milk in them. Offer to have another curry made without coconut milk in case many of the dishes have coconut milk in them. Some useful phrases: "This curry has no coconut milk Sir/Madam." "Can we offer you an extra curry without coconut milk Sir/Madam?"
A guest has called to say the electric kettle in their room is not working.	State that you understand the problem and will have a new kettle brought to the room immediately in a few minutes.

Guests with Children and/or People with Special Needs

In recent times more and more people are travelling with their small children, their grandparents, and more and more people with special needs/requirements are also travelling. It is good customer service to provide for such people.

This can be done by:

- having baby seats available.
- providing cots and extra beds.
- having a children's menu.
- installing ramps for people in wheelchairs.
- investing in wider rooms and bathrooms with railings for wheelchair-bound and senior people.
- providing a special menu for vegetarians and vegans.
- being aware of guests' allergies.

Guest Feedback

In order to improve service it is useful to have a way to get feedback from guests. Many hotels ask guests to fill out feedback forms before check-out. Use the feedback to improve the areas that need improving. Look at any negative feedback as a chance to become better. Likewise many social media sites offer the chance for people to write reviews of the hotels.

Above and Beyond

Q. How can you go above and beyond standard customer service?

A. So far we have discussed customer service as the guest expects it. However, truly stellar customer service goes above and beyond the guests' expectations.

This means many things and can include:

- → Knowing your guests by name
- → Knowing what their favourite drink is
- → Knowing what hotel promotions and campaigns they might be interested in
- → Offering something for free because you know the guest will like it
- → Be accommodating for example, deal with last minute changes effectively
- → Offering alternatives if you cannot meet a guest's demand, offer an alternative
- → Doing something special for honeymooners during turndown service.
- → Acting on guest feedback

(Reference: See information on Turndown Service – Housekeeping/Cleaning Sections)



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