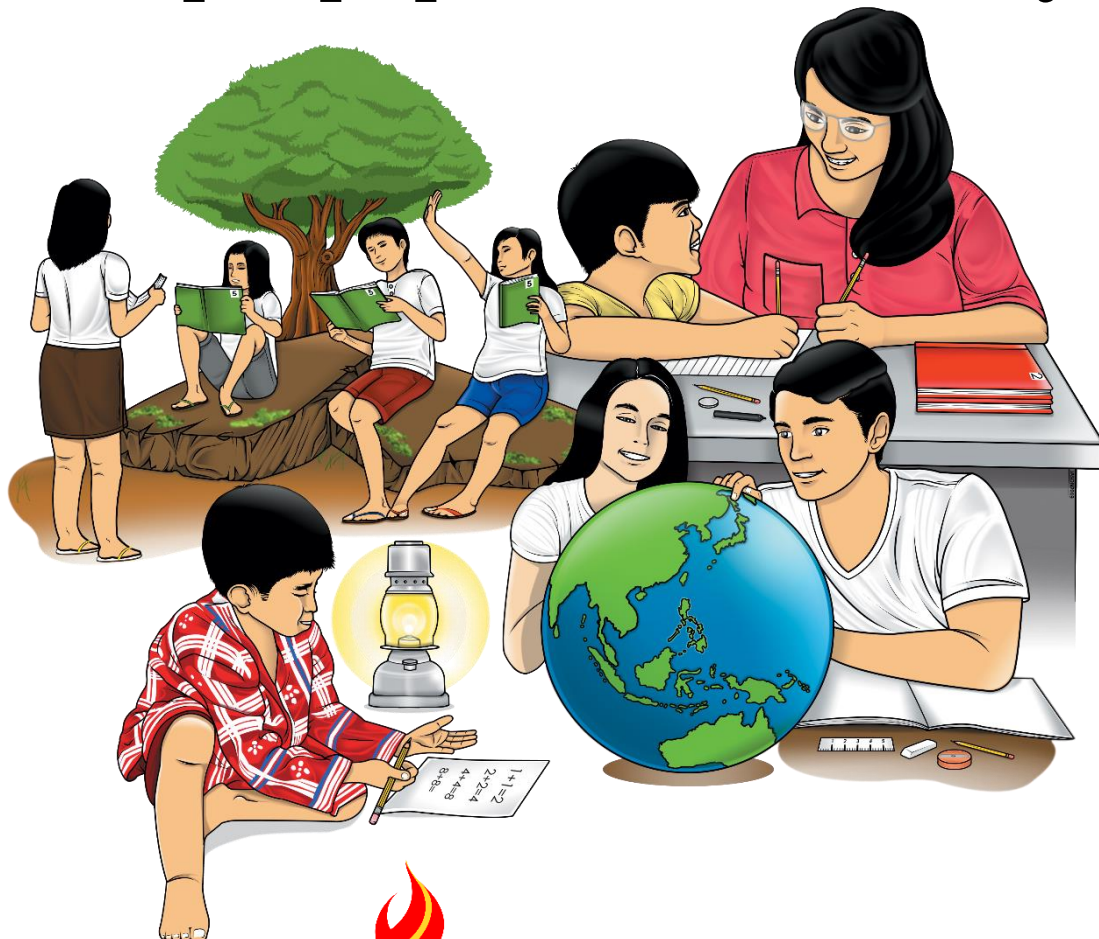


Technology and Livelihood Education

Housekeeping

Quarter 1 – Module 3: Set up Equipment and Trolleys



Housekeeping – Grade 9
Alternative Delivery Mode
Quarter 1 – Module 3: Set up equipment and trolleys
First Edition, 2020

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**Technology and
Livelihood Education
Housekeeping
Quarter 1 – Module 3:
Set up Equipment and Trolleys**

Introductory Message

This Self-Learning Module (SLM) is prepared so that you, our dear learners, can continue your studies and learn while at home. Activities, questions, directions, exercises, and discussions are carefully stated for you to understand each lesson.

Each SLM is composed of different parts. Each part shall guide you step-by-step as you discover and understand the lesson prepared for you.

Pre-tests are provided to measure your prior knowledge on lessons in each SLM. This will tell you if you need to proceed on completing this module or if you need to ask your facilitator or your teacher's assistance for better understanding of the lesson. At the end of each module, you need to answer the post-test to self-check your learning. Answer keys are provided for each activity and test. We trust that you will be honest in using these.

In addition to the material in the main text, Notes to the Teacher are also provided to our facilitators and parents for strategies and reminders on how they can best help you on your home-based learning.

Please use this module with care. Do not put unnecessary marks on any part of this SLM. Use a separate sheet of paper in answering the exercises and tests. And read the instructions carefully before performing each task.

If you have any questions in using this SLM or any difficulty in answering the tasks in this module, do not hesitate to consult your teacher or facilitator.

Thank you.



What I Need to Know

Congratulations! This manual is one part of a Learning Kit which is a resource provided to learners, teachers and assessors to help you become skilled and competent in various areas of Technical Vocational/ Technology and Livelihood Education.

The first thing you may notice is that this learning kit and the information you find in the Learner's Manual seems different from the textbooks you have used previously. This is because the method of instruction and examination is different. The method used is called Competency-Based Training (CBT) and Competency-Based Assessment (CBA). CBT is a way of training that concentrates on what a worker can do or is required to do at work. The aim of the training is to enable trainees to perform tasks and duties at a standard expected by employers. CBT seeks to develop the skills, knowledge and attitudes (or recognize the ones the trainee already possesses) to achieve the required competency standard. CBA involves *collecting evidence and making a judgement of the extent to which a learner can perform his/her duties at the required competency standard.*

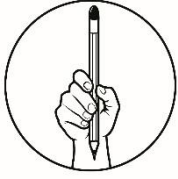
This module was designed and written with you in mind. It is here to help you master housekeeping. The lessons are arranged to follow the standard sequence of the course.

The module is about:

Learning Outcome No. 1. Set up equipment and trolleys

After going through this module, you are expected to:

1. Correctly select and demonstrate proper use of tools, materials and equipment according to task requirement
2. Properly set trolley/ caddy with cleaning materials according to needs and institutional standards



What I Know

Written Work - Portfolio

It is a requirement of this module that you complete a **portfolio** of Written Works as advised by your teacher. You must submit documentation, suitable evidence or other relevant proof of completion of the project to your teacher by the agreed date.

1. To fulfill the requirements of this portfolio you are asked to research and identify:

- *Supplies used by a room attendant*
- *Where these supplies are stored and accessed*
- *What to check on a housekeeping trolley prior to use*

Lesson

1

Set Up Equipment and Trolleys

This lesson deals with different performance criteria, the skills and knowledge required in a range of settings within the hotel and travel industries/ workplace context.



What's In

You will identify all the activities that will need to be performed before rooms are cleaned. As you will see, preparation is the key in ensuring rooms are cleaned in an efficient and timely manner. As room attendants often work in remote locations, not in close proximity to supplies, they must ensure they have all the necessary items at their disposal before they enter and clean rooms.

Before guest rooms are serviced, there is a need to prepare the linen room supplies and trolley that will be used to cart the cleaning materials and the room supplies to those rooms.

This section will also identify the equipment that needs to be selected and prepared, and identify the 'rooms' that may be involved when preparing guest rooms.

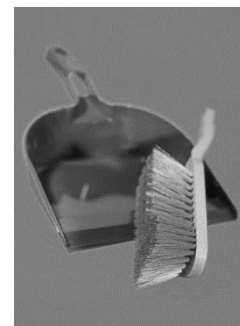
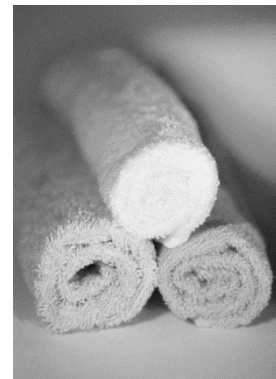
Need for adequate supplies

Having a well-equipped linen store is vital to efficiently and effectively servicing a guest room.

Supplies must be accurately identified and selected in sufficient numbers in order to service all necessary rooms. It is a waste of time to have to return to the housekeeping area for extra stock during cleaning and service duties.

In some cases, storage rooms on different floors may contain different supplies where for example, all rooms on the top two floors are 'Penthouses' and are stocked with better, more or different supplies.

Depending on the type of organization, some supplies may be stored in suitable linen rooms or directly on trolleys. For the purpose of this manual these items will be explained in detail in this section.





What's New

Equipment

Various pieces of equipment are needed to service a guest room. These are usually stored on a housekeeping store room on each floor – or in some central location.

Equipment that needs to be correctly selected and prepared before it is used may include:

✓ **Housekeeping trolley**

A housekeeping trolley is sometimes called a 'Maids' trolley'.

Check to see it is clean, presentable, and safe. There should be no jagged bits, nothing should protrude to present a potential hazard, and the wheels should move easily and smoothly.

The trolley and all the equipment listed below are usually stored in a floor housekeeping store or linen room that also contains stocks of trolley supplies such as give-away items, spare light globes and toilet paper.

It is a standard industry requirement that nothing that is not part of the original design of the trolley is allowed to hang from the trolley such as plastic or other bags. Hanging extra items off the trolley certainly spoils and cheapens the appearance of the trolley as well presenting a possible obstruction or hazard. The trolley may be fitted with one or two large bags that are part of the original design – one bag for used linen and one bag for rubbish.



The floor housekeeping store room must be locked after you have taken your trolley and supplies out of it.

- http://www.trolleyworld.com.au/custom_made_trolleys.html
- http://www.industrysearch.com.au/Products/House_Maid_Trolley-21678.

✓ **Vacuum cleaner**

This must be checked to see it is empty at the start of the shift, spare bags are available (where appropriate), that the machine is fully functional and that there are no frayed cords or other safety problems. Check should also be made to ensure that all the vacuum machine tools/accessories that need to be used are available.



- <http://www.powersweep.com.au/vacuum.htm>
- <http://www.nilfisk-advance.com.au/>
- <http://www.hostdirect.com.au/listProduct/Cleaning/Vacuum+Cleaners/>.

✓ **Mops**

Ensure the mop head looks presentable as guests will be able to see this and may infer a lack of cleanliness in other or all cleaning from seeing a dirty mop head. Also ensure it has been sanitised to kill bacteria. Mops may include wet mops for washing floors and dry mops for polishing and dusting, depending on the areas to be cleaned.



- <http://www.globalsources.com/manufacturers/Cleaning-Mop.html>
- <http://www.santosimports.com.au/cateringproducts.php?cat=Cleaning&page=36&limit=12>.

✓ **Brooms and brushes**

These should be sufficient in number as dictated by the establishment, clean, and sufficiently bristled.

The most common types of brooms and brushes are:

- Carpet brush, Scrubbing brush
- Sink brush, Silk brush
- Toilet brush, Wall brush
- Soft broom, Hand brush.



Not all types will be required on all trolleys. It will depend on the facilities to be cleaned, and what exists elsewhere in the property for staff to use such as brushes or brooms available in-room.

All trolleys should have a dust pan and brush set.

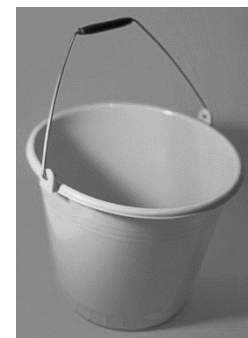
- <http://clickclack.com/bw/index.asp>
- <http://www.ravibrush.com/Australia-Range.html>.

✓ **Buckets**

These should be fully operational, not leaking, easy to operate, and not smelly.

Buckets may be required for wet mopping and most room servicing trolleys will also feature a couple of plastic bucket-type containers used to hold cleaning materials, cloths, chemicals and used to carry items into a guest room.

- <http://www.masteraustralia.com.au/> and click on 'Buckets' in the left-hand side 'Browse Catalogue'. This site can be used to look at many of the housekeeping mentioned in these notes. It is worth bookmarking for future reference.

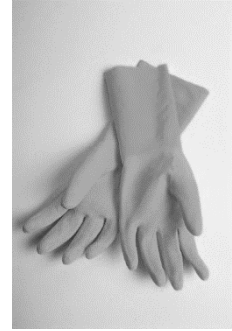


✓ **Protective gloves**

A good supply of disposable gloves should be on each trolley. Specific house requirements in relation to individual Occupational Safety and Health (OSH) issues may require other, more substantial protective clothing (including gloves) be worn.

It is standard procedure in all premises that room attendants wear protective gloves when cleaning and handling chemicals.

- <http://www.masteraustralia.com.au/> and click on 'Gloves' in the left-hand side 'Browse Catalogue'.



✓ **Housekeeping uniform**

The housekeeping uniform is also regarded as 'protective clothing'.

- http://www.wst.tas.gov.au/safety_comply/additional_topics/topic/housekeeping

✓ **Cloths**

Used for cleaning, polishing and dusting, every trolley will need to have lots of these. Some are made from material and some are disposable.

- http://www.seton.net.au/templates/cleaning_toiletpaper.cfm.

✓ **Warning signs**

These are safety signs used when a public area is being cleaned as part of the overall room preparation process.

- [http://www.hostdirect.com.au/listProduct/Cleaning/ Floor+Signs/](http://www.hostdirect.com.au/listProduct/Cleaning/Floor+Signs/).

✓ **Dust pan**

A dust pan is vital to collect dirt, dust and rubbish.



Cleaning agents and chemicals

Cleaning agents and other chemicals are used to perform various tasks and clean various surfaces. Depending on what is in each room you may be required to have:

- Polishes
- Detergents
- Glass cleaner
- Multi-purpose cleaners
- Oven cleaners
- Stainless steel cleaners
- Leather cleaners
- Porcelain and ceramic cleaners



- Toilet and urinal cleaners
- Dishwashing detergent
- Sanitisers
- Disinfectants
- Deodorisers and air sprays
- Pest control sprays and similar.



These products are supplied by industrial chemical companies.

- <http://www.shamrockchemicals.com.au/>
- <http://www.truebluechemicals.com.au/> and click on 'Housekeeping'.

Some Floor housekeeping stores have their own supply of chemicals while in other instances the supply of chemicals is central (often near the Executive Housekeeper's office) and you will have to go there to replenish supplies.

Most chemicals in use feature a 'closed system' meaning that you don't need to make physical contact with the chemical. Color-coding to identify different products plus instructive wall charts assist in selecting and using the right chemical.

Other supplies

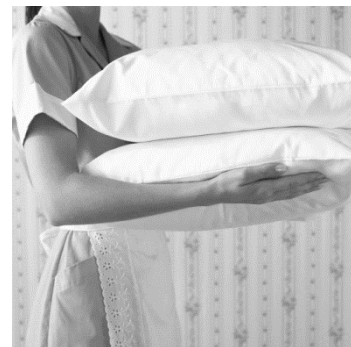
Bedding

Clean linen including a range of pillowcases and various sized sheets will be needed to service the sizes of beds that have been allocated.

Trolleys are usually loaded with sheets and pillowcases and other limited supplies of other bed linen are usually stored in the Floor housekeeping store (or central store).

These other items of bed linen again will vary between departments depending on the make-up of the room but could include:

- Pillows
- Pillow protectors
- Blankets
- Doonas, duvets or bedspreads
- Mattress protectors
- Electric blankets.



Toiletries

Towels to replenish items in the bathroom may include supplies of hand towels, face towels, bath towels, and floor mats.

Toiletry giveaways – a wide variety of items are available. Most trolleys will be loaded with one packet of each however there is nearly always a set number of these items that should be placed into each room.

Most house policies, however, allow housekeeping staff to freely provide extras of these items on request by guests.

Items include soaps, shampoos, conditioners, talcum powder, gels, toothpaste, toothbrushes, mouthwash, facial lotions, perfume, aftershave, razors, sewing kits, shoe shine kits.

Stationery

Stationery needs for the in-room compendium or for placement elsewhere in the room such as bedside table or near the telephone. These can include pen, paper, envelopes, forms, notebooks or fax sheets.

Paper products

Paper products include any items that need to be replaced in the guest room.

The nature and type of these items can be expected to change with the style and standard of the property. Examples of these include toilet paper, tissues, sanitary bag and toilet hygiene strip.



Promotional & Informational Material

Advertising, promotional and service-related material including doorknob cards ('Do Not Disturb – Please Make Up My Room' cards), service directories, tent cards, magazines, television program guides, sample menus from in-house dining outlets, promotional flyers, as well as room service menus either in the traditional menu format or as a doorknob hangar (for breakfast orders).

Bags

Guest laundry and dry-cleaning bags and lists are to be placed in the room. These bags may be collected on a periodic or on-going basis throughout the shift by porters who take them to the laundry for sorting and washing.

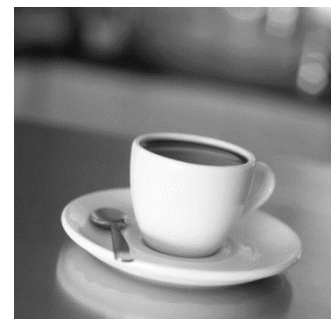
Rubbish bag for stowing rubbish collected from guest rooms and other public areas. This may be 'built into' the trolley.

Linen bags whether cloth or calico bag, for placing used linen from guest rooms into. This may be 'built into' the trolley.

Give away items

Give-away portion-controlled food items such as coffee, tea, sugars, sugar substitutes, biscuits or milk.

Where the room features a kitchen, the trolley may contain extra food items but such items are usually serviced by room service staff, porters or some other department rather than housekeeping staff. Check with your supervisor to see what applies where you work if you are preparing a room that has a kitchen.



Replacement items

Batteries to replace worn or stolen batteries in remote control units.

Light globes to replace blown globes in, for example, bedside lamps.

Most properties will get the Maintenance department (or porters) to replace any globes or starters that are in ceiling light fittings.

Ordering and receiving supplies

Linen stores and housekeeping trolleys can be stocked at the beginning or end of each shift, but it is preferable that they are fully re-stocked at the end of the day's work, so they are prepared for the next shift, and so that missing items are able to be bought in before the next shift.

When supplies in the floor housekeeping store room run low, further supplies can be brought up from the housekeeping department where there is usually some form of central store purely for housekeeping supplies.

When requesting supplies you may be required to complete a requisition form.



Requisition form

The requisition form is an internal stock ordering form that you fill in and give to the Head Housekeeper (or other nominated person).

It will identify:

- Person requesting the items
- Type of items needed
- Quantity
- Date.

The majority of housekeeping departments will have a standard order or requisition form.

Requisition forms that are completed and forwarded to the Head Housekeeper at the end of shift today, should result in the supplies that have been ordered (or 'requisitioned') being supplied to the appropriate floor housekeeping store room later that day or early the next day before the next shift starts work.



What is It

Replenish linen room supplies

- Need for adequate supplies
- Equipment
- Cleaning agents and chemicals
- Other supplies
- Ordering and receiving supplies

Load housekeeping trolley with supplies for service

- What is manual handling?
- Loading trolleys

Check housekeeping trolley prior to use

- Additional items
- Security of housekeeping trolleys and supplies
- Position of trolleys on guest floors



What's More

Error! Reference source not found.

In the last section we identified all items that need to be replenished. Depending on the organisation these items will be placed in the linen store or loaded directly onto the housekeeping trolley.

Therefore this section will look at health and safety issues to be addressed when loading housekeeping trolleys.

Occupational safety and health is an on-going concern in all properties, especially in the housekeeping area.

Manual handling activities are the main cause of injuries in the workplace and the housekeeping department traditionally gives rise to the majority of OSH injuries.

What is manual handling?

Manual handling activities include:

- Lifting – of stock, cartons and boxes
- Carrying – items from storage areas to trolleys, moving stock from place-to-place
- Pulling – boxes and cartons forward in storage areas
- Pushing trolleys



You have an obligation to safeguard your own safety and welfare, to follow safety procedures and to use safety equipment that is provided when directed to do so.

Your initial on-site training should make you aware of the safety aspects that relate to your role. The employer has a legal obligation to provide this training and to monitor your activities to ensure you are working safely.

Loading trolleys

When loading the trolley, ensure it is loaded safely and does not prevent any danger to others.

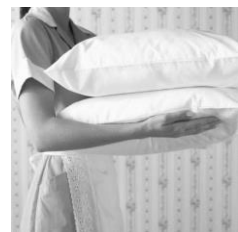
Remember that all items should be positioned on the trolley so they won't fall over or fall off: in addition, nothing should protrude.

If more supplies are needed than the trolley can hold, you will have to refill the trolley during the shift by returning to the floor storeroom: trolleys should never be overloaded.

It is standard industry practice that no 'extra' bags are hung off housekeeping trolleys.

Key Points to Remember when Stocking or Handling Trolleys:

- When identified, immediately report any damage or faults with the trolley – all housekeeping departments should have periodical checks done on equipment by Maintenance department
- Always push the trolley, don't pull it - it is important for you to see where you are going
- Always stock items in their designated place on the trolley - it is best to position heavy items on the bottom to prevent the trolley from overturning. If you are not sure where things go, ask!
- Never lift anything on your own that weighs over 16 kg – this is a recommendation from OSH authorities. There are no maximum weight restrictions as the current approach is to assess every lifting need on an individual basis and use the most appropriate technique depending on the type of load, how far it has to be moved or the size of the load
- Be prepared to ask for help when needed – this may be a request for help such as to do a 'team lift' or a request for information. You must also be prepared to provide help when required.



Trolleys are large items and when fully loaded can be extremely heavy.

The primary concern when handling trolleys is to ensure the safety of the room attendant.

Error! Reference source not found.

Before leaving the housekeeping office or linen store it is vital that you have all the necessary supplies on your housekeeping trolley. It is always advised to do a last check to ensure you have everything you need.

Additional items

Besides the supplies identified in this manual to date, there are a couple of other items that you may need to take with you:

- Keys for floors and rooms
- Communication walkie-talkie
- List of rooms to clean and alternate rooms if allocated rooms are unavailable for cleaning at that time
- Personal drink container



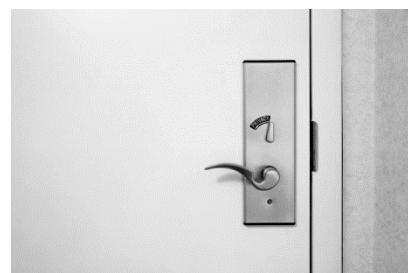
In the last section we discussed the importance of manual handling when dealing with trolleys. In this section we will look at security and safety of both staff and customers.

Security of housekeeping trolleys and supplies

Trolleys contain many valuable items and care must be taken to ensure these items are not stolen. Normally when a room attendant is working in the room or bathroom, with the trolley remaining in the corridor, it is often out of view of the room attendant. This means that items can easily be taken by anyone walking by, if the trolley is not securely locked.

It is vital that the security measures used in each organization are adhered to. Use a lock if one exists. This means room attendants must carefully consider and take the necessary items from the trolley required to service the room as having to regularly unlock trolleys can take up valuable time. By careful selection, time can be saved through efficient movement and reduced time required to go back and forth from the trolley.

Naturally the theft of keys poses an immediate threat as it allows immediate access to rooms; however room lists contain valuable information including room numbers and names, which could be used by potential thieves who can impersonate guests with this information.



Position of trolleys on guest floors

When on the guest floors the location of where to place the housekeeping trolley is also vital. Security and safety of both customers and room attendants must be considered.

Always position the trolley near the wall and out of the guest's way. Don't leave it in the middle of the corridor as:

- It makes it harder for movement of people in the corridor.
- It makes it more attractive for theft.
- It helps avoid injuries due to accidental bumping into them. This is especially true for children who often run in corridors and at times may not be concentrating on where they are going.
- In the event of an emergency including fire where smoke reduces visibility, it is important that corridors remain clear.

So where do you place the trolley?

The trolley will normally be parked across the guest's door to prevent any unauthorized person accessing the room. This procedure will depend on house policies and procedures.





What I Have Learned

Replenish linen room supplies

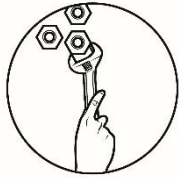
- Need for adequate supplies
- Equipment
- Cleaning agents and chemicals
- Other supplies
- Ordering and receiving supplies

Load housekeeping trolley with supplies for service

- What is manual handling?
- Loading trolleys

Check housekeeping trolley prior to use

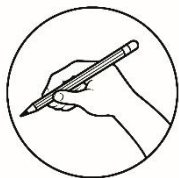
- Additional items
- Security of housekeeping trolleys and supplies
- Position of trolleys on guest floors



What I Can Do

Student name	
Teacher/ Observer's Name	
Location/Venue	
Unit of competency	Error! Reference source not found.
Instructions	<ol style="list-style-type: none"> 1. Ask student questions from the attached list to confirm knowledge, as necessary. 2. Place tick in boxes to reflect student achievement (Competent 'C' or Not Competent 'NC') 3. Write short-form student answer in the space provided for each question.

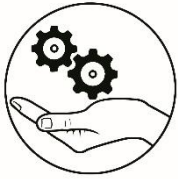
Questions	Response	
	C	NC
1. What linen room supplies need to be replenished and how is it done?	<input type="checkbox"/>	<input type="checkbox"/>
2. Explain how to load a housekeeping trolley with supplies for service.	<input type="checkbox"/>	<input type="checkbox"/>
3. What would you check on a housekeeping trolley prior to use?	<input type="checkbox"/>	<input type="checkbox"/>



Assessment

Answer all the following questions. Compile your answers on a separate sheet of paper.

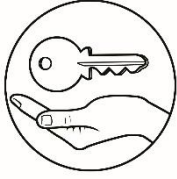
1. What are three pieces of equipment a room attendant must prepare?
2. What are two pieces of bedding a room attendant would load onto a housekeeping trolley?
3. Why don't you leave a housekeeping trolley in the middle of the corridor?



Additional Activities

Student name	
Teacher/ Assessor Name	
Location/Venue	
Unit of Competency	Handle housekeeping requests
Dates of Observation	
Instructions	<ol style="list-style-type: none"> 1. Over a period of time observe the student completing each of the following tasks: <ol style="list-style-type: none"> a) Identify the role of room attendants b) Prepare for cleaning duties 2. Enter the date on which the tasks were undertaken 3. Place a tick in the box to show they completed each aspect of the task to the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate.....?	Yes	No
Prepare for cleaning duties		
Replenish linen room supplies	<input type="checkbox"/>	<input type="checkbox"/>
Load housekeeping trolley with supplies for service	<input type="checkbox"/>	<input type="checkbox"/>
Check housekeeping trolley prior to use	<input type="checkbox"/>	<input type="checkbox"/>



Answer Key

Assessment

The following are model answers only – Teachers / trainers must use discretion when determining whether or not an answer provided by a student is acceptable or not.

1. **What are three pieces of equipment a room attendant must prepare?**

- Housekeeping trolley, vacuum cleaner, mops, brooms and brushes
- Buckets, protective gloves, cloths, warning signs, dust pan

2. **What are two pieces of bedding a room attendant would load onto a housekeeping trolley?**

- Pillows, sheets, pillow protectors, blankets.

3. **Why don't you leave a housekeeping trolley in the middle of the corridor?**

- It makes it harder for movement of people in the corridor.
- It makes it more appealing for theft.
- It helps avoid injuries by people bumping into them. This is especially true for children who often run in corridors and at times may not be concentrating on where they are going.
- In the event of an emergency including fire where smoke reduces visibility, it is important that corridors remain clear.

References

ASEAN (2012) Project on “Toolbox Development for Priority Tourism Labour Division”

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