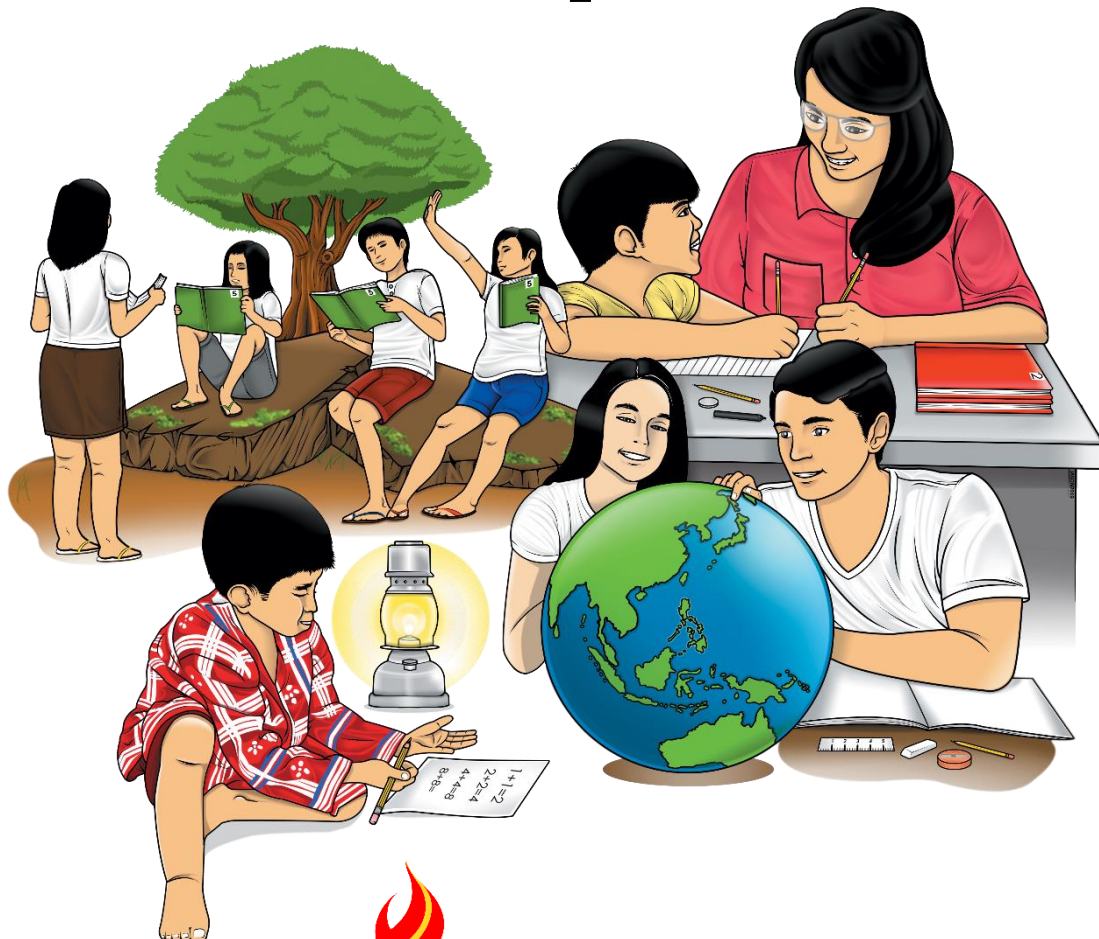


Technology and Livelihood Education

Housekeeping

Quarter 1 – Module 5: Make Up Beds



Housekeeping – Grade 9
Alternative Delivery Mode
Quarter 1 – Module 5: Make up beds
First Edition, 2020

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**Technology and
Livelihood Education
Housekeeping
Quarter 1 – Module 5:
Make Up Beds**

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 demonstrate 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. 3. Make up beds

After going through this module, you are expected to:

1. Identify different types and sizes of linens, pillows and bed sheets
2. Correctly follow proper procedures in conducting room check, turn down and make up beds and cots; and
3. Replace bed linen in accordance with establishment standards and procedures



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 on the agreed date.

To fulfil the requirements of this Work Project you are asked to submit evidence of you making a bed with fresh bed linen:

- *Correctly stripping a bed*
- *Selecting correct bed linen*
- *Making a bed with fresh bed linen*
- *Correctly stripping a bed*
- *Checking for bed linen needing replacement due to spoiling or damage*
- *Making a bed with existing bed linen*
- *Placing guest personal items in an appropriate location*

Lesson

1

Housekeeping: Make Up Beds

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

Error! Reference source not found.

Once you have successfully entered the room, it is now time to start cleaning the room. Usually one of the first tasks is to make the beds. Beds will need to be stripped in all departing rooms and at nominated intervals for staying guests.

Standard procedures for this process will apply in every establishment as this is one of the most common tasks that room attendants are required to perform.

Bed making tasks give rise to many injuries to staff and some properties use two room attendants to service each room so that, among other things, bed-making tasks can be completed with less chance of injury.



When should the bed be stripped?

House policy will dictate what applies and there is usually a connection between the service provided and the room rate being charged.

Options include:

- Daily – in high-priced rooms, prestige establishments: full change
- Every second or third day – full change
- Change when the condition of the linen requires it – such as situations where linen is dirty or damaged.

Some properties will replace nothing if the guest is a short stay – which may be defined as three nights or less. In this case, a guest who is known to be checking out after three days may not have their bed linen changed even though standard practice is to change bed linen every two days.

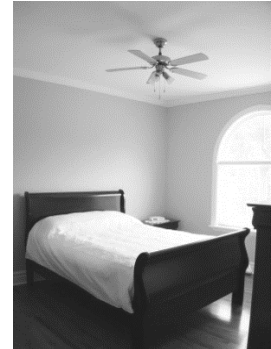
Some properties use fitted bottom sheets but where they are not used, you may be required every day or second day to remove the bottom sheet, use the top sheet as the bottom sheet and fit a fresh top sheet.

Stripping a bed

The room attendant should follow house procedures to strip a bed. These can be individual to the property depending on whether one or two staff are being used, and what linen is involved.

The following is a representative guide of what is involved:

1. Remove bedspread or duvet. – inspect and air, or replace as required. All bedspreads, etc. are washed or dry-cleaned periodically.
2. Remove blankets (where provided) - inspect and air, or replace as required. All blankets are washed or dry-cleaned periodically.
3. Remove pillowcases – place into soiled linen bag. Inspect pillow and pillow protectors to determine if they require attention or replacement
4. Remove sheets - place into soiled linen bag
5. Check mattress protector – spot clean as necessary or replace if required due to staining or damage
6. Inspect electric blanket – safety check and for signs of staining. Replace as per house protocols.



Items that have been stripped from the bed should not be placed on the floor. Check what applies in your establishment but options include placing them on chairs, tables, couches in the room.

Not only does it look bad for guests to see these items on the floor if they enter the room while you are cleaning. It is also unhygienic.

Damaged or soiled bed items

When damaged items are found they must be replaced, with the damaged item either forwarded to the appropriate department for repair or by notifying the appropriate person so that they can pick it up.

If damage appears intentional contact your supervisor so that a decision can be made about charging the guest for the damage.

Where what appears to be deliberate soiling of items has occurred, the same procedure applies. A similar arrangement may also apply where 'excess' mess is left by guests.

There are many approaches taken by different establishments to the removal of stains in guest rooms.

Some venues will ask you to identify what the stain is and follow their established guidelines for stain removal.

Other establishments will ask you to involve the Head Housekeeper and obtain their advice about what to do.

Types of stains

Common stains found on carpets, mattresses, bed linen and chairs and couches made with fabric are:

- Urine and faeces
- Blood
- Beverage – tea, soft drinks, alcohol of all types
- Shoe polish
- Food
- Mud, dirt, grease and oil



What action may be taken?

The first step is to develop the ability to identify the stain. Trial and error coupled with some coaching from experienced staff are the keys to this. You cannot expect to effectively treat a stain unless you have correctly identified what has caused the stain.

In most cases a stain will require bed linen to be exchanged for fresh items. There are virtually no occasions when spot-cleaning of these items is appropriate for room attendants.

Where spot cleaning appears suitable, the appropriate cleaner from those stocked on the trolley is selected and applied according to manufacturer's instructions, which can commonly be via a spray bottle applicator, or rubbed directly onto the stain. The stained area is then rubbed/brushed to remove the stain, rinsed and then dried.

Most establishments will have a chart to guide in the removal of stains. These charts are specific to the chemicals provided by the chemical supplier being used at the property, and will identify which cleaner is to be used for which stain on which fabric or surface, together with how to apply the cleaner, and other relevant tips and information.



Remember that the 'correct' action to take when dealing with stains will depend on interaction of:

- The type of material where the stain has occurred
- The cause of the stain
- The chemicals available to remove the stain.

This essentially means that providing generic advice on stain removal is not only impossible, but potentially misleading as it can prove dangerous, damaging and expensive.

You need to know to the best extent possible:

- What the material or surface is that has been stained
- What the stain is
- What chemical options you have for treatment.

Check out the following sites for further details and contact your industrial chemical supplier for more exact information that may apply to your workplace:

- <http://www.hospitalitynet.org/news/154000320/4026910.search?query=hotel%20>
- http://findarticles.com/p/articles/mi_m3072/is_7_220/ai_n15699154
- <http://housekeeping.about.com/od/stainremoval/a/inkstains.htm>
- <http://www.goodhousekeeping.com/home/stain-buster/>.

Remaking bed with fresh linen

As with stripping of beds, individual properties have their own standards, procedures and requirements for making beds.

Making beds is a common activity that needs to be practiced and undertaken with great care as many injuries have resulted from moving the bed in order to make it.



What's New

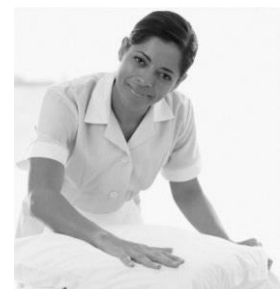
The importance of bed making

Making the bed 'properly' is an extremely important part of servicing any room because the bed is often the focal point of the room and one of the first things in the room that the guest looks at.

The final appearance of the made bed must therefore make the right impression – neat, tidy, balanced, crisp, clean, attractive and inviting.

Special points in relation to final presentation of the bed can include:

- The use of an overlay placed across the end of the bed to enhance eye appeal
- Number of pillows provided – standard procedure may be to place only one pillow per person on the bed with additional pillows available in the wardrobe of the room for guests to help themselves to: in a stay room, if the guest has used two pillows per person then the bed should be re-made following their preference
- Use of decorator pillows – to enhance presentation
- Placement of the pillows – the property may lie the pillows down, stand them up or arrange them in some unique way
- Number of blankets used – most properties use one blanket on a bed with extra blankets available in the wardrobe or on request
- Placement of a complimentary item on the bed – this may be done as part of the turn-down procedures but may also be a standing requirement when servicing the room.



Bed making steps

Use the following steps as a guideline for making a standard style bed where no house requirements apply:

1. Check electric blanket is straight and secured
2. Position mattress protector and secure strings
3. With seams down, position bottom sheet
4. Mitre bottom sheet – all four corners by:
 - Tucking cover along foot and head of mattress
 - Lifting corner flap – about 30cm from corner
 - Tucking in remaining portion of cover
 - Dropping flap and tucking in
5. Smooth out creases
6. With seams up, position top sheet – top edge even with mattress at bed head
7. Position blanket – seams up
8. Turn head of top sheet over blanket
9. Smooth out creases
10. Tuck in top sheet and blanket on sides
11. Mitre all corners, top sheet and blanket together
12. Smooth out creases
13. Position bedspread so it is straight and all corners are even
14. Fold back bedspread at bed head end
15. Place pillowcases on fluffed up pillows
16. Position pillows on the bed as required
17. Fold bedspread over pillow and neatly tuck in



Points to Remember

- Make sure all the fresh linen to go onto the bed is placed onto a chair, table or couch while you are making the bed – it must never be left on the floor
- When you have finished making the bed, step back and inspect it to make sure it is right: then adjust as required.
- The way you make your bed at home is probably not going to be what is required at work.
- The way you made beds at your last employer is probably not going to be the same as what is required with your current employer.

More information

Your in-house procedures must be your primary resource but where they don't exist and the above is unacceptable, take a look at the following sites for guidance and inspiration:

- <http://www.wikihow.com/Make-up-a-Bed-Neatly>
- <http://www.tutorials.com/06/0630/0630.asp>
- <http://housekeeping.about.com/od/bedrooms/ht/makebed.htm>
- <http://www.foodfunandfacts.com/bedmaking.htm>
- http://www.ehow.com/how_2049032_fold-hospital-corner.html.



What is It

Bed making styles

Your workplace may have its own bed making style but there are three styles of bed making commonly used in the hospitality industry:

Standard style

This uses:

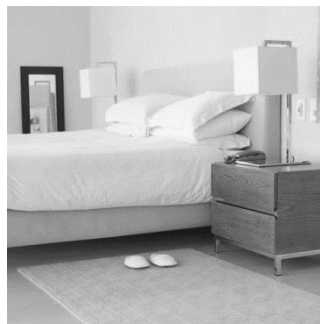
- Mattress protector
- Bottom sheet
- Top sheet
- Blanket
- Bedspread
- Pillows
- Pillowcases



American style

This feature:

- Mattress protector
- Bottom sheet
- Top sheet
- Bedspread
- Pillows
- Pillowcases



Norwegian style

This uses:

- Mattress protector
- Bottom sheet
- Quilt
- Quilt protector
- Quilt cover
- Pillows
- Pillowcases



Electric blankets are used in some hotels and where they are fitted, the electric blanket security straps must be checked to ensure the blanket is straight and in place.



What's More

Error! Reference source not found.

If a guest has departed the room, it is vital that fresh bedding is used. But what if it is an 'occupied' room where the guest is staying for more than one day?

Depending on the type of organization you are, and the level of service provided, it is becoming more common for bedding not to be changed on a daily basis. As environmental awareness increases, many hotel managers and customers alike, do not feel the need for sheets to be changed on a daily basis. However this cannot always be assumed. Therefore many hotels have 'Request Cards' which allow the guest to decide if they require their bedding to be changed. These cards are commonly found in hotel rooms throughout the world.

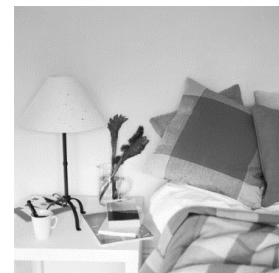
Simply, guests place this card on the bed, which identifies that the guest would like their bed linen changed. If this card is not placed on the bed, the existing bed linen will be used.

This practice has a number of benefits:

- It is environmentally friendly – as less washing is required
- It reduces expenses for a hotel.

Most guests do not expect their linen to be changed every day, unless it requires it due to stains or damage. It is standard practice for most venues to change linen after 3 days.

So what do we do differently when making the bed for an occupied room as opposed to a departed room?



Remaking a bed using existing bed linen

While the instructions may reflect those previously given, it is important that clear procedures are identified when making a bed for an occupied room.

1. Remove pillows and place them on a clean surface, checking for stains or need for replacement.
2. Remove or pull back any blankets or duvets, again checking for stains or need for replacement.
3. Straighten bottom sheet, again checking for stains or need for replacement. If a new sheet is required, change accordingly.
4. Re-tuck in sheet.
5. Smooth out creases.
6. With seams up, position top sheet – top edge even with mattress at bed head.
7. Position blanket – seams up.
8. Turn head of top sheet over blanket.
9. Smooth out creases.
10. Tuck in top sheet and blanket on sides.
11. Mitre all corners, top sheet and blanket together.
12. Smooth out creases.
13. Position bedspread so it is straight and all corners are even.
14. Fold back bedspread at bed head end.
15. Place pillowcases on fluffed up pillows.
16. Position pillows on the bed as required.
17. Fold bedspread over pillow and neatly tuck in.

Points to Remember

Take special note of the preferences of the guest. Before making the bed check to identify preferences including:

- If they have removed the blanket or duvet, you may wish to place this in the cupboard or folded back at the end of the bed
- If they have more pillows, make the bed and position the pillows accordingly
- If items such as books, magazines, glasses, clothes or other personal items were found on the bed, place them neatly back on the bed in a similar position





What I Have Learned

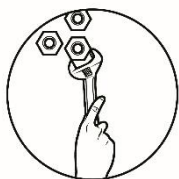
Make up beds

Strip and re-make bed with fresh bed linen

- When should the bed be stripped?
- Stripping a bed
- Damaged or soiled bed items
- Remaking bed with fresh linen
- Bed making styles
- Bed making steps

Remake bed using existing bed linen

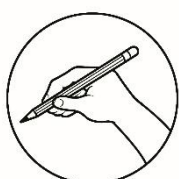
- Remaking a bed using existing bed linen



What I Can Do

Student Name	
Teacher/ Observer's Name	
Location/Venue	
Unit of Competency	Error! Reference source not found.
Instructions	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. Answer each question briefly in the space provided for.

Questions	Response	
	C	NC
1. Explain how to strip and re-make a bed with fresh bed linen.	<input type="checkbox"/>	<input type="checkbox"/>
2. Explain how to re-make a bed using existing bed linen.	<input type="checkbox"/>	<input type="checkbox"/>



Assessment

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

- What are two items you should remove when stripping a bed? What do you do with these items?

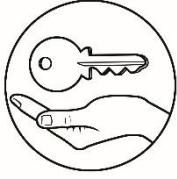
- True or False: You should never re-make a bed using existing linen for any guest.



Additional Activities

Student Name	
Teacher/ Assessor Name	
Location/Venue	
Unit of Competency	Make up beds
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) Make up beds 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 in the standard expected in the enterprise 4. Complete the feedback sections of the form, if required.

Did the candidate. . .?	Yes	No
Make up beds		
Strip and re-make bed with fresh bed linen	<input type="checkbox"/>	<input type="checkbox"/>
Re-make bed using existing bed linen	<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 two items you should remove when stripping a bed? What do you do with these items?

- Remove bedspread or duvet. – inspect and air, or replace as required. All bedspreads etc. are washed or dry-cleaned periodically
- Remove blankets (where provided) - inspect and air, or replace as required. All blankets are washed or dry-cleaned periodically
- Remove pillowcases – place into soiled linen bag. Inspect pillow and pillow protectors to determine if they require attention or replacement
- Remove sheets - place into soiled linen bag

2. True or False: You should never re-make a bed using existing linen for any guest.

The answer is false. It is done for occupying guests

References

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

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