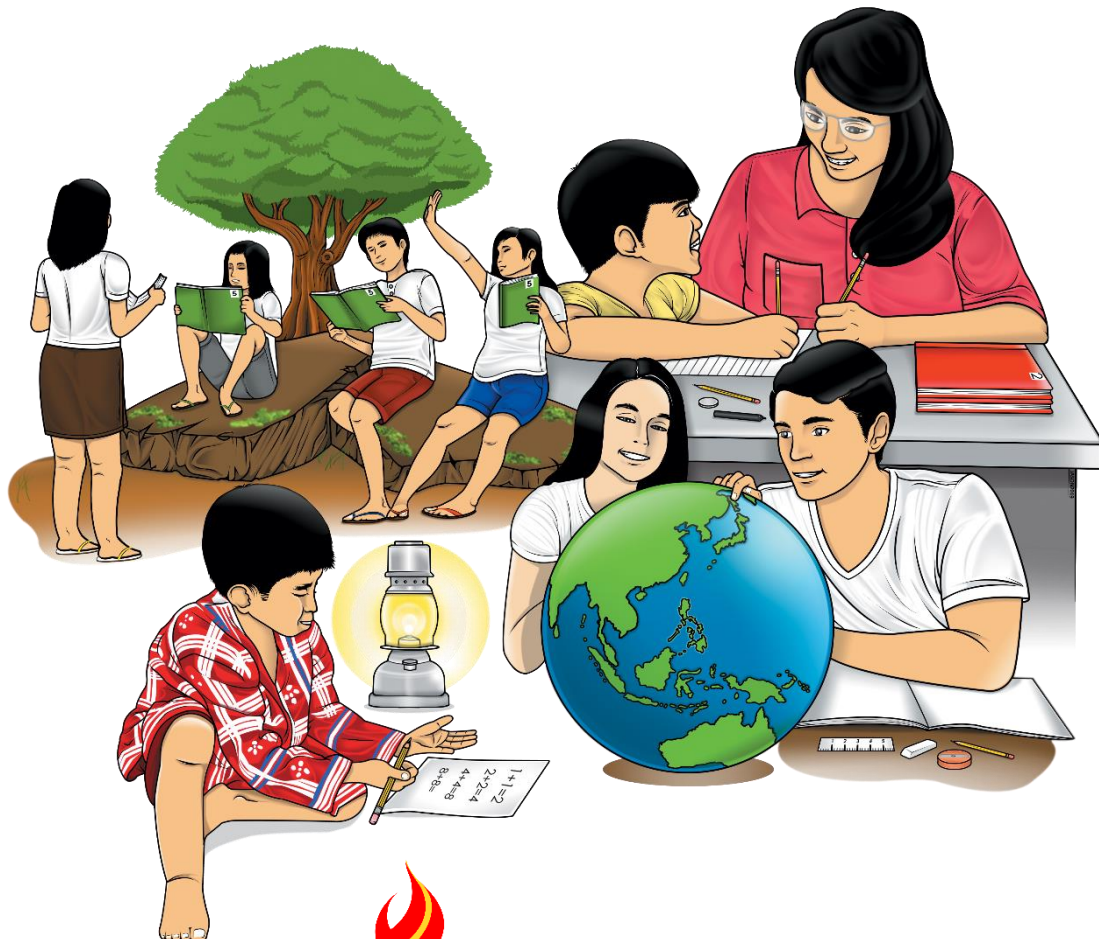


# Technology and Livelihood Education

## Housekeeping

### Quarter 1 – Module 6: Clean Rooms



**Housekeeping – Grade 9**  
**Alternative Delivery Mode**  
**Quarter 1 – Module 6: Clean Rooms**  
**First Edition, 2020**

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**Technology and  
Livelihood Education  
Housekeeping  
Quarter 1 – Module 6:  
Clean Rooms**

## **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. 4. Clean Rooms

After going through this module, you are expected to:

1. Identify tools, materials, supplies and equipment needed in cleaning guests rooms
2. Follow standard operating procedures in institutional cleaning
3. Identify common insects and pests and their control measures
4. Give minor and major hotel room defects and repair
5. Observe hotel management safety practices and procedures



## ***What I Know***

### **Written Work - Portfolio**

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

- *Cleaning bath*
- *Cleaning shower*
- *Cleaning vanity area*
- *Cleaning floors*
- *Identify the correct order to clean a room*
- *Understand requirements and policies relating to cleaning rooms*
- *Clean fixtures and fittings, identifying the items and their purpose*
- *Vacuum floors and other areas*
- *Clean kitchenette area*

## Lesson

# 1

# Housekeeping: Clean Rooms

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*

Housekeeping has an extensive list of requirements and policies relating to what tasks a room attendant should perform and how they should be performed.

The different sections in this manual will explain in detail the correct steps required in cleaning different aspects of a room, however a 'correct order' for cleaning must be determined.

### **Cleaning in the correct order**

All guest rooms that are allocated to you must be cleaned in the correct order.

The 'correct order' may be determined as a result of one or more of the following:

- As directed by the Executive Housekeeper
- As requested by guests
- So that vacated rooms can be put back on the (Front Office) board for sale/occupancy as soon as possible

### **Minimizing disruption to guests**

When cleaning rooms you must always strive to keep the disruption caused to guests to an absolute minimum.

Cleaning duties can disrupt guests:

- As a result of noise caused during the cleaning activities and when moving about the corridors
- By providing a physical obstruction to them when they are moving about the corridors, etc.
- Through unwanted interruption to their activities in the room when you knock to offer 'Housekeeping'.

## **Ways to minimize disruption to guests**

When you understand the causes of a problem you are better placed to solve the problem, so practical ways in which to minimise interruptions to guests are:

- Always respect 'Do Not Disturb' signs
- Keep noise when moving around the floor to a minimum
- Converse quietly with other staff and guests
- Avoid knocking equipment using things
- Keep trolleys and equipment away from guest traffic areas
- Always allow guests right of way in a corridor or lift



Remember too that guests do not always keep regular hours. Room guests may have flown in on a late flight and be sleeping in or they may have had a late night. Other room guests may be using their room for business purposes and not want to be disturbed.

## **Preparing guest room prior to cleaning**

When you have entered the guest room following the steps described in later sections which will provide a guide as to what should take place in order to clean a room. Remember, where the house procedures are different to the following guidelines, always adhere to your enterprise procedures.

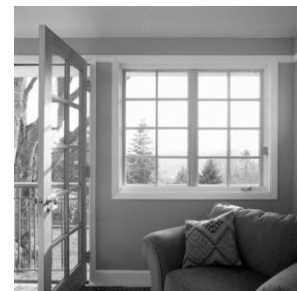
## **Cleaning a Check-out room**

If the guest is still there after check-out time and in the process of leaving, use your discretion about whether to leave and come back later, or whether to excuse yourself and begin cleaning.

In situations where reception is expecting a quick turn-around of rooms due to full occupancy it may be acceptable to begin cleaning a check-out room while the guest is still there if they have passed the advertised check-out time and no late check-out has been arranged.

In a check-out room the following procedures are applicable:

- Turn on all lights and check the bulbs – replace where necessary
- Open all blinds and curtains
- Open windows or doors to let in fresh air – if applicable, and if weather permits
- Turn off fridge for defrosting purposes and leave door open – if applicable
- Collect and remove dirty towels, dishes, bottles and rubbish - any broken glass should be wrapped safely in newspaper or similar item
- Remove any room service trays and cover them with a napkin as exposed stale food is not a pleasant sight. These trays are usually placed in the corridor outside the room for collection by the porter or room service staff.





## **Preparing a room for cleaning**

As soon as you have completed the above tasks, the cleaning proper can begin. This procedure should be the same for every room. Following a standard procedure and routine helps to avoid any areas being missed, and is more time effective.

Although the exact procedure may vary from establishment to establishment, there are eleven general steps to cleaning any guest room.

Where your premises vary from these, adhere to house policy:

1. Enter and prepare room
2. Strip and make bed
3. Clear and clean bathroom
4. Replenish all bathroom supplies
5. Dust and polish
6. Replenish guest supplies
7. Clean bins
8. Clean fridge
9. Vacuum
10. Deodorise
11. Do a final inspection



## **Cleaning an occupied room**

Key points to remember when cleaning an occupied room:

- Never throw out any items like magazines and newspapers belonging to the guest, no matter how old they are.
- Always replace items where they were found.
- If business papers are out on the desk or table and obviously being used, avoid cleaning or tidying that area, apart from emptying the waste paper bin.
- Respect the guest's privacy and don't be nosy.
- Take special care with all guest's items.
- Hang guest's clothing up appropriately.
- All cloths used in cleaning should be housekeeping issued – room towels and linen should never be used for cleaning but check your house practices relating to the use of bath towels for drying bathroom areas.

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All rooms will have furniture, fixtures and fittings to some extent. These relate to all the items in the room that may be used by a guest during their stay.

- Furniture commonly refers to items in the room that are movable including beds, couches, desks, television, clock radios etc.
- Fixtures refer to items that are attached that are used by the guest including air conditioning and light switches.
- Fittings refer to taps, pipes and electrical aspects of the room.



## **Dusting and polishing**

- The main purpose of dusting is to collect small particles of dust.
- The main purpose of polishing is to clean the item and leave a shiny, reflecting finish.
- Dusting may be done with a duster or a damp lint-free cloth.

It is important to use common sense when choosing which piece of equipment to dust with. Don't use a damp cloth if the moisture could ruin the object being cleaned and remember to change the cloth when soiled.

Your on-the-job training, which will probably include being teamed up with an experienced room attendant for a period of time, will provide the workplace guidance you need in this regard.

When polishing an item, make sure to:

- Spray the cleaning agent onto the cloth - not onto the surface to be cleaned
- Buff the surface after cleaning to remove any streaks.



When dusting and polishing a room, it is best to start in one spot and work around the room, say, in a clockwise direction. This routine should be followed in every room. Some small items may need to be picked up in order to dust or polish underneath.

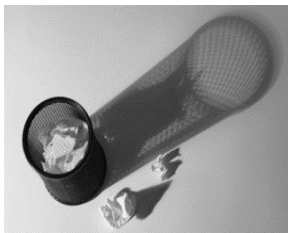
The following areas will need either dusting or polishing. Some will need cleaning on a daily basis, while others may only need to be cleaned weekly. Remember that check-out rooms will need more intensive cleaning than occupied rooms, however all rooms must be cleaned to establishment standards, including the following:

- Air conditioning vents
- Doors – including top ledge and handles
- Picture frames – facing glass as well as frame
- Mirrors – frame and mirror

- Skirting boards
- Dressing table and drawers
- Side tables and ledges
- Wardrobe and internal shelving
- Windows – glass and frames
- Window sills
- Walls – check for cobwebs and marks
- Lamps – base, shade and cord
- Telephone – main unit and hand receiver
- Seat furniture – don't forget to remove cushions and check sides, legs, back and underneath
- All furniture – top, sides, legs, and underneath each item; don't forget to clean inside the drawers
- Outside/balcony areas – furniture, ash trays



## **Cleaning bins**



You should always wear protective gloves when cleaning the bin and should be extra careful when handling the bin as many hazardous items may have been thrown out by the guest – such as broken glass, razor blades and syringes.

Always be vigilant for items that could cause any health or safety risk.

Broken glassware or bottles should be wrapped up in newspaper and disposed of separately and safely.

Waste bins should be properly cleaned by:

- Tying the bin liner around the rubbish or emptying the bin directly into your waste bag on the trolley
- Spraying bin with appropriate multi-purpose cleaner, inside and out
- Cleaning with the appropriate cloth
- Fitting a new bin liner in the manner approved by the establishment

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All carpeted areas should be vacuumed and many non-carpeted areas including wooden floors, tiled bathroom area, linoleum floors in kitchenette may also require vacuuming. It is essential that all surfaces are clean and free from dirt, dust and other items.

## **Vacuuming**

Any stains on carpeted areas should be removed using the appropriate stain removal method for your property that relates specifically to the type of carpet, the active ingredients of the chemical and the type of stain. Where this does not remove the stain, a maintenance report may need to be completed or the supervisor notified.

- Try to vacuum the room starting at the furthest corner from the door and work back toward the exit.
- Ensure you vacuum around and under *all* furniture, and under the bed.
- Particular attention should be given to the corners of the room, including the skirting boards.
- To avoid injury when vacuuming, bend your knees when cleaning under items.
- Try to avoid 'bending over' the machine. Keep it behind you where possible, moving it forward as you vacuum from a point furthest from the room entry door towards the entrance door of the room.



## **Cleaning other items**

Once the major pieces of equipment have been cleaned there are other tasks to perform. These may include:

- Washing and drying pots, pans, crockery and cutlery
- Placing clean items in cupboards
- Cleaning inside cupboards and doors
- Refilling ice trays
- Cleaning kettles
- Restocking complimentary items such as tea, coffee and biscuits
- Changing drying towels and cleaning sponges
- Replenishing detergents, washing powder and cleaning agents
- Placing fresh milk in the fridge or other items as dictated by regulations
- Cleaning the microwave
- Wiping down benches and sinks
- Cleaning the floor



Follow organizational SOP's when performing these tasks. Depending on the organization, other items may also be re-stocked or stored. When you have finished cleaning the kitchen, have a final look to ensure it is clean, tidy, dry and fully stocked.



## ***What's New***

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Enterprise standards as they apply to preparing rooms for guests can relate to issues such as:

- Physical placement of items in the room
- Levels of cleanliness and tidiness
- Time allocated for servicing different types of rooms – for example, the time allocated for cleaning a standard double check-out room, as opposed to the time allocated for servicing a suite that is staying on
- Number of guest supplies of each type to be replenished
- Re-setting items in the room
- Checking the operational readiness of items



This Section addresses the physical placement, resetting and checking the operational ability of items in a guest room. Items included in this aspect of room servicing will include:

- In-room air conditioning set at a predetermined temperature level
- Refrigerator left at a nominated setting
- Television set to a particular volume or channel
- Clock set to the correct time
- Alarm clock checked to ensure the alarm is not active
- Radio tuned to nominated channel and set at desired volume
- Dimmers set to medium setting
- Toaster set to desired setting
- Pens and message pads are located conveniently as required – next to bed, near telephone. All pads and pens should be laid in identical position throughout the venue.



It is vital that all items in the room are:

- Where they are meant to be
- In the correct quantity
- Operationally ready

There is nothing more frustrating for a guest to have to ask for and then wait for something to be fixed, when it should have already been checked. This is even more frustrating for a guest who has arrived on a long flight.

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Regardless of how well a room is maintained, general wear and tear will happen, equipment will break down and other problems will occur. It is natural and while it may be annoying, guests will have a level of understanding. That said any problems with a room should be identified and rectified before a room is allocated to a guest.

Every property wants their current guests to return to them as repeat guests and to tell their friends about how great their stay with us was so that their friends become guests who are referred to us.

It is difficult to cultivate repeat and referral guests if their room has defects of any kind. We must always remain very much aware that in nearly all cases guests have options. If we don't deliver the service, facilities, and standard that they want and expect, they can very easily stay somewhere else next time.



It can be a sobering research activity to check the local phone book and count the number of businesses that offer accommodation, all of which are your competitors trying to take *your* guests and therefore your job.

## Checking for defects

Another task when servicing a guest room is to check the room for any defects in equipment, appliances, furniture or fittings. This inspection should also check for equipment damage.

### What are defects, what is damage?

Defects or damage can result from normal wear-and-tear, accidental damage or deliberate and malicious action by guests.

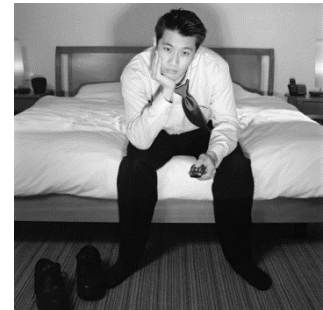
Where you suspect damage has been intentionally caused by guests and even guests that have already checked-out, you should report your beliefs to your supervisor and ask them to view the damage for themselves to make a decision about what action or claims may need to be made.

In some cases, guests may be charged for the damage and clean-up costs and placed on a 'Do Not Room List' that automatically flags a guest for refusal when their name is entered into the reservation system as a result of a query or a booking.



Defects or damage include:

- Broken fridge door seals
- Chipped or broken glasses
- Flickering fluorescent lights
- Blown light globes
- Remote controls with flat, or no, batteries
- Broken fixtures or fittings
- Refrigerators that make 'too much' noise – which can prevent the guest from sleeping
- Noisy air conditioning
- Dripping taps
- Ripped curtains and drapes that do not properly close – allowing others to see in and unwanted light to come into the room
- Ripped, tired-looking or stained furnishings
- Fuzzy television reception
- Electric jugs and hair dryers that don't work
- Room cards that do not easily integrate with the power controls in-room
- Irons where the temperature control settings are not working



If a guest finds a defect in their room he/she may let you know about it. If not, we have just disappointed one guest and unless we identify the problem that has caused this we risk disappointing every other guest who uses that room!

Obviously, this does little to generate repeat and referral guests.

## **What to do?**

When a defect or damage to fixtures or fittings is identified, two courses of action present themselves. The course of action chosen will depend on the seriousness of the damage and whether or not someone could be harmed because of the problem. All action taken should be in accordance with enterprise procedures.

The two possible courses of action are:

1. The item must be taken out of service immediately and replaced if possible – for example, it may be possible in the immediate short-term to replace a hair dryer that is not working (or is missing) in an occupied room with one from the floor housekeeping store or from another room that shows as vacant on your room list.

2. The item is reported on a maintenance report and submitted to the appropriate person for action to be taken – where the item presents a physical danger to guests it must be removed from the room, tagged as 'Out of Service' according to house procedures and stored appropriately so that it will not be returned to service before being serviced.



The motto to remember is: 'If in doubt, have it checked out.'

## **Record damaged items**

Every property will have its own procedures for recording damaged items and room attendants are expected to comply with these where they identify such items in any guest room, and regardless of who damaged the items and how they were damaged.

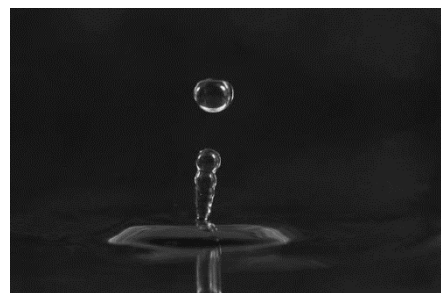
Properties need to be aware of damaged items for the following reasons:

- Monitoring costs
- Determining supplies that need to be ordered
- Evaluating the usefulness of products - and determining whether or not to continue using a certain item or whether a better alternative needs to be sourced
- Identifying high damage products – to develop policies and procedures to reduce and prevent damage
- Removing them from service for OSH and duty of care reasons

## **Identifying damaged items**

You can become aware that an item is damaged through personal observation when you service a room. The basics are to:

- Look for damaged items – a visual inspection such as drips
- Listen for equipment that sounds as if it is damaged or not working as intended
- Be alert to smells that indicate problems – such as 'electrical smells'
- Heed advice from guests who report such problems



Your personal experience in the workplace will build up over time to provide you with an idea of what to look for and what items are commonly associated with damage.

## **Reporting the damage**

Damaged or defective items must be reported so that appropriate remedial action can be taken.



Options in reporting damage include:

- Speaking face-to-face with the supervisor, Floor Housekeeper or relevant other person
- Using the in-room phone to contact and notify directly either the maintenance department or the housekeeper. Some properties have a ban on the use of guest room phones so check to see what applies in your workplace.
- Using other internal communication methods (pager, mobile phone) to contact and notify directly either the maintenance department or the housekeeper
- Using the in-room phone to contact reception and leave a message – see above
- Completion of a Maintenance Report identifying the damaged item, the room number, your name, and the nature of the damage



### Identifying pests

All properties should have some form of standard and establishment-wide pest control program in place.

This program usually combines the services of an external, professional pest control company with regular internal efforts at pest control.



Regular checks of rooms done by the external pest control service (with their vehicle parked around the back of the building – most people see the presence of a pest control vehicle as evidence of a pest problem as opposed to regarding it as prevention) should be at the centre of this program.

Where the established pest control program has not worked effectively and you identify pests in a guest room, immediate action needs to be taken.

Besides being undesirable from an aesthetic point of view, pests in a guest room can pose a serious health risk as well as present the potential for damage to walls and wires from gnawing.

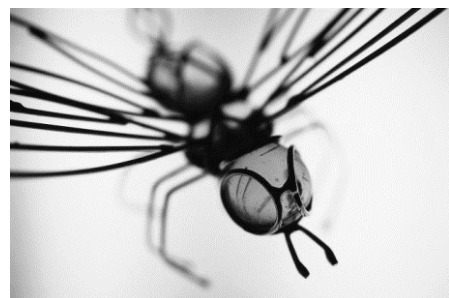
### Types of pests

Pests include:

- Flies, Cockroaches, Silverfish, Fleas
- Spiders, Mice, rats and ants

Signs of the presence of pests include:

- Seeing them
- Hearing them
- Seeing evidence of their presence such as droppings, spots on walls and surfaces, eggs, webs and cocoons



### **Action to take**

The exact action to take when pests have been sighted or are suspected must be in accordance with the house procedures that apply.

You may be required to deal on-the-spot with flies, ants, cockroaches and spiders using an aerosol spray but it is important to remember that some guests may be allergic to insect sprays so use them sparingly.

Make sure you remove the bodies! A dead fly or a dead mouse looks as bad as a live one. Make sure you also remove any other evidence of the pests – webs, droppings.

Other pests may have to be notified to your supervisor, Head Housekeeper or the Maintenance Department for their immediate action.

### **Action to prevent a pest problem**

An effective pest control program requires you to do whatever you can to keep the pests out in the first place. In practice this means:

- Keeping doors and windows to guest rooms closed
- Making sure fly wire screens are fitted and in good condition
- Making sure that anything provided to a guest room is free from pests
- Control any pests you see – using aerosol sprays or other approved internal or external methods; this can be baits, traps, fogging and commercial spraying



Apply good housekeeping techniques to deny food and drink to pests and maintain hygienic conditions. This includes:

- Never leaving food out on benches or tables
- Checking to ensure food scraps are not lying on the floor anywhere in the room – in the kitchen under the stove; under the bed
- Keeping bins clean and in good repair
- Cleaning premises thoroughly and disinfecting when necessary
- Removing all rubbish on a regular basis

The section has highlighted the fact that problems in a guest room, whilst mostly will comprise defects and damage to physical items, there are other issues that need to be addressed to ensure the guest has a positive experience.





## ***What is It***

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**Follow in-house requirements and policies in relation to room cleaning**

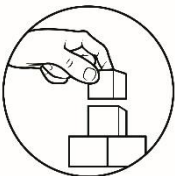
- Cleaning in the correct order
- Cleaning a Check-out room
- Preparing a room for cleaning
- Cleaning an occupied room

**Clean fixtures and fittings**

- Dusting and polishing
- Cleaning bins

**Vacuum floors and other areas**

- Vacuuming
- Cleaning other items



## ***What's More***

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In the course of a normal day, room attendants will clean rooms as required to get a room ready for a new arrival, or to clean an occupied room. This activity is normally allocated a nominal time from between 20-40 minutes per room.

At times though, rotational cleaning duties will need to be performed which will take longer to undertake.

These activities may be classified as:

- Preventative maintenance – activities to ensure equipment furniture, fixtures and fittings are operational and effective



- Deep cleaning – activities to ensure equipment furniture, fixtures and fittings are clean

Regardless of the activity normally these are completed at times with lower occupancy, requiring management to find tasks for full time staff that would otherwise be cleaning rooms.

### **Preventative maintenance**

Some of these activities may include:

- Turning of mattresses – most people will sleep on one side of the mattress so mattresses will be turned around and over to ensure even use and wear
- Replacement of items – curtains, shower curtains, bedding, pillows, replacement of old appliances

### **Deep cleaning**

In the normal daily cleaning process while the guest room is cleaned, it may be 'surface clean' requiring a 'deep clean' on a regular basis.

This may include a deep cleaning of all surfaces in a room including:



### **Room cleaning**

- Moving all furniture and ensuring it is clean underneath
- Steam cleaning of floors, furniture and curtains
- Extensive glass cleaning
- Closer attention to the baseboards ensuring all dirt is wiped clean
- Dust and clean blinds, valences or shutters
- Vacuum or clean high shelves

### **Bathroom Cleaning**

- Bleaching of all surfaces
- Extra attention to grouting of shower, wall and floor tiles

### **Kitchen Cleaning**

- Pull stove and other appliances away from wall and clean behind and under them
- Detail cabinets and pantry
- Detail kitchen drawers

- Refrigerator should be cleaned under and behind. Vacuum under the refrigerator grill and clean out hair, lint and dirt in coils
- Disinfect countertops, backsplash, front of cabinetry and under countertop appliances
- Disinfect grooves in dishwasher and stove using a small brush
- Defrost freezers
- Disinfect kitchen tidy bins



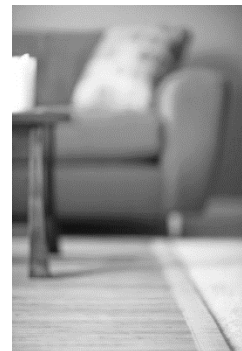
### **Deodorizing and spraying**

All rooms should be deodorized and sprayed for insects on a regular basis. Normally this will require a professional service with specialised equipment and may involve strong smelling or harmful chemicals. Adequate time is required for all odours to dissipate before the room can be allocated to guests.

### **Detail room check**

After any major cleaning activity, it is important that the room is ready for use. Therefore, before leaving a guest room the following items should be checked, visually inspected and confirmed:

- All equipment is in correct operational order
- All equipment is re-set – clock radio, video, telephone volume, etc. Always check the alarm clock and re-set where necessary to 'Off'; many guests have had a good night's sleep interrupted at 4:30AM by an alarm set by the previous guest!
- All crockery, cutlery and glassware is clean and replaced
- All light bulbs are operational
- Bed has been made properly and looks attractive
- All picture frames are straight
- All furniture is in the correct location
- Bathroom is clean and all stock replenished
- Refrigerator is clean, turned on and restocked as required (fresh water, milk, ice cubes)



- All guest supplies (give-aways) have been restocked
- Bin liners have been replaced
- All windows are closed
- External doors to balconies are locked
- All blinds and curtains are in place
- Floor has been vacuumed
- All lights are turned off



Anything not conforming to the standards set by the house must be addressed.



## ***What is It***

### **Check operational readiness of all items and equipment**

- Checking operational readiness

### **Report and remedy room defects and damaged items**

- Checking for defects
- What to do?
- Record damaged items
- Identifying damaged items
- Reporting the damage
- Identifying pests

### **Report suspicious items or situations**

- Is the activity illegal or immoral?
- Taking action

### **Handle guest property left in room from which guest departed**

- Dealing with lost property
- Is it 'lost' or has it been left on purpose?



## ***What I Have Learned***

### **Follow in-house requirements and policies in relation to room cleaning**

- Cleaning in the correct order
- Cleaning a check-out room
- Preparing a room for cleaning
- Cleaning an occupied room

### **Clean fixtures and fittings**

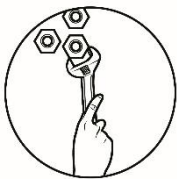
- Dusting and polishing, cleaning bins

### **Check operational readiness of all items and equipment**

- Checking operational readiness

### **Report and remedy room defects and damaged items**

- Checking for defects, what to do. Record damaged items and identify them
- Reporting the damage, Identifying pests and control mechanisms



## ***What I Can Do***

Create a story board/ poster on:

1. Standard Operating Procedures in cleaning
2. Minor and major defects and repairs services

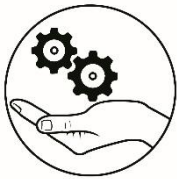


## ***Assessment***

### **Performance Task**

Create an infographic on:

- a. Tools, materials, supplies and equipment used in cleaning rooms



## ***Additional Activities***

### **Provide additional housekeeping services such as: turn-down service**

- Turn-down steps
- Do Not Disturb (DND) Rooms

### **Carry out rotational cleaning duties**

- Preventative maintenance
- Deep cleaning
- Detail room check

### **Lend equipment to guests, as requested in accordance with house policies**

- Types of loan items
- Procedures for loaning items to guests



## ***References***

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

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