



Republic of Rwanda
Ministry of Education



RTB | RWANDA
TVET BOARD

RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOGR501

Guest Room Services

TRAINEE'S MANUAL

April 2025



Republic of Rwanda
Ministry of Education



GUEST ROOM SERVICES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Base Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

SOPs: Standard Operation Procedures

OCC: Occupied

VAC: Vacant

SO: Stayover

CO: Check-Out

OOO: Out of Order

CL: Cleaned

INSP: Inspected

VIP: Very Important Person

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to carry out guestroom services. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

UNIT 1: PERFORM ROOM ATTENDANT PRELIMINARY ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to maintain Room attendant personal grooming, check handover report, verify daily assignment sheet, select cleaning facilities, and collect the guestroom supplies.

Self-Assessment: Unit 1

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe room attendant personal grooming					
Be acquainted with details of reports					
Explain components of the daily assignment sheet					
Verify daily assignment sheet					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Select cleaning facilities					
Collect guestroom supplies					
Apply personnel grooming					
Check handover reports					
Manage room discrepancies					
Handle guestroom complains					
Follow cleaning procedures					
Explain discrepancies in a hotel context					
Identify common types of room discrepancies					
Apply Customer care					
Being polite when talking to the guest					
Work in teamwork					
Make attention to details					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Receive guest room complains					
Being efficient and time management when cleaning a guestroom					
Paying attention while describing the attendant personal grooming					
Being honest when collecting guestroom suppliers					
Being attentive to guests					
Being humble to guests					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the room attendant's grooming	1. Apply personnel grooming	1. Paying attention while describing the attendant personal grooming
2. Explain discrepancies in a hotel context	2. Check handover reports	2. Be acquainted with the details of reports

Knowledge	Skills	Attitudes
3. Identify common types of room discrepancies	3. Manage room discrepancies and guestroom complains	3. Work in a teamwork
4. Explain the components of the daily assignment sheet	4. Verify the daily assignment sheet	4. Make attention to details
5. Select cleaning tools, equipment, and products	5. Follow cleaning procedures	5. Being Efficiency and Time Management when cleaning a guestroom
6. Collect guestroom supplies	6. Identify room discrepancies	6. Being honest when collecting guestroom suppliers
7. Receive guest room complaints	7. Handle guestroom complains	7. Being polite when talking to the guest
8. Understand customer care principles in hospitality	9. Apply customer care	8. Being humble to guests



Discovery activity:



Task 1

Observe the unity picture above and answer to the following questions:

1. What comes first in your mind while observing this picture?
2. What do you think this topic will be about?
3. What do you think that will be included in the topic?

Topic 1.1: Maintaining room attendant personal grooming



Activity 1: Problem Solving



Task 2:

Aline is a newly hired Room Attendant at GIANT Hotel, while entering the break room, she sees the other room attendants preparing for their shifts. Some are well-groomed, while others appear slightly dishevelled. She noticed a few hotel guests passing by the staff hallway and observing the hotel staff. She started reflecting on her own experiences as a guest at hotels. She overhears a guest speaking to the front desk about a recent experience in the hotel. They mentioned the friendly staff and the cleanliness of the room, but they seemed less impressed by the appearance of a room attendant they saw in the hallway, who had messy hair and an untidy uniform. Those guest's comments reminded her how little details matter in the hotel.

1. What are the first things you notice when you see someone working in a hotel?
2. How do you think a Room attendant's appearance influences a guest's experience?
3. What are the key aspects of personal grooming a room attendant should maintain while on duty?

Key Facts 1.1: Room attendant personal groomingⁱ

- **Personal grooming**

Maintaining proper personal grooming for room attendants is a key element in upholding the professional image of the hotel and ensuring a positive guest experience. Hotel staff, especially those working in housekeeping, are often visible to guests, and their appearance reflects both the hotel's standards and the attention to detail in its services. For room

ⁱⁱ Dasgupta, D. S., & Jamader, A. R. (2024). Comprehensive Housekeeping Guidebook. Available at SSRN 4731150.
Yıldız, F. Z., & Kulak, F. A. (2024). The Role of Aesthetic Labor in Human Resource Management Practices: A Qualitative Study. *Selçuk Üniversitesi Sosyal Bilimler Meslek Yüksekokulu Dergisi*, 27(2), 534-546.

attendants, maintaining a neat and professional appearance is essential not only for personal pride but also for creating a welcoming and clean atmosphere.

✓ **Hair style**

A room attendant's hairstyle is one of the most noticeable aspects of their grooming. It should be neat, tidy, and appropriate for a professional setting. The goal is to create a clean, polished appearance that is both practical and respectful of the hotel's standards.

-  Neatness
-  Practicality
-  Safety considerations
-  Hotel guidelines

✓ **Uniform**

-  Cleanliness
-  Fit
-  Proper attire
-  Compliance with hotel policy

✓ **Smell**

-  Body odour
-  Fresh fragrance
-  Clean clothing

✓ **Facial expression**

-  Smile
-  Neutral expression
-  Professionalism



Activity 2: Guided Practice



Task 3:

Hotel XXL hired you as a Room attendant and you are asked to get prepared before starting the work.

You are required to do the following:

1. To wear the full clean uniform
2. To neat hair
3. To consider your smell and facial expression



Activity 3: Application



Task 4:

You will go on a study tour to the hotel near your school, then you will observe everything about Room attendant grooming (hairstyle, uniform, smell, and facial expression). When returning to your school, you are requested to practice what you observed about the grooming in your housekeeping workshop.

Topic 1.2: Checking the handover report



Activity 1: Problem Solving



Task 5:

Rose, a Room attendant in GARUKA hotel received the handover report from the previous shift. The report indicates that two rooms have been flagged as "cleaned," but she observed that the rooms have not been serviced properly. In Room 204, the bed is not made, and there is trash on the floor. In Room 305, the bathroom sink is clogged, and the towels are missing. A guest has filed a complaint about the air conditioning not working in their room (Room 407). The previous shift

has noted that they attempted to fix it but couldn't resolve the issue. The guest is clearly unhappy and has requested a room change.

Referring to the above scenario, you are requested to answer the following questions.

1. What are the issues in the scenario?
2. How would you handle those issues?
3. How do discrepancies impact the guest experience and hotel operations?

Key Facts 1.2: Checking the handover report

- **Room discrepanciesⁱⁱ**

- ✓ **Common Types of Room Discrepancies**

-  Unfinished Room Cleaning: The room is not cleaned to the guest's satisfaction or has not been serviced at all.
-  Missing or Damaged Items: **Items such as towels, toiletries, or linens may be missing, or furniture could be damaged.**
-  Room Set-Up Errors: Incorrect configuration of the room, such as improper bed arrangement or failure to set up requested amenities (e.g., extra pillows or blankets).
-  Inaccurate Room Status Updates: A room marked as "clean" in the system might still require attention, or a room might be wrongly marked as "out of service" when it is available.
-  Room Maintenance Issues: Problems with plumbing, lighting, air conditioning, or any malfunctioning equipment that wasn't reported by maintenance.
-  Inventory Mismatches: Housekeeping may find that certain supplies or amenities are not where they should be, such as the minibar not being restocked.

- ✓ **Managing room discrepancies**

ⁱⁱ Widiani, D. M., Wisnawa, I. M. B., & Wirya, I. M. S. (2023). The Role of Room Attendant Supervisor in Improving The Quality of Room Attendant Work at Sthala A Tribute Portfolio Hotel Ubud Bali. *Jurnal Manajemen Pelayanan Hotel*, 7(2), 657-665.

- ✚ Clear Communication Channels: Housekeeping staff should consistently update the room status in the property management system (PMS) and communicate any issues they encounter to the front desk or relevant department.
- ✚ Frequent Inspections: Regular checks by supervisors or managers can help prevent or identify discrepancies early.
- ✚ Staff Training: Ensuring that all housekeeping staff understand room standards and procedures is essential to avoid discrepancies.

- **Complains**

- ✓ **Types of guests complainsⁱⁱⁱ**

- ✚ Dirty or Unkempt Rooms: Guests may complain if their room isn't properly cleaned, if the bed is not made, or if there are visible stains or dust.
- ✚ Lack of Amenities: Missing or insufficient towels, toiletries, or other amenities can lead to guest dissatisfaction.
- ✚ Unpleasant Odors: Lingering odors such as mold, smoke, or stale air can be a major complaint.
- ✚ Noise Issues: Complaints about noisy housekeeping staff, maintenance work, or issues with room insulation may arise.
- ✚ Temperature Control Problems: Complaints about rooms being too hot or too cold due to faulty heating or cooling systems.
- ✚ Incorrect Requests or Special Needs: If guests requested specific arrangements (e.g., extra pillows, specific bedding), these may not have been met, leading to complaints.
- ✚ Inaccurate Billing: A guest may claim that items such as minibar charges or additional service fees were incorrectly applied, often due to errors in housekeeping's handling of inventory.

- ✓ **Managing Guest Complaints:**

ⁱⁱⁱ Ganie, M. Y., & Raina, A. (2024). Impact Of Housekeeping Practices On Service Quality In Five Star Hotels: Mediating Role Of Guest Satisfaction. *Library Progress International*, 44(3).

-  Immediate Acknowledgment: Address complaints as soon as they are received. Apologize, listen carefully, and show empathy towards the guest's experience.
-  Prompt Resolution: Resolve the issue quickly, whether it's providing the requested items, re-cleaning the room, or offering an alternative room.
-  Record Complaints: Keep a log of all guest complaints to identify patterns and areas for improvement in housekeeping operations.
-  Follow-Up: Once a complaint is addressed, check with the guest to ensure they are satisfied with the solution.
-  Feedback Analysis: Analyzing the frequency and types of complaints can help the housekeeping department identify recurring issues and implement preventive measures.



Activity 2: Guided Practice



Task 6:

This is a handover Report - 9th Dec 2024

****Room Discrepancies: ****

- Room 205: Bed not made, bathroom not cleaned, trash on the floor.
- Room 308: TV not working, remote missing.
- Room 412: A/C not working, no clean towels.

****Guest Complaints: ****

- Room 301: Complaint about noise from construction site next door. Guest requesting compensation.
- Room 415: Air conditioning is too noisy, needs repair.

- Room 205: Guest complains about dirty room (see discrepancies above).

Refer to the above information, work on the following tasks:

1. Identify room discrepancies and guest complaints in that handover report.
2. Identify discrepancies need immediate attention and which can be handled later
3. Create and play a scenario in which you identify discrepancies in a room and demonstrate how you address them.



Activity 3: Application



Task 7:

Generate a handover report that includes various room discrepancies and guest complaints. The report may include:

- Unmade beds
- Dirty bathrooms
- Broken equipment (TV, AC, light)
- Missing amenities (towels, soap, etc.)
- Guest complaints (noise, poor service, etc.)

After reviewing the report, suggest ways to address those discrepancies and complaints.

Topic 1.3: Verification of Daily assignment sheet



Activity 1: Problem Solving



Task 8:

Maria, a room attendant, begins her shift by picking up the daily assignment sheet from the supervisor. As she reviews it, she notices that one of her rooms is listed with the wrong check-out time. Maria knows the importance of accuracy, so she goes to the front desk to confirm the correct check-out time. Upon verifying, she finds out the room is actually staying an extra night. By catching this mistake early, Maria avoids unnecessary preparation and ensures the guest is well taken care of.

Referring to the above scenario, respond to the following questions:

- Why is it important for room attendants to receive the daily assignment sheet?
- What are the necessary details elements composing the assignment sheets?

Key Facts 1.3: Verification of Daily assignment sheet

- **Types of room**

- ✓ **List of room types**

- ✚ Standard Room: Regular rooms for single or double occupancy.
- ✚ Suite: Larger rooms, often with separate living areas.
- ✚ Penthouse: Exclusive rooms, often on the top floor with luxury amenities.
- ✚ Accessible Room: Rooms designed for disabled guests.
- ✚ Family Room: Rooms designed to accommodate more guests, such as with multiple beds.
- ✚ Connecting Rooms: Rooms that are next to each other and can be connected by a door.
- ✚ Smoking/Non-smoking Rooms: Verify that smoking and non-smoking rooms are clearly distinguished.

- **Room occupancy^{iv}**

- ✓ **Types of Room Occupancy**

- ✚ Single Occupancy: The room is occupied by one person, which typically requires one bed and a set of towels and toiletries.
 - ✚ Double Occupancy: The room is occupied by two people. This usually involves two sets of towels, extra toiletries, and possibly an additional bed (if it's a twin or family room).
 - ✚ Triple Occupancy: This refers to a room occupied by three people, which might require extra amenities like an additional bed or bedding.
 - ✚ Quadruple Occupancy: A room for four guests, often with multiple beds or bedding arrangements.

- **Room status**

- ✓ **Types of room status on the daily assignment sheet**

- ✚ Occupied (OCC): The room is currently being used by guests and does not require cleaning unless requested by the guest.
 - ✚ Vacant (VAC): The room is empty but may still need to be cleaned or refreshed before the next guest arrives.
 - ✚ Stayover (SO): The guests are staying longer, and the room may need a light touch-up or a full cleaning depending on the hotel policy.
 - ✚ Check-Out (CO): The room has been vacated by guests and requires a thorough cleaning before being assigned to new guests.
 - ✚ Out of Order (OOO): The room is temporarily unavailable for use, often due to maintenance issues. It does not need to be cleaned until it is returned to service.
 - ✚ Cleaned (CL): The room has been cleaned and is ready for the guest.

^{iv} Tekler, Z. D., Ono, E., Peng, Y., Zhan, S., Lasternas, B., & Chong, A. (2022, December). ROBOD, room-level occupancy and building operation dataset. In *Building Simulation* (Vol. 15, No. 12, pp. 2127-2137). Beijing: Tsinghua University Press.

✚ Inspected (INSP): Indicates that the room has been cleaned and is now ready for final inspection by a supervisor

- **Bed size**

- ✓ **Common bed size**

✚ Single Bed (Twin): A smaller bed designed for one person, typically 90 x 190 cm (35 x 75 inches).

✚ Double Bed: Slightly larger than a single, typically 135 x 190 cm (53 x 75 inches), designed for one or two guests.

✚ Queen Bed: A larger bed for two people, typically 160 x 200 cm (63 x 79 inches).

✚ King Bed: A very large bed, typically 180 x 200 cm (71 x 79 inches), designed for two people.

✚ California King Bed: A variation of the king bed, longer but slightly narrower, typically 183 x 213 cm (72 x 84 inches).

✚ Twin Beds: Two separate single beds, typically placed apart, meant for two guests.

- **Sample Structure of a Room Attendant Worksheet:**

Room No	Room Type	Bed Type	Occupancy	Cleaning Tasks	Guest Requests	Status	Inspection	Comments
101	Standard	King	Vacant	Dusting, Bed Making, Bathroom Cleaning	Extra towels	Cleaned	Passed	-
102	Deluxe	Queen	Stayover	Bed Making, Replenish Towels, Trash Removal	Pillow preference	Stayover	Needs Attention	Light dusting needed
103	Suite	King	Occupied	Light Cleaning,	No requests	Cleaned	Passed	-

				Refill Mini-Bar				
104	Accessi ble	Queen	Check- Out	Full Clean, Bathroom Clean, Vacuum, Linen Change	Extra amenities	Check ed-out	Failed Inspection	Mainte nance issue in bathro om



Activity 2: Guided Practice



Task 9:

Room No.	Room Type	Occupancy	Room Status	Bed Size
201	Single	2 guests	Ready for check-in	Single bed
202	Double	1 guest	Needs cleaning	Queen-sized bed
203	Suite	2 guests	Ready for check-in	King-sized bed
204	Double	2 guests	Ready for check-in	Single bed
205	Single	1 guest	Requires maintenance	Double bed

Read well and analyse the information from this daily assignment sheet and answer the following questions:

1. Does provided information appropriate to make guests feel comfortable?
2. What action should be taken about each room?



Activity 3: Application



Task 10:

In a field trip the hotel near by your school, you requested to analyse given daily assignment sheet and generate the report about information you found by highlighting the action to be taken about each room.

Topic 1.4: Selection of cleaning facilities and guestroom supplies



Activity 1: Problem Solving



Task 11:





Observe the above pictures and respond to the following

1. Identify at least any five items needed in guest room cleaning
2. Describe the use of each identified item

Key Facts 1.4: Selection of cleaning facilities and guestroom supplies

- **Cleaning tools, equipment and products**

SN	Cleaning techniques	Tools and equipment	Products
1	Polishing	➤ Buffing machines or electric polishers ➤ Microfiber cloths ➤ Soft cloths (for manual polishing)	➤ Furniture polish (e.g., Pledge, Guardsman) ➤ Metal polish (e.g., Brasso, Silvo) ➤ Wax or finishing products for wood (e.g., Howard Feed-N-Wax) ➤ Floor polish (e.g., Bona or Rejuvenate for hardwood floors)
2	Scrubbing	➤ Scrub brushes (handheld or powered)	➤ All-purpose cleaners ➤ Tile and grout cleaner ➤ Dish soap (for light scrubbing)

		➤ Scouring pads (e.g., Scotch-Brite) ➤ Floor scrubbers (manual or motorized) ➤ Sponges	➤ Oven cleaner (for tough grease stains)
3	Dusting	➤ Microfiber cloths (best for trapping dust) ➤ Dusters (e.g., Swiffer Dusters) ➤ Extendable dusters for high surfaces ➤ Vacuum with a dusting brush attachment	➤ Furniture polish (for wood surfaces) ➤ Anti-static sprays (to reduce dust build-up)
4	Mopping	➤ Mop (traditional string mop, flat mop, or microfiber mop) ➤ Mop bucket with wringer ➤ Steam mop (for sanitizing) ➤ Squeegees	➤ Floor cleaner ➤ Disinfectant or sanitizing floor cleaners ➤ Specialized floor cleaners for wood, tile, or stone surfaces ➤ Water
5	Vacuuming	➤ Vacuum cleaner (canister, upright, or handheld) ➤ Cordless vacuum ➤ Vacuum attachments (crevice tool, upholstery tool, dusting brush)	➤ Carpet fresheners ➤ Carpet cleaners for tough stains (e.g., Resolve)
6	Sweeping	➤ Broom (traditional or soft-bristled for dust) ➤ Dustpan ➤ Push brooms (for larger areas like garages)	

7	Washing	➤ Sponges (soft or abrasive) ➤ Buckets ➤ Squeegees (for windows and glass)	➤ Dish soap (e.g., Dawn, Palmolive) ➤ Glass cleaner (e.g., Windex) ➤ Laundry detergent (e.g., Tide, Persil)
8	Disinfecting /sanitizing / refreshing	➤ Disinfectant sprays or wipes ➤ Cleaning rags or microfiber cloths ➤ Spray bottles (for diluted solutions) ➤ Ultraviolet (UV) sanitizing devices (e.g., UV wands)	➤ Disinfectants ➤ Alcohol-based sanitizers ➤ Air fresheners ➤ Enzyme-based cleaners

• **Guestroom amenities**

✓ **Toiletries:**

-  Soap (bar soap or liquid)
-  Shampoo and conditioner
-  Body lotion
-  Shower cap
-  Toothpaste and toothbrush (often in a sealed package)
-  Vanity kit (cotton pads, cotton swabs, etc.)
-  Toilet paper (regular and extra rolls)

✓ **Bed Linen & Towels:**

-  Clean bed linens (sheets, pillowcases, blankets, comforters)
-  Bath towels, hand towels, and washcloths
-  Bathrobes (if provided)
-  Slippers

✓ **Miscellaneous:**

-  Hairdryer
-  Iron and ironing board (optional)
-  Trash bags and liners
-  Bedside amenities (e.g., reading light, clock)
-  Small bottle of water (complimentary)
-  Personal care kit (e.g., hand sanitizer, face mask)

- **Guestroom stationeries**

- ✓ **Writing Materials:**

-  Notepads or stationery sheets
 -  Pens or pencils
 -  Envelopes (for privacy and communication)

- ✓ **Guest Information:**

-  Welcome letter or information sheet (about the hotel's services, amenities, etc.)
 -  Room service menu
 -  Local area guide or maps
 -  Emergency exit plan

- ✓ **Other Supplies:**

-  Business card or hotel contact details
 -  Luggage tags (if applicable)
 -  Directory of hotel facilities (spa, restaurant, etc.)

- **Tea / coffee facilities**

Tea and coffee making facilities for guest convenience, generally located in a designated area of the room.

- ✓ **Coffee & Tea Items:**

-  Electric kettle or coffee maker

 Tea bags (variety of flavours like black tea, green tea, herbal)

 Instant coffee packets or coffee pods

 Sugar, sweeteners, and creamers (liquid or powder form)

 Stirring sticks or spoons

 Coffee mugs or cups

✓ **Accessories:**

 Coffee filters (for coffee makers)

 Tray for the setup (with tea/coffee accessories)

 Napkins or coasters



Task 12:

Read the following situations about status of guest room in a hotel:

1. **Situation 1:** The guest room is freshly vacated, and you need to prepare it for a new guest. The floor is carpeted, and there is light dust on the furniture. The bathroom has basic cleaning needs but no major stains.
2. **Situation 2:** The guest room has a large stain on the carpet from spilled wine. The furniture is lightly soiled, and the bathroom has soap scum on the tiles.
3. **Situation 3:** The guest room has a very dusty environment, including cobwebs in the corners of the ceiling. The floors are hardwood, and the bathroom tile become yellowish
4. **Situation 4:** The room 102 has recently been used, and there are visible fingerprints and, on the mirror, and TV screen.

You are requested to do the following tasks based on the situations above:

1. Select cleaning tools and equipment needed in each situation
2. Collect cleaning product for each situation
3. Collect guest room supplies for each situation.



Activity 3: Application



Task 13:

You are requested to go in the housekeeping workshop especially guestroom then select tools, equipment, products and guestroom supplies you will use in cleaning according to the status of room.



Formative Assessment

Section one Multiple-choice questions

1. Which of the following is NOT a key element of personal grooming for a room attendant?
 - a. Clean uniform
 - b. Well-maintained personal hygiene
 - c. Wearing makeup to match the hotel's theme
 - d. Neatly tied hair or a hairnet if necessary
2. What is the main purpose of checking the handover report at the beginning of a shift?
 - a. To check for new cleaning equipment
 - b. To ensure all guest requests and concerns from the previous shift are addressed
 - c. To monitor the cleanliness of the entire hotel
 - d. To assign new rooms to other attendants

3. Why is it important to verify the daily assignment sheet?
 - a. To determine the number of guests in the hotel
 - b. To ensure the proper allocation of rooms and tasks to each room attendant
 - c. To check the availability of cleaning supplies
 - d. To monitor the performance of the housekeeping staff
4. Which of the following should be considered when selecting cleaning facilities?
 - a. The weather outside
 - b. The type of room being cleaned (e.g., VIP or standard)
 - c. The cost of the cleaning supplies
 - d. The shift timing
5. When collecting guestroom supplies, which of the following should be prioritized?
 - a. Quantity over quality
 - b. Ensuring the items are clean, intact, and sufficient for the task
 - c. Collecting as many items as possible
 - d. Collecting supplies based on colour coordination

Section 2: True or False Statements

6. Personal grooming is only required when interacting with guests.
 - True
 - False
7. A room attendant should always double-check the handover report to ensure that no guest complaints or important information is missed.
 - True
 - False
8. The daily assignment sheet will always remain the same throughout the week.
 - True
 - False

9. Cleaning supplies should be selected based on the type of cleaning task and the condition of the room.
 - True
 - False
10. It's not necessary to check the condition of guestroom supplies when collecting them as long as the quantity is sufficient.
 - True
 - False

Section 3: Short-Answer Questions

11. What are the key steps a room attendant should take to ensure proper personal grooming before starting their shift?
12. Describe the key information that should be included in the handover report. Why is it important to review this report at the start of the shift?
13. How can a room attendant ensure that the daily assignment sheet is accurate and that they have all the necessary information for their tasks?

Section 4: Matching Questions

14. Match the following activities to their correct purposes:

Activity	Purpose
1. Checking handover report	A. To ensure the room is thoroughly cleaned
2. Selecting cleaning facilities	B. To ensure personal presentation is professional
3. Verifying daily assignment sheet	C. To ensure tasks are assigned appropriately
4. Maintaining personal grooming	D. To ensure the room attendant is aware of guest requests and complaints



Points to Remember

- Uniforms should be clean, pressed, and appropriate for the work environment and maintain good personal hygiene, including regular handwashing and using deodorant.
- Hair should be neatly styled, and nails should be clean and trimmed. Avoid strong perfumes or excessive jewelry and comfortable and non-slip shoes should be worn to prevent accidents.
- Room discrepancy is any mismatch between the actual room condition and the information in the system, such as unclean rooms, missing items, or maintenance issues.
- Room discrepancy is crucial issue in hotel which immediate action depending its type and emergency.
- Selection of cleaning tools, equipment, product and supplies based on the daily assignment sheet.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe room attendant personal grooming					
Be acquainted with details of reports					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Explain components of the daily assignment sheet					
Verify daily assignment sheet					
Select cleaning facilities					
Collect guestroom supplies					
Apply personnel grooming					
Check handover reports					
Manage room discrepancies					
Handle guestroom complains					
Follow cleaning procedures					
Explain discrepancies in a hotel context					
Identify common types of room discrepancies					
Apply Customer care					
Being polite when talking to the guest					
Work in teamwork					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Make attention to details					
Receive guest room complains					
Being efficient and time management when cleaning a guestroom					
Paying attention while describing the attendant personal grooming					
Being honest when collecting guestroom suppliers					
Being attentive to guests					
Being humble to guests					

2. Fill in the table above and share the results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: PERFORM BED MAKING



Unit summary

This unit provides you with the knowledge, skills and attitudes required to stripping the bed, laying bed linens and applying bed final touches

Self-Assessment: Unit 2

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify bed linens.					
Comprehend various bed sizes					
Distinguish bed making procedures					
Remove used linen					
Check lost and found					
Place the bed linen					
Fold and tuck linens					
Decorate the bed					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Maintain a high level of professionalism					
Keep Guest Comfort.					
Collaborate with other team members					
Display meticulous attention to the small details					
Being innovative while folding the linen					
Being attentive to details while placing bed linen					
Being innovative while decollating the bed					



Key Competencies:

Knowledge	Skills	Attitudes
1. Explain Safety and Hygiene of room attendant	1. Remove used linen	1. Maintain a high level of professionalism
2. Describe types of lost and found	2. Check lost and found	2. Collaborate with other team members
3. Comprehend various bed sizes	3. Lay bed linen	3. Keep Guest Comfort.
4. Describe bed linen	4. Identify bed linens	4. Display meticulous attention to the small details
5. Distinguish bed making procedures	5. Fold and tuck linens	5. Being innovative while folding bed linen
6. Describe laying bed linen procedure	6. Place the bed linen	6. Being attentive to details when placing bed linen
7. Describe the decorative elements	7. Decorate the bed	7. Being innovative while decollating the bed



Discovery activity:



Task 14:

Johnson is a Room attendant in the XWY hotel, which is full. In mid-afternoon, a guest just checked out, and Johnson was assigned to prepare the room for the next check-in.

After reading the following scenario, discuss the following:

1. What Johnson would have started on while preparing the room?
2. What are activities he should perform?
3. What Johnson would keep in mind while performing that task?

Topic 2.1: Stripping the bed



Activity 1: Problem Solving



Task 15:

Tony is working at Bamboo Hotel as a Room attendant; he received the working sheet which allocates what is assigned to him including cleaning room 308 which was recently checked out. The bed linen is still on the bed, and there is used bedding on the floor.

1. What is the first thing you will do when entering the room?
2. What would you do while removing dirty linen to protect yourself?
3. What action would you take if you found a phone on the nightstand?
4. What would you do about the linen?
5. What would you do to check for bed status?

Key Facts 2.1: Stripping the bed[✓]

- **Safety and Hygiene**

- ✓ **Personal Protective Equipment (PPE):** Housekeeping staff should always wear gloves and, when necessary, masks or aprons to ensure personal safety and maintain hygiene standards.
- ✓ **Hygienic Handling of Linens:** Linens should be handled carefully to avoid contamination. For example, used linens should never be shaken, as this can spread dirt or bacteria.
- ✓ **Disinfection:** Clean and sanitize the bed frame, headboard, and surrounding areas (such as nightstands or light switches) after the linens are removed to maintain hygiene standards. This includes using disinfectants that are effective yet safe for the surfaces being cleaned.
- ✓ **Cross-Contamination Prevention:** Proper segregation of linens (dirty sheets, pillowcases, towels) ensures that no germs or allergens spread from one area to another.

- **Check for Lost and Found**

- ✓ **Thorough Inspection:** As linens are removed from the bed, inspect the area for any items the guest may have left behind. This includes checking between the mattress and bed frame, under pillows, and around the headboard.
- ✓ **Common Lost Items**
 -  **Valuable:** Small valuables like jewelry, electronics, or personal items (e.g., phones, glasses, wallets) are often found during bed stripping. Items should be logged, stored securely, and reported to the lost and found department.

[✓] McPherson, S. E., & Vasseur, E. (2021). Making tiestalls more comfortable: IV. Increasing stall bed length and decreasing manger wall height to heal injuries and increase lying time in dairy cows housed in deep-bedded tiestalls. *Journal of Dairy Science*, 104(3), 3339-3352.

 Non valuable

- ✓ **Documentation:** All items found must be documented, including the item's description and the date it was found. This documentation helps track lost property and ensures the guest can be contacted if needed.
- ✓ **Guest Confidentiality:** Any found items must be handled with care to respect the privacy of the guest. Lost items should only be shared with authorized staff
- **Remove Used Linen**
 - ✓ **Proper Handling:** Used linens (sheets, pillowcases, blankets, etc.) should be carefully removed to avoid transferring dirt or contaminants. They should be placed directly into laundry carts without touching other surfaces or being shaken.
 - ✓ **Separation of Linens:** Linens should be sorted based on their type (e.g., sheets, towels) and color to prevent cross-contamination and ensure that laundry is processed efficiently.
 - ✓ **Avoid Spreading Germs:** Dirty linens should not come into contact with clean linens, as this could lead to contamination and spread bacteria.
- **Check for Bed Status**
 - ✓ **Visual Inspection:** After the linens are removed, inspect the bed thoroughly for any damage or issues that could affect the next guest's comfort or safety. This includes checking the mattress, bed frame, slats, and headboard for signs of wear and tear.
 - ✓ **Damage Identification:** Look for any stains, tears, or broken bed slats, and report them to maintenance immediately for repair. If the mattress is damaged or unsatisfactory, a replacement may be needed.
 - ✓ **Comfort Assessment:** In some cases, the condition of the mattress and bedding may need to be checked against guest feedback (e.g., if previous guests complained about discomfort or firmness).



Activity 2: Guided Practice



Task 16:

Your school has been received the important meeting and accommodated three members of delegation in the rooms of housekeeping workshop.

You are requested to do following tasks:

1. Ensure safety and hygiene while striping the bed
2. Check for lost and found
3. Remove used linen on the bed
4. Check bed status



Activity 3: Application



Task 17:

During the study visit arranged by the school to observe and practice some activities of a Room attendant. You are requested to do the following activities:

- a. Observe how experienced staff applying stripe the bed
- b. Practicing these real-life scenarios at your school housekeeping workshop to build the skills

Topic 2.2: Laying bed linens and applying bed final touches



Activity 1: Problem Solving



Task 17:



Observe this image and highlight what that person is doing

1. What would she do to perform that task well?
2. What are main activities she should perform?

Key Facts 2.2: Laying bed linens and applying bed final touches^{vi}

- **Laying bed linen**

- ✓ **Preparation**

-  **Inspect the room:** before making the bed, ensure that the room is clean and ready for bed-making. Remove any debris or trash from the area. Check the condition of the mattress for stains, damage, or pests. Ensure that the bed frame, headboard, and floor area around the bed are clean and free from dust or dirt.

-  **Gather the Necessary Linen:** Retrieve the required linens from the housekeeping cart including **bed sheet, , pillowcases, duvet, blanket, and mattress protector** (if used). Ensure the linens are clean, wrinkle-free, and free of stains.

-  **Remove Old Linen:** Begin by carefully removing the soiled linens from the bed. Do not shake the linens, as this can spread dust or debris. Fold them neatly and place them in the laundry bag. Inspect the mattress for stains or any visible damage. Report any issues such as tears or stains to the supervisor for action.

- ✓ **Lay the Bed Linen**

-  **Place the Mattress Protector (if applicable):** Spread the mattress protector over the mattress, ensuring it fits snugly around all corners. The protector helps maintain cleanliness and prevents mattress damage.

-  **Lay the Fitted Sheet:** Spread the fitted sheet over the mattress with the finished (smooth) side facing inward. Ensure the sheet is fitted properly over the mattress corners. The sheet should be smooth, with no wrinkles. Pull the

^{vi} McPherson, S. E., & Vasseur, E. (2021). Making tiestalls more comfortable: IV. Increasing stall bed length and decreasing manger wall height to heal injuries and increase lying time in dairy cows housed in deep-bedded tiestalls. *Journal of Dairy Science*, 104(3), 3339-3352.

sheet tightly to ensure a snug fit and tuck in the corners to avoid shifting during the night.

 **Lay the Flat Sheet:** Spread the flat sheet over the fitted sheet, ensuring the finished (smooth) side faces down. Place the flat sheet on the bed, making sure there is an equal amount hanging over both sides of the bed. The top of the sheet should be aligned with the head of the mattress.

 **Tuck the Flat Sheet:** Tuck the flat sheet tightly at the foot of the bed. To create a smooth finish, perform **hospital corners** by folding the sides of the sheet under the mattress at a 45-degree angle. Ensure there are no wrinkles on the flat sheet to create a neat and comfortable bed.

 **Place the Blanket or Duvet:** Spread the blanket or duvet evenly over the flat sheet, ensuring the bed is fully covered from top to bottom. If a duvet is used, ensure it is inside the duvet cover and evenly distributed. The duvet or blanket should be centred on the bed, hanging evenly over the edges.

 **Tuck the Blanket/Duvet:** Tuck the blanket or duvet neatly at the foot of the bed. Ensure it is secured tightly, creating a smooth and wrinkle-free appearance. If necessary, fold the duvet back slightly at the top of the bed for a polished, inviting look.

✓ **Arrange the Pillows**

 **Place Pillow Protectors:** If pillow protectors are used, place them on the pillows before placing pillowcases.

 **Put Pillowcases on Pillows:** Place fresh pillowcases on each pillow. The pillowcases should be free of wrinkles and aligned properly on the pillow, with no seams or logos showing.

 **Arrange the Pillows:** Arrange the pillows at the head of the bed in a neat and uniform manner. Typically, this involves placing the pillows along the headboard, with larger pillows at the back and smaller ones in front. The number and arrangement depend on the hotel's standards.

- **Apply final touches**



Figure 1 Ironing the bed

- ✓ **Ironing bed**

Ironing bed linens is an important final step in achieving a crisp, smooth, and luxurious appearance for the bed. It ensures that the linens are free from wrinkles, providing a more polished and inviting look for the guest. Ironed linens give the bed a sharp, professional look, which enhances the overall cleanliness of the room. Wrinkle-free sheets make the bed more comfortable to sleep in, contributing to a positive guest experience. Hotels that invest in ironing bed linens often create an image of luxury and attention to detail, which guests notice and appreciate.

- ✓ **Decorating the bed**

Decorating the bed goes beyond just laying the sheets and arranging pillows. It involves adding decorative elements to create a welcoming, comfortable, and aesthetically pleasing environment for the guest. A well-decorated bed gives the impression of luxury and thoughtfulness, making the guest feel valued. Bed decoration enhances the room's overall style and ambiance, contributing to the theme or tone of the room. An inviting and well-decorated bed sets the tone for a relaxing stay, promoting guest satisfaction and comfort.



- Decoration Elements**

- **Pillows and Cushions:**

- **Pillow Arrangement:** Arrange the pillows neatly, often in a layered or stack formation, at the head of the bed. Use a combination of large and small pillows to create visual interest.
- **Decorative Cushions:** Add a few decorative cushions or throw pillows to give the bed a more elegant, stylish look. These can add pops of colour, texture, or pattern to complement the room's decor.
- **Pillowcase Coordination:** Ensure the pillowcases match the linens or complement the room's colour scheme. Coordinating pillowcases and throws with the overall room design creates a cohesive look.
- **Throw Blankets or Bed Runners**
 - **Bed Runner:** A decorative bed runner (often placed at the foot of the bed) adds a layer of sophistication. It should match or complement the colour scheme of the room.
 - **Throw Blanket:** A soft, inviting throw blanket can be draped neatly over the end of the bed for added comfort and style. This inviting touch, encouraging guests to relax.
 - **Fabric Choice:** Use high-quality, textured fabrics (such as velvet, linen, or wool) for throw blankets or runners, depending on the season and the desired look.
- **Creating Layers and Visual Appeal:**
 - **Layering the Bed:** Layering various textiles (such as the fitted sheet, flat sheet, blanket, duvet, and decorative pieces) can create a more luxurious, comfortable look. Each layer should be carefully placed to avoid clutter.
 - **Symmetry vs. Asymmetry:** While symmetry is typically favoured in luxury hotels, some modern hotels may opt for asymmetrical pillow

and blanket arrangements for a more contemporary and dynamic look.

- **Personalized Touches:**

- **Towels and Spa Elements:** In some high-end hotels, placing fresh towels or a small, decorative item like a small flower arrangement or folded towel sculpture on the bed is a great touch.
- **Monogramming:** Personalized or monogrammed linens add a high-end, unique touch to the room, making the guest feel special.

 **Final Inspection:** Perform a final inspection of the bed to ensure it meets the hotel's cleanliness and aesthetic standards. The bed should be neatly made, wrinkle-free, and inviting for the next guest



Activity 2: Guided Practice



Task 18:

You will go on a study tour in a luxury hotel. It's early in the morning when while room supervisor conducts that tour of the rooms and the Room attendant has just been assigned to clean and prepare Room 102 for the next guest. The room is quiet, and the bed looks like it needs a little touch to make it pristine for the guest's arrival. Your task is to be with the Room attendant and make the bed so it looks perfect.

Referring to the above scenario, perform the following:

1. Lay all bed sheet
2. Measure the side of linen
3. Make Hospitality Corners
4. Apply final touches



Activity 3: Application



Task 19:

You will have a bed to make, your task is to lay the bed linens properly and make sure everything is neat and presentable. Remember, you have pay close attention to how smooth the sheets are, how the pillows are arranged, and whether the bed has that polished, inviting look.

This is a quick outline of the steps:

1. Lay the fitted sheet
2. Place the flat sheet
3. Tuck the flat sheet with hospital corners
4. Add the blanket or comforter
5. Add pillows and decorative touches



Formative Assessment

Multiple Choice questions series

1. What is the main purpose of Personal Protective Equipment (PPE) during bed stripping procedures?
 - a. To make the worker look professional
 - b. To protect workers from chemicals used in cleaning
 - c. To prevent direct contact with soiled linens and minimize exposure to germs
 - d. To keep workers warm
2. Which of the following should be documented when checking for lost and found items during bed stripping?
 - a. The name of the guest who lost the item
 - b. The description of the lost item
 - c. The time the bed was made

- d. The cost of the item
3. When removing used linens from the bed, which of the following is the best practice for proper handling?
- a. Shake linens vigorously to remove dust
 - b. Roll the linens inward to avoid contamination
 - c. Fold the linens neatly before placing them in the laundry cart
 - d. Leave the linens on the floor until ready to remove

Answer by True/False series

- 1. Wearing gloves and aprons during bed stripping is only necessary when dealing with visibly soiled linens.
- 2. Lost and found items should always be returned to the guest immediately without documenting them.
- 3. It's acceptable to mix soiled linens with clean linens during removal as long as they are washed later.
- 4. If a bed has a small tear in the fitted sheet, it should be immediately repaired before the bed is made.
- 5. Bed linen measurements should be ignored as long as the linens look nice when placed on the bed.
- 6. Bed linens should always be placed in a way that allows for easy tucking without excess fabric hanging over the sides.
- 7. Decorative pillows and throws are essential to a hotel room's bed but are not necessary in a guest's personal home.

Respond by short answer series

- 1. Explain why hygienic handling of linens is important when stripping beds.
- 2. Describe one method for preventing cross-contamination during bed stripping.

3. Why is guest confidentiality important when handling lost and found items during bed stripping?
4. Explain how the separation of linens helps in preventing the spread of germs during bed stripping.
5. Describe the correct technique for making a hospital corner when tucking in bed linens.
6. Why is ironing the bed linens an important step in the final touches of bed-making?



Points to Remember

- Ensure proper hand hygiene before and after stripping the bed and wear gloves if needed, especially when handling soiled linens.
- Avoid contaminating other surfaces during the process and look for any personal items left behind (e.g., jewelry, medications, or valuables).
- Safely store any found items and report them according to hospital procedures.
- Ensure linens are clean, free from wrinkles, stains, or damage and verify the right size of linens for the bed.
- Tuck in the corners of the bed sheets neatly to create a crisp, professional appearance and ensure the corners are secured tightly to prevent the linens from coming undone.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify bed linens.					
Comprehend various bed sizes					
Distinguish bed making procedures					
Remove used linen					
Check lost and found					
Place the bed linen					
Fold and tuck linens					
Decorate the bed					
Maintain a high level of professionalism					
Keep Guest Comfort.					
Collaborate with other team members					

My experience	I don't	I know	I have	I have a lot	I am
Knowledge, skills and attitudes	have any experience doing this.	a little about this.	some experience doing this.	of experience with this.	confident in my ability to do this.
Display meticulous attention to the small details					
Being innovative while folding the linen					
Being attentive to details while placing bed linen					
Being innovative while decollating the bed					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

LEARNING OUTCOME 3: CLEAN GUEST ROOM



Unit summary

This unit provides you with the knowledge, skills and attitudes required to introduce cleaning procedures, cleaning bathroom, cleaning sleeping and living area, cleaning room kitchenette area, cleaning room balcony.

Self-Assessment: Unit 3

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe cleaning principals					
Differentiate cleaning methods					
Apply cleaning methods					
Explain steps of cleaning					
Apply cleaning standard Operating procedures (SOPs)					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Recognize the need to clean bathroom area					
Distinguish types of fixtures in the bathroom and the appropriate cleaning agents for each.					
Have ability to clean in a logical order					
Paying attention to small details					
Apply SOPs cleaning					
Arrange furniture					
Gather tools and cleaning supplies.					
Clean toilet bowls, taps, and other fixtures appropriately					
Being professional while cleaning					
Organize mind-set					
Be patient and thoroughness					
Apply Standard Operating					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Procedures (SOPs) in cleaning					
Be committed to quality					
Care and attention to detail					
Being innovative					



Key Competencies:

Knowledge	Skills	Attitudes
1. Explain cleaning procedure in a systematic direction	1. Clean in a logical order	1. Paying attention to small details
2. Explain the cleaning methods	2. Apply cleaning methods	2. Being professional while cleaning
3. Recognize the need to clean bathroom area	3. Apply Standard Operating Procedures (SOPs) in cleaning	3. Patience and thoroughness
4. Distinguish various types of fixtures in the bathroom	4. Arrange the furniture	4. Being innovative
5. Describe cleaning principals	5. Clean toilet bowls appropriately	5. Committed to quality

Knowledge	Skills	Attitudes
6. Recognize the importance of following a consistent pattern	6. Follow a consistent cleaning pattern	6. Care and attention to detail
7. Distinguish the appropriate cleaning agents	7. Select the appropriate cleaning agents	7. Being safety-conscious and responsible



Discovery activity:



Task 20



Observe those images and answer the following questions:

1. Identify the cleaning principals applied here
2. Why that principle is chosen?
3. Which tools used for cleaning?

Topic 3.1: Introduction to cleaning procedures



Activity 1: Problem Solving



Task 21:

Angel works in five-star hotel in a bustling city centre aims to maintain impeccable standards for cleanliness and guest satisfaction. The hotel caters to high-end business and leisure travellers, and a significant part of its reputation is built around a luxurious, clean, and inviting environment.

Which area you would start in cleaning? Provide the reason

- What principles should Angel follow/apply while cleaning?
- What steps will he follow while cleaning?
- Which cleaning pattern will he adopt while cleaning the room areas?

Key Facts 3.1: Introduction to cleaning procedures

- **Cleaning principles^{vii}**

- ✓ **Clockwise and Anti-clockwise** refers to the directions in which you clean. These principles help create a systematic approach to cleaning, ensuring that no areas are missed, and minimizing the chance of re-contaminating already cleaned areas. Using a consistent direction avoids confusion, ensures all areas are cleaned, and prevents moving dirt from one area back onto already cleaned surfaces.

-  **Clockwise Cleaning:** Cleaning in a rightward circular motion, as if the hands of a clock were moving. This method ensures you cover an entire area without retracing your steps.

-  **Anti-clockwise Cleaning:** Cleaning in the opposite direction, moving leftward. This direction can be useful for certain cleaning tasks depending on preference, but it's important to stay consistent in your method.

^{vii} Sianipar, R., & Cicilia, R. L. (2023). *Procedure Housekeeping*. Penerbit NEM.

✓ **From top to bottom**

- ✚ Always clean from the highest point to the lowest point. This ensures that dust and debris fall downward, preventing the need to clean surfaces multiple times.

✓ **From far end to exit**

- ✚ Begin cleaning from the farthest point of the room or area and move towards the exit. This avoids walking over freshly cleaned areas.

✓ **Cleaning process/steps**

- ✚ **Preparation:** Gather all necessary cleaning tools, such as cleaning solutions, cloths, mops, vacuum, gloves, etc.
- ✚ **Dusting and Sweeping:** Begin by removing loose dirt, dust, and debris from surfaces. Dusting can be done on furniture, shelves, light fixtures, etc., while sweeping can help collect dirt from the floor or other flat surfaces.
- ✚ **Cleaning Surfaces:** Clean and wipe down surfaces using appropriate cleaning agents. This includes countertops, tables, sinks, taps, and other frequently touched areas.
- ✚ **Disinfection:** After cleaning, apply disinfectants to high-touch surfaces like doorknobs, switches, handles, and faucets to kill germs and bacteria.
- ✚ **Washing and Scrubbing:** For stubborn stains or dirt, use scrubbing tools to remove grime (e.g., scrubbing toilets or kitchen surfaces).
- ✚ **Mopping and Vacuuming:** Mop floors in areas with hard surfaces, and vacuum carpeted areas to remove dirt, dust, and debris.



Activity 2: Guided Practice



Task 22:

Julys a workshop assistant in your school housekeeping workshop she has an assignment of cleaning guestroom has been vacated by guests. The room is used frequently and has accumulated dust, dirt, and grime on surfaces, floors, and furniture. The bathroom is cluttered with soap scum, water stains, and soap residue on the mirror, sink, shower, and toilet. Cleaning must be done in a way that avoids contaminating areas.

You are requested to work together with Julys and perform the following tasks:

1. Clean walls and floors
2. Clean bathroom area
3. Clean toilet
4. Clean furniture



Activity 3: Application



Task 23:

During the study visit organized by the school at the hotel which is near your school, you will work together with the room attendant to clean the assigned room. You have to observe and perform some tasks if possible. Back to school, go the school workshop and perform the following tasks as observed or performed at the hotel:

1. Follow the cleaning procedure, and clean one room from the workshop
2. Respect all cleaning procedure

Topic 3.2: Cleaning bathroom



Activity 1: Problem Solving



Task 24:



Observe this image and highlight what that person is doing?

1. Which area she is cleaning?
2. Discuss SOPs for cleaning bathroom

Key Facts 3.2: Cleaning bathroom

Cleaning a hotel guest bathroom requires strict adherence to proper procedures to ensure the space is hygienic, pleasant, and well-maintained for the guest's use. The SOPs for cleaning different surfaces within the bathroom are crucial for ensuring the quality and cleanliness of the space.

- **SOPs for cleaning**

- ✓ **Ceiling Cleaning SOP**

-  **Preparation:** Ensure that the area is free of obstructions such as towels or toiletries. Gather a **long-handled duster**, a **step stool** if necessary, and a **clean microfiber cloth**.

-  **Dusting:** Use the long-handled duster to remove any dust or cobwebs from the ceiling. Start from one corner and move systematically across the entire ceiling.

-  **Stain Removal:** If there are any stains (e.g., watermarks or mildew), apply a **mild cleaner** (or a mixture of water and mild detergent) to a cloth and gently wipe the affected area.

-  **Finishing Touches:** Check for any water stains or mildew and ensure all areas have been wiped clean. If necessary, use a **specialty cleaner** for mildew or mild removal.

- ✓ **Wall Cleaning SOP**

-  **Preparation:** Remove any towels, toiletries, or objects that may obstruct cleaning. Use a clean microfiber cloth **and** a non-abrasive all-purpose cleaner.

-  **Dusting:** Dust the walls, starting from the top and working your way down, especially around the corners, light switches, and electrical outlets.

-  **Scrubbing:** For areas with soap scum, toothpaste marks, or water stains (especially around the shower area), use a mild bathroom cleaner or soap scum remover. Apply the cleaner to the wall and allow it to sit for a few minutes before scrubbing with a non-abrasive sponge.

 **Rinsing and Wiping:** After scrubbing, rinse the walls with clean water and wipe down with a dry cloth to avoid water streaks.

 **Finishing Touches:** Make sure there are no watermarks or smudges. Clean around the **mirror** and ensure the frame is free from dust or grime.

✓ **Floor Cleaning SOP**

 **Preparation:** Clear the floor of all items such as rugs, mats, and toiletries. Prepare a **mop** and **bucket** with water mixed with a **bathroom-friendly cleaner**. Use a **vacuum** or **broom** to remove any debris first.

 **Sweeping/Vacuuming:** Sweep or vacuum the floor to remove dirt, hair, and dust, especially in the corners.

 **Mopping:** Mop the floor using a damp mop and a suitable floor cleaner. Start from the farthest corner of the bathroom and work your way toward the exit to avoid walking on freshly cleaned areas.

 **Rinsing:** Rinse the mop periodically and use clean water to remove any soap residue.

 **Finishing Touches:** Dry the floor with a clean, dry cloth to avoid water streaks or puddles that could create a slipping hazard. Place back any items, such as bath mats or rugs, after the floor is dry.

✓ **Other Surfaces Cleaning SOP**

This category includes high-touch areas such as the toilet bowl, hand taps, bath taps, and other bathroom fixtures that need thorough cleaning and disinfection.

✓ **Toilet Bowl Cleaning SOP**

 **Preparation:** Wear gloves to protect from germs and chemicals. Use a toilet bowl cleaner (preferably with disinfectant properties) and a toilet brush.

 **Cleaning toilet bowl:** Apply the toilet cleaner inside the bowl, especially under the rim. Let it sit for a few minutes to break down any grime or stains.

 **Scrubbing:** Scrub the inside of the toilet bowl with the toilet brush, paying extra attention to hard water stains, under the rim, and along the edges. Use a gentle back-and-forth motion.

-  **Flushing:** After scrubbing, flush the toilet to rinse away the cleaner.
-  **Wiping the Exterior:** Wipe the exterior, including the seat, lid, and base of the toilet with a disinfectant cleaner using a clean cloth.
-  **Finishing Touches:** Ensure all parts of the toilet are clean, dry, and disinfected.
- ✓ **Hand Tap and Bath Tap Cleaning SOP**
 -  **Cleaning the Taps:** Apply a suitable cleaner to the taps and rub gently with a soft cloth or sponge to remove any soap scum, watermarks, and grime. Be sure to clean the handles and spouts.
 -  **Rinsing:** Rinse the taps thoroughly with water to remove cleaning product residue.
 -  **Finishing Touches:** Dry the taps with a clean cloth to prevent water spots and maintain a shiny finish.



Activity 2: Guided Practice



Task 25:

You are requested to go in the school housekeeping workshop then clean bathroom by performing the following task:

- a. Prepare yourself for starting work
- b. Clean ceil
- c. Clean bathroom wall
- d. Clean the floor
- e. Clean other surfaces (toilet bowl, hand tap, bath tap)



Activity 3: Application



Task 26:

You are assigned the task of cleaning a public restroom at your school. The restroom is heavily used, so the surfaces are particularly dirty and need thorough cleaning. You are asked to follow the proper SOPs to ensure cleanliness and hygiene for:

1. Get prepared for work
2. Clean ceiling
3. Wall cleaning
4. Floor cleaning
5. Toilet bowl cleaning
6. Hand tap and bath tab cleaning
7. Take final inspection

Topic 3.3: Cleaning sleeping and living area



Activity 1: Problem Solving



Task 27:



Observe the above images and respond to the following:

1. Basing to the hotel' guestroom areas name those areas observed on those images
2. Basing on how those two areas equipped, describe cleaning methods that should be applied to clean them?

Key Facts 3.3: Cleaning sleeping and living area

Cleaning a hotel guestroom, particularly the sleeping and living areas, requires a combination of methods and techniques to ensure cleanliness, comfort, and hygiene

- **Cleaning Methods**

Cleaning in a hotel guestroom includes a thorough approach to every surface, fabric, and floor type. The methods vary depending on the material being cleaned (e.g., fabric, wood, glass, carpet) and its level of dirtiness.

✓ Polishing



Figure 2 Polishing method

Polishing is the process of making surfaces shiny and free of blemishes by applying a specific cleaner or polish. Polishing helps maintain a high-quality appearance, making the room look fresh and inviting.

It is typically used for:

- ✚ **Wood furniture:** Using appropriate wood polish to bring out the shine and protect surfaces from scratches.
- ✚ **Metal surfaces:** Polishing metals like brass or chrome on fixtures, handles, and lamps to maintain their lustre.
- ✚ **Glass or mirrors:** Polishing glass surfaces like windows and mirrors to ensure they are streak-free and clear.

✓ Scribing

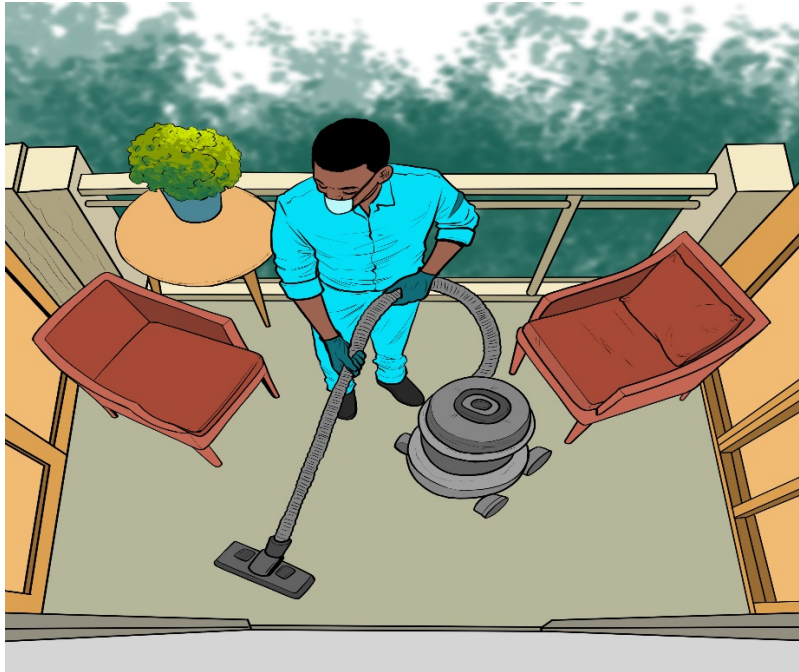


Figure 3 Scribing method

Scribing is the cleaning of detailed, often intricate, areas where dirt may accumulate. This includes:

- ✚ **Edges and corners of furniture** where dust can settle and cause a build-up.
- ✚ **Baseboards and window frames**, which may have grime from high-touch areas or environmental exposure.
- ✚ **Around light switches, electrical outlets, and other hardware**, which tend to gather dust and grime. Scribing ensures that no corner or crevice is left dirty, maintaining a thorough cleaning standard.

✓ Dusting

Dusting is crucial for removing dust, dirt, and debris from surfaces. In a hotel guestroom, the following areas need to be dusted:

- ✚ **Furniture:** Tables, dressers, chairs, and desks should be wiped down to remove visible dust.

✚ **Light fixtures:** Ceiling fans, lampshades, and other light fixtures should be dusted to maintain proper lighting and cleanliness.

✚ **Air vents and curtains:** Dust can build up on drapes and air vents, affecting the air quality.

✚ **Electronics:** TVs, remote controls, and other devices should be wiped to ensure cleanliness and functionality.

Dusting reduces allergens and keeps the environment fresh.

✓ **Mopping**



Figure 4 Mopping method

Mopping is essential for cleaning hard floors like tile, wood, and vinyl. It is usually done after sweeping or vacuuming to remove any remaining dirt and grime. The steps for mopping typically include:

✚ **Preparation:** Fill a mop bucket with water and the appropriate floor cleaner.

✚ **Mopping:** Mop the entire floor area, paying attention to stains or spills.

✚ **Drying:** Make sure the floor dries properly to prevent slips and to avoid streaks or water spots. **Mopping** helps ensure the floor is hygienic and free of dirt and stains, especially in areas like the bathroom and kitchen (if present).

✓ **Vacuuming**



Figure 5 Vacuuming method

Vacuuming is used to clean carpets, rugs, and sometimes hard floors. The process involves:

- ✚ **Vacuuming the entire carpet area** to remove dirt, dust, and pet hair.
- ✚ **Vacuuming under the furniture** and along the edges of the room to ensure that no dirt is left behind.
- ✚ **Using attachments** for upholstered furniture or drapes. Vacuuming prevents dirt build-up in the carpet, removes allergens, and helps maintain the appearance of the room.

✓ **Sweeping**

Sweeping is typically used for hard floor surfaces before mopping or vacuuming. It involves using a broom or dustpan to gather dirt, dust, and debris from:

- ✚ **Floors** in areas where dirt has accumulated.
- ✚ **Corners and along edges** where dust and dirt may gather. Sweeping is an essential first step in the cleaning process, preparing the floor for deeper cleaning.

✓ **Disinfecting/Sanitizing/Refreshing**

✚ **Disinfecting** involves using a cleaning solution that kills germs, bacteria, and viruses on surfaces, especially high-touch areas like **Light switches**, door handles, TV remotes, and phones and **Bathroom fixtures** (sinks, taps, showers) and toilet seats.

✚ **Sanitizing** reduces the number of bacteria to a safe level, especially on kitchen counters, bathroom surfaces, and furniture.

✚ **Refreshing** typically refers to neutralizing odors with air fresheners or by using disinfectant sprays. This helps to ensure the room smells clean and welcoming, especially in spaces like the bathroom or living area. Using the right cleaning agents to disinfect and sanitize surfaces in the room ensures guest safety and comfort.

A hotel guestroom needs to be meticulously cleaned using a combination of these methods to provide a comfortable, sanitary, and inviting environment. Each cleaning technique serves a distinct purpose to maintain the cleanliness, hygiene, and aesthetic appeal of the room, ensuring guests have a positive experience.



Activity 2: Guided Practice



Task 28:

You are requested to clean sleeping and living areas for guestroom in your school workshop would apply different cleaning methods.

1. Clean the guestroom's floor
2. Clean furniture and fixtures
3. While cleaning consider cleaning SOPs



Activity 3: Application



Task 29:

During the study visit organized by the school at the hotel which is near your school, you will work together with the room attendant to clean the assigned room. You have to observe and perform some tasks if possible. Back to school, go the school workshop and perform the following tasks as observed or performed at the hotel:

- i. Clean the guestroom's floor
- ii. Clean furniture and fixtures
- iii. While cleaning consider cleaning SOPs

Topic 3.4: Cleaning room kitchenette area



Activity 1: Problem Solving



Task 30:



Observe this picture and respond to the following:

1. Identify that guestroom area
2. What are the SOPs that should be applied to clean that area?

Key Facts 3.4: Cleaning room kitchenette area^{viii}

- **Standard Operating Procedures (SOPs) for Cleaning Room Kitchenette Area**

Cleaning the kitchenette area in a hotel guestroom requires a systematic approach to ensure that all surfaces, appliances, and utensils are sanitized and ready for use. These procedures are designed to provide a high standard of cleanliness, hygiene, and guest satisfaction.

- ✓ **Washing utensils and Appliances**

- **Cleaning Refrigerator**

- **Empty the refrigerator:** Check the fridge for any leftover food, spills, or items that may have been left by previous guests. Dispose of any food and wipe away any spills.
- **Clean the interior:** Use a mild detergent mixed with warm water to wipe the shelves, door compartments, and walls of the refrigerator. Pay attention to any areas with food residue.
- **Clean the exterior:** Wipe down the front, sides, and top of the refrigerator with an all-purpose cleaner. Clean the handles thoroughly, as these are high-touch areas.
- **Disinfect:** Use a disinfectant cleaner on the handles and other high-contact surfaces to eliminate germs.

- **Cleaning microwave**

- **Clean the interior:** Use a damp cloth and mild detergent to wipe the interior, including the walls, ceiling, and the rotating plate (if removable). If there are stubborn stains or food splatters, place a bowl of water with lemon or vinegar inside, and run the microwave for a few minutes to loosen the grime.

^{viii} Wirya, I. M. S. (2023). Analysis of the Implementation of Standard Operating Procedures (SOP) in the Housekeeping and Front Office Department of Frie Bali Echo Beach Hotel Canggu. *Jurnal Manajemen Pelayanan Hotel*, 7(1), 192-223.

- **Clean the exterior:** Wipe down the exterior with an all-purpose cleaner, paying attention to the buttons, handle, and display.
- **Disinfect:** Wipe high-touch areas, such as the handle and buttons, with a disinfectant wipe or solution.



Cleaning coffee Maker

- **Clean the exterior:** Wipe the coffee maker with a clean cloth and mild cleaner, focusing on the outer surface and the coffee reservoir.
- **Clean the interior:** Remove any used filters or pods. Clean the carafe or pot with warm, soapy water. Run a water and vinegar solution through the coffee maker to remove any build-up or odours, and then rinse thoroughly with clean water.
- **Sanitize:** Wipe down the coffee maker's buttons and exterior with a disinfectant solution to remove germs.



Stove or Oven

- **Clean the stove top:** Use a mild degreaser or cleaner appropriate for the stove's surface to remove grease and food splatters. Pay special attention to the burner areas.
- **Clean the oven (if applicable):** Use an oven cleaner to remove grease and spills inside the oven. If the oven has a self-cleaning function, run it according to the manufacturer's instructions.
- **Wipe the knobs and handles:** Use a damp cloth to wipe down the stove's knobs and handles, then sanitize with a disinfectant wipe.
- **Disinfect:** Ensure that all high-touch surfaces, including knobs and handles, are wiped with a disinfectant.

Dishware

- **Wash all dishware:** If any dishes are present, wash them thoroughly with hot water and dish soap. Pay attention to glasses, plates, cups, and utensils. If a dishwasher is available, ensure it is clean and running properly.
- **Dry and store:** Once washed, dry the dishes using a clean towel or let them air dry. Place them back in their designated storage areas (e.g., cupboards or drawers).
- **Inspect for cleanliness:** Check that all dishware is free of stains, odours, and marks before storing it.

• **Cleaning the kitchenette**

✓ **Cleaning the Sink**

 **Empty the sink:** Remove any leftover dishes, food debris, or trash from the sink.

 **Scrub the sink:** Use an appropriate cleaner (e.g., dish soap or a non-abrasive cleaner) and a scrubbing sponge to remove any grime, stains, or food remnants from the sink basin, faucet, and surrounding areas.

 **Disinfect the sink:** Apply a disinfectant cleaner to the sink, faucet, and surrounding areas to ensure proper sanitation.

 **Clean the drain:** If necessary, clean the drain area with a specialized cleaner or a mixture of vinegar and baking soda to prevent any odours or blockages.

 **Wipe dry:** After cleaning, wipe down the sink and faucet with a dry cloth to prevent water spots.

✓ **Mopping the floor**

 **Sweep or vacuum the floor first:** Before mopping, make sure the floor is free of debris, dust, or large particles. Sweep or vacuum the kitchenette floor to ensure a clean surface.

 **Prepare the mop:** Use warm water mixed with a mild floor cleaner that's appropriate for the floor type (e.g., tile, vinyl, or wood). Ensure the mop is damp, not soaking wet, to avoid water damage.

 **Mop the floor:** Start at one corner of the kitchenette and mop in a systematic pattern. Make sure to mop around appliances, the sink area, and corners where dirt can accumulate.

 **Dry the floor:** After mopping, allow the floor to air dry or wipe it with a clean, dry cloth to avoid any slips or water marks.

✓ **Final touches**

 **Inspect for cleanliness:** Once all cleaning tasks are completed, inspect the kitchenette to ensure that all areas, appliances, and utensils are thoroughly cleaned, disinfected, and in good working order.

 **Replace supplies:** Refill or replace any supplies that guests may need, such as coffee pods, filters, soap, dishwashing detergent, or paper towels.

 **Check the trash:** Ensure that the trash can has been emptied and replaced with a clean liner. Place new trash bags as needed.

 **Organize items:** Arrange any dishware, utensils, and kitchen tools neatly in their designated storage areas.

 **Refresh the space:** Adjust lighting, place any complimentary items (e.g., a fresh coffee packet), and make sure everything is in place. If applicable, consider using an air freshener to ensure the room smells fresh and inviting.

Following these Standard Operating Procedures (SOPs) for cleaning the room kitchenette area ensures that all appliances and surfaces are hygienic, organized, and in excellent condition for guests. By taking the time to clean and disinfect the kitchenette thoroughly, hotels can provide a welcoming environment where guests feel comfortable preparing and enjoying meals. These procedures help maintain a high standard of cleanliness, safety, and guest satisfaction.



Activity 2: Guided Practice



Task 31:

Olive and Nandi are newly workers at T- Hill hotel which is five stars. They have the task of cleaning guestroom Kitchenette in suite room but they do not know how and where to start in cleaning that are. They ask you to support them in their task.

You are requested to perform the following:

1. Identify cleaning products and tools needed to clean the floor and tiles in the kitchenette area?
2. Clean the countertops and stovetop in the kitchenette?
3. Wash dishes left by guests
4. Clean appliances like the microwave, coffee maker, and mini-?
5. Clean the floor and wall tiles in the kitchenette area
6. Do you need to do anything special to prevent streaks or residue?



Activity 3: Application



Task 32:

During the study visit organized by the school at the hotel which is near your school, you will work together with the room attendant to clean the assigned room. You have to observe and perform some tasks if possible. Back to school, go the school workshop and perform the following tasks as observed or performed at the hotel:

1. Washing utensils and Appliances
2. Cleaning kitchenette areas
3. Mopping the floor
4. Perform the final touches
5. Always consider appropriate SOPs

Topic 3.5: Cleaning room balcony



Activity 1: Problem Solving



Task 33:



Observe this image and respond to the following questions:

1. Identify what is this area?
2. What things you see on that image and which ones need to be cleaned?
3. What are the cleaning methods would you use to clean those areas?

Key Facts 3.5: Cleaning room balcony

- **Cleaning balcony areas**

Cleaning the balcony of a hotel room is an essential task that ensures guests have a pleasant, tidy, and safe outdoor space. Proper maintenance also helps maintain the aesthetic appeal of the room and the overall guest experience. Below is a detailed procedure for cleaning the balcony and ensuring it is welcoming and hazard-free.

- ✓ **Dusting and Sweeping**

-  **Dusting surfaces:** Begin by dusting any surfaces such as tables, chairs, ledges, and decorations. Use a microfiber cloth or a duster to remove dust, cobwebs, and any debris from the furniture and the balcony's corners or edges.

-  **Sweeping the floor:** Use a broom to sweep the balcony floor thoroughly. Make sure to clean the corners and any spaces between furniture. Sweep away any

leaves, dirt, or small debris that may have accumulated on the floor or edges of the balcony.

 **Special attention to corners:** Sweep or dust along the edges, where dirt and dust tend to accumulate. Also, check for spider webs or any other build-up.

✓ **Cleaning Furniture:**

 **Dust or wipe down furniture:** Clean all outdoor furniture, including tables, chairs, lounge chairs, and any other surfaces, using a damp cloth or appropriate cleaner. For wooden furniture, use a wood cleaner, and for metal or plastic furniture, use an all-purpose cleaner.

 **Check for stains:** Inspect cushions or fabrics for stains. If any stains are found, spot clean them using fabric-safe cleaners, or remove the cushions, if possible, for a deeper clean.

 **Disinfect:** For high-touch surfaces, such as the armrests of chairs and table surfaces, use a disinfectant to eliminate germs.

✓ **Cleaning Railings**

 **Wipe down railings:** Use a damp cloth to wipe down the railings, removing any dust, dirt, or cobwebs that may have settled. If the railings are metal, apply a metal-safe cleaner to prevent rusting or tarnishing. If they are wood, use a wood cleaner.

 **Check for spots:** Pay attention to areas where water or stains may have built up on the railings and clean them thoroughly.

✓ **Cleaning Windows**

 **Clean both sides of the window:** If accessible, clean both the inside and outside of the windows to ensure they are streak-free. Use a glass cleaner and a microfiber cloth for the best results.

 **Remove any dust or dirt:** Pay attention to the window sills and tracks where dust and dirt tend to collect. Wipe down these areas with a damp cloth.

-  **Check for smudges:** Look for any fingerprints, water spots, or dirt that may obscure the view, and clean them carefully.
- ✓ **Cleaning the Floor**
 -  **Sweep the floor first:** Start by sweeping the floor to remove any dust, dirt, or debris. Make sure to get into the corners and edges.
 -  **Mop the floor:** After sweeping, mop the balcony floor with a suitable cleaner for the surface type (tile, concrete, etc.). Use a mop that is slightly damp, as too much water can damage the balcony's surface. Focus on any areas with visible stains.
 -  **Dry the floor:** Once mopped, ensure the floor dries properly to prevent water spots and ensure it's safe for guests to use.
- **Rearrangement of the balcony**
 - ✓ **Replace Any Items:**
 -  **Check for missing or broken items:** Inspect the balcony for any furniture or accessories that may be damaged or missing. If any items are broken, replace them with new ones or ensure they are repaired.
 -  **Replace cushions or decor:** If cushions, pillows, or decorative items (such as vases, plants, or candles) are missing, replace them to maintain the appearance of the balcony. Ensure any items that could enhance the guest experience, like outdoor lighting, are available and functional.
 - ✓ **Empty Any Outdoor Trash:**
 -  **Dispose of trash:** Ensure that any trash cans or bins are emptied and cleaned. Replace the trash bag with a new liner.
 -  **Remove any cigarette butts:** If smoking is allowed on the balcony, check for cigarette butts or other debris that may have been left behind. Dispose of them properly.
 -  **Check for other waste:** Look for other items that guests may have left behind, such as wrappers, bottles, or any other debris, and remove them.

✓ **Ensure the Balcony is Free of Hazards:**

 **Inspect for safety hazards:** Check that there are no objects that may cause tripping or injury, such as loose furniture, broken glass, or slippery areas. Ensure that the railings are secure and that there are no sharp objects or hazardous materials present.

 **Check for potential weather-related hazards:** If the balcony is exposed to the elements, check for any weather-related issues such as accumulated water, mildew, or rusting furniture.

 **Test the furniture stability:** Ensure that all furniture is stable and securely positioned. Tighten any loose screws or parts on tables, chairs, or railings.

✓ **Final touches**

 **Inspect the overall cleanliness:** After completing the cleaning process, do a final walk-through of the balcony to ensure everything is neat and in place. Check that all surfaces are dust-free, furniture is cleaned, and the floor is spotless.

 **Arrange the furniture:** Position the furniture in a way that looks inviting and functional. Arrange chairs and tables for easy access and comfort.

 **Check ambiance:** If applicable, ensure that any lights or outdoor heating elements (like a heater or lantern) are in working order. Adjust the furniture placement to enhance the view or guest experience.

The goal of cleaning a hotel room balcony is to create a clean, comfortable, and safe environment for guests to enjoy. By following these steps, the balcony will be well-maintained, inviting, and free from hazards. Regular cleaning ensures that guests have a pleasant experience when using the outdoor space, contributing to the overall satisfaction of their stay.



Activity 2: Guided Practice



Task 34:

You are a housekeeping team member at a hotel. Today, you have been assigned to clean the balcony of a guest room before the next guest checks in. The balcony is small, with a seating area, a small table, a railing, a few plants, and a glass door leading into the room. The balcony has accumulated dust, debris, and some stains on the floor. The plants need some attention, and the furniture needs to be arranged neatly. Your task is to make the balcony inviting and clean while following the proper cleaning procedures.

Perform the following activities:

1. Before starting, protect your hands from dirt and cleaning products.
2. Clean the floor
3. Clean the Railings
4. Clean the Glass
5. Clean and Rearrange the Furniture
6. Inspect the cleanliness of balcony



Activity 3: Application



Task 35:

T-hill Hotel received Elisabeth as a guest in 405 room located on the fourth floor, during the afternoon the guest opened the balcony to observe the views, she stood and put her arms on the rails while removing them she realized that there was accumulated dust and while return left she realized that there a lot of dust at the balcony. She called for a cleaning service, and the Floor supervisor asked and assigned a Room attendant to clean again that room. During that time, you have been on a study tour in that hotel. You observed and worked with the Room attendant where possible. You are requested to perform the following tasks at the school workshop:

- 1) Clean the guest room's balcony area
- 2) Ensure the balcony is free of hazards
- 3) Rearrange the balcony



Formative Assessment

1. Match the following cleaning methods with the appropriate area or surface. Use arrow as provided example.

Sn	Methods	Area / surface
1	Polishing	Hard floors
2	Scribing	Carpets
3	Dusting	Furniture and other wood surfaces
4	Mopping	Windows and other glass surfaces.
5	Vacuuming	Cleaning detailed or hard-to-reach areas
6	Sweeping	Surfaces like shelves, counters, and electronics
7	Washing	High-touch areas (doorknobs, light switches).
8	Disinfecting/Sanitizing/ Refreshing	Floors (before mopping).

2. Yes/No Questions

Answer by **Yes** or **No** and justify your answer.

- Is it important to clean the balcony regularly?
- Should you replace any missing or broken items on the balcony?
- You should inspect the furniture for stability, shouldn't you?
- Do you need to mop the floor before vacuuming?

3. Multiple Choice Questions

- What is the first step in cleaning the refrigerator?
 - Wipe down the refrigerator's exterior
 - Clean the door compartments
 - Empty the refrigerator of leftover food and spills
 - Disinfect the handles
- How should you clean the microwave's interior?

- a. Use a dry cloth
 - b. Use a mild detergent and damp cloth
 - c. Use an abrasive cleaner
 - d. Leave the interior uncleaned
- C. Before mopping the floor, what should you do first?
- a. Leave the floor uncleaned
 - b. Vacuum or sweep the floor to remove debris
 - c. Use a dry mop to wipe the floor
 - d. Apply floor cleaner directly
4. Identify and describe the main components of a hotel room balcony that need to be cleaned.
5. Why is it important to clean areas in a clock-wise or anti-clockwise direction? Provide an example of when each method should be used.
6. When cleaning a hotel room or bathroom, why is it essential to clean from top to bottom?
7. Why is it important to clean from the farthest end of the room to the exit?
8. What steps should you follow to properly arrange a hotel room balcony after cleaning?
9. What should you do when washing the balcony's floor area?
10. How can following the "top-to-bottom" cleaning method improve efficiency and cleanliness?



Points to Remember

- Always clean in a consistent direction (clockwise or anti-clockwise) to ensure no areas are missed and avoid retracing steps.
- Start cleaning from the highest point (e.g., ceiling, shelves) and work your way down to the floor. This avoids dirt or debris falling onto clean surfaces.
- Clean from the farthest point in the room or area toward the exit. This helps in avoiding walking over already cleaned areas.
- Plan the cleaning procedure systematically, using the right tools and methods for each surface to ensure efficiency and cleanliness and use a duster or cleaning tool on a pole to clean the ceiling. Consider using a disinfectant for any visible stains.

Clean walls with a suitable cleaner or disinfectant, particularly around areas like sinks or tubs where grime builds up.



Self-Reflection

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe cleaning principals					
Differentiate cleaning methods					
Apply cleaning methods					
Explain steps of cleaning					
Apply cleaning standard Operating procedures (SOPs)					
Recognize the need to clean bathroom area					
Distinguish types of fixtures in the bathroom and the appropriate cleaning agents for each.					
Have ability to clean in a logical order					
Paying attention to small details					
Apply SOPs cleaning					
Arrange furniture					
Gather tools and cleaning supplies.					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Clean toilet bowls, taps, and other fixtures appropriately					
Being professional while cleaning					
Organize mind-set					
Be patient and thorough					
Apply Standard Operating Procedures (SOPs) in cleaning					
Be committed to quality					
Care and attention to detail					
Being innovative					



Key Competencies:

1. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 4: PERFORM TURN-DOWN AND SECOND SERVICES.



Unit summary

This unit provides you with the knowledge, skills, and attitudes required to apply SOPs of turn-down service, SOPs of second service, and SOPs of closing activities for Performing turn-down and second services.

Self-Assessment: Unit 4

1. Referring to the unit illustrations above discuss the following:
 - a. What do the illustrations show
 - b. What do you think this unit is about based on the illustrations
2. Complete the self-assessment table below to assess your level of knowledge, skills, and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your reference and self-reflection on the knowledge, skills, and attitudes acquired during the learning process.
 - b. Think about yourself: do you think you have the knowledge, skills, or attitudes to do the task? How well?
 - c. Read the statements and check on a column that best represents your level of knowledge, skills, and attitudes.
 - d. At the end of this unit, you will assess yourself again.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Describe SOPs for turning down services					
Describe bed linen					
Explain Sops of second services					
Describe second service information					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Designate the required guest supplies					
Describe SOPs of closing activities.					
Describe cleaning precaution					
Store cleaning tools, equipment and products					
Apply SOPs of turning down services					
Collect information for bed turning down.					
Apply SOPs of second services					
Collect second service information					
Collect the required guest supplies					
Apply SOPs of closing activities.					
Make room ready to sell.					
Tidy the room					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Refresh the guestroom.					
Clean used tools and equipment					
Organize the store					
Make label the store					
Make the report					
Be punctual for turning down services					
Be self-motivated and pay attention to details while collecting information					
Work in teamwork while applying the SOPs of second services					
Have self-control					
Attention to details					
Pay attention to hazards					
Be organized to make the room ready					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Be discipline and self-control					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe SOPs for turning down services	1. Apply SOPs for turning down services	1. Be punctual for turning down services
2. Describe bed linen	2. Collect information for bed turning down.	2. Be self-motivated and pay attention to details while collecting information
3. Explain Sops of second services	3. Apply SOPs of second services	3. Work in teamwork while applying the SOPs of second services
4. Describe second service information	4. Collect second service information	4. Have self-control
5. Designate the required guest supplies	5. Collect the required guest supplies	5. Attention to detail
6. Describe SOPs of closing activities.	6. Apply SOPs of closing activities.	6. Pay attention to hazards
7. Describe cleaning precaution	7. Make room ready to sell.	7. Be organized to make the room ready
8. Store cleaning tools, equipment and products	8. Tidy the room	8. Be discipline and self-control

Knowledge	Skills	Attitudes
9. Describe the component of reports	9. Refresh the guestroom.	9. Be attentive to detail when refreshing the guestroom
10. Describe the cleaning tools and equipment	10. Clean used tools and equipment	10. Show responsibility and thoroughness in cleaning used tools and equipment
11. Explain the tools and equipment used in storage	11. Organize the store	11. Maintain efficiency and stay organized when organizing the store
12. Examine the importance of labelling the store	12. Make label the store	12. Be meticulous and accurate when labeling the store
13. Identify the report format	13. Make the report	13. Be accurate and punctual with report creation



Discovery activity:



Task 36:



Observe well this picture and respond to the following questions:

1. Mention the time of the day
2. What the activity performed by room attendant that time?
3. Why that service needed in the hotel?

Topic 4.1: SOPs of turndown service.



Activity 1: Problem Solving



Task 37:

Mary is a Room attendant at a luxury hotel. During a routine work, she finds inconsistencies in how the turn-down service is being conducted. Some guests have reported dissatisfaction, citing incomplete setups, missing items, and uneven quality in their rooms after turn-down service.

You are requested to discuss the following:

- i. What do you think is the cause of inconsistencies in turn-down service?
- ii. What should be done to avoid inconsistencies in turn-down services?
- iii. What Mary would do for to ensure SOPs of turn down service?

Key Facts 4.1: SOPs of turn down service^{ix}

Turn-down service is a special cleaning and preparation procedure offered to guests in the evening, ensuring that their room is comfortable and ready for bedtime. It's typically performed by the housekeeping team to enhance the guest experience. The process involves several stages: collecting information, preparing

^{ix} Wirya, I. M. S. (2023). Analysis of the Implementation of Standard Operating Procedures (SOP) in the Housekeeping and Front Office Department of Frie Bali Echo Beach Hotel Canggu. *Jurnal Manajemen Pelayanan Hotel*, 7(1), 192-223.

the room, and performing closing activities. Below are the detailed SOPs for each stage.

- **Collecting Information**

Before proceeding with the turn-down service, it's important to gather all the necessary details to ensure that the service is tailored to the guest's needs and preferences:

- ✓ **Check guest preferences:** Review any special requests or preferences mentioned in the guest profile, such as pillow preferences, bed setup, or any specific instructions.
- ✓ **Review the guestroom's condition:** Inspect the guestroom's current state, including whether the guest has requested any additional amenities (e.g., extra towels, pillows, or blankets).
- ✓ **Check for items left by guests:** Look for personal items the guest may have left behind, such as luggage or electronics that need to be moved or tidied up.
- ✓ **Confirm timing:** Verify the time for the turn-down service to avoid disturbing the guest. Ensure it's done at a time when the guest is usually out of the room (often early evening, around 5-7 PM).

- **Collect Required Supplies**

- ✓ **Bed Linen and Bedding Supplies**

-  **Fresh linens:** Make sure to have a set of clean, wrinkle-free bed linens, including sheets, pillowcases, and duvet covers (if required). Fresh linens are essential to refresh the bed and create an inviting atmosphere for the guest.

-  **Extra pillows and cushions:** If the guest prefers more pillows or if you want to add an extra level of comfort, prepare additional pillows. You may also want to add decorative cushions to enhance the bed's appearance.

 **Blankets or throws:** In case the guest requests an additional layer of warmth or comfort, keep extra blankets or throws ready to be placed at the foot of the bed.

✓ **Bathroom Supplies**

 **Fresh towels:** Collect clean bath towels, hand towels, and washcloths. Replace any used towels from the bathroom, and place them neatly on the towel rack or in a designated area.

 **Toiletries and amenities:** Check to ensure that toiletries such as shampoo, conditioner, soap, body lotion, and toilet paper are available and in good condition. If any are missing or running low, replenish the stock.

 **Towel mat or bath rug:** Ensure that the floor mat or rug in front of the bathroom sink or shower is clean and dry. If necessary, replace it with a fresh one.

✓ **Refreshment supplies**

 **Minibar items:** If applicable, check the minibar and restock any consumed items, such as beverages (water, soft drinks, juices), snacks, or alcoholic beverages.

 **Coffee/tea supplies:** Ensure that the coffee maker or tea kettle is stocked with fresh coffee, tea bags, sugar, and milk. Place the cups, spoons, and any other accessories (e.g., stirrers) back in their correct places.

 **Water bottles or glasses:** Replace any used or empty bottles of water. If the guest prefers fresh glasses, ensure those are placed by the water bottles or on the nightstand.

✓ **Cleaning and tidying supplies**

 **Dusting cloths:** A microfiber cloth or duster is essential to clean surfaces, especially for removing dust from tables, nightstands, and other high-touch areas.

 **Glass cleaner:** For cleaning windows or mirrors and ensuring the glass surfaces are streak-free and shiny.

 **Disinfecting wipes or spray:** To clean high-touch areas such as light switches, remote controls, door handles, and phones, ensuring they are disinfected and sanitized.

 **Trash bags:** Empty and replace trash bags in the room's trash bin, including in the bathroom and near the desk or bedside table if used.

 **Vacuum cleaner or sweeper:** If necessary, have a portable vacuum or sweeper on hand to clean the floor or remove any dust and debris from carpets or hard surfaces.

✓ **Ambiance enhancers**

 **Candles or diffusers (if allowed):** Many hotels provide a calming touch like lighting a scented candle or placing a room diffuser with a relaxing fragrance (e.g., lavender, vanilla) to enhance the atmosphere.

 **Room fragrance sprays or air fresheners:** A light mist of a pleasant scent can create a welcoming ambiance. Ensure the scent is not overpowering or distracting to the guest.

 **Decorative elements (optional):** If the hotel has a special touch, such as a small vase with flowers, a personalized note, or decorative pillows, ensure these are in place to give the room a thoughtful, curated feel.

✓ **Special guest requests (if applicable)**

 **Extra pillows or blankets:** If the guest has requested additional bedding, be sure to gather the appropriate pillow(s) or blanket(s).

 **Special amenities or requests:** For guests who have specific preferences, such as extra bathrobes, slippers, or a particular type of bedding, ensure these are prepared and ready to be delivered.

 **Laundry or dry-cleaning items:** If the guest requested any laundry service or had items that needed to be picked up or delivered, make sure to collect and properly organize these items.

✓ **Turn-down service cart or trolley supplies**

 **Housekeeping trolley:** Ensure that the housekeeping cart is well-stocked and organized with the necessary supplies. This includes the bedding supplies, toiletries, and cleaning equipment.

 **Extra trash bags or linen bags:** Keep extra bags on hand to collect used towels, linens, and trash from the room after performing turn-down service.

• **Making the room ready (turn-down service)**

The objective of turn-down service is to prepare the room for the night, ensuring that guests have a clean, comfortable, and welcoming space when they return.

✓ **Tidy the Room**

 **Straighten up the bed:** Smooth out the bed linens, fluff the pillows, and remove any items like extra clothing or belongings that may have been left on the bed or furniture.

 **Prepare the bed for sleeping:** Pull down the covers (often called "turning down" the bed), and arrange the pillows attractively. If requested, place a bedspread or blanket at the foot of the bed.

 **Check lighting:** Ensure that any bedside lamps, lights, or nightstands are in working order and positioned for easy access. If necessary, dim the lights or replace bulbs.

✓ **Refresh the guestroom**

 **Replace used towels:** Remove any used towels in the bathroom and replace them with fresh ones (bath towels, hand towels, washcloths). Ensure the towels are neatly arranged.

 **Refresh bathroom amenities:** Refill amenities like soap, shampoo, conditioner, lotion, and toilet paper if necessary.

-  **Remove any trash or debris:** Empty trash bins in the room and bathroom. Replace the liners and remove any items left by the guest, such as used tissue or wrappers.
-  **Check for cleanliness:** Perform a quick check for any areas that need attention, such as dusting surfaces (nightstands, TV stand, etc.) or wiping down glass surfaces.
-  **Refresh the minibar or refreshments:** Refill any drinks or snacks in the minibar or refreshment area, ensuring everything is stocked according to the hotel's standards.
-  **Enhance ambiance:** Light a candle (if provided by the hotel), adjust the curtains, or open the window slightly to ensure fresh air circulates, creating a comfortable atmosphere for the guest



Activity 2: Guided Practice



Task 38:

Create a scenario and play it in the workshop of housekeeping. You approach the door to the guest's suite. Before entering, you knock and wait for permission to enter. Once the guest welcomes you in, you greet them professionally.

You are requested to:

- a. Collecting the required information from the guests by asking this question "Is there anything specific you would like me to do for your turn-down service tonight?" If yes, note and provide it.
- b. Prepare the room for sleeping
- c. Refresh the guest room



Activity 3: Application



Task 39:

During the study visit organized by the school at the hotel which is near your school, you will work together with the room attendant to perform turndown service in the assigned rooms. You have to observe and perform some tasks if possible. Back to school, you are requested to go in the school workshop and perform the following tasks as observed at the hotel:

- a. Collecting the required information from the guests
- b. Make the room ready for sleeping
- c. Apply the final touch to bed
- d. Inspect the cleanliness in the room

Topic 4.2: SOPs of second service



Activity 1: Problem Solving



Task 40:

A guest staying in Room 104 had lunch in their room earlier in the day. Afterward, they called the housekeeping control desk to request an additional cleaning of the room in the afternoon. You, as a trainee learning about hotel services, are tasked with understanding why a guest may request a second cleaning and the process involved in fulfilling this request.

- a. How you call that kind of service in the hotel?
- b. What circumstances or needs might lead a guest to request additional cleaning after the regular service has been completed?
- c. Would it involve cleaning the entire room again, or just certain areas, such as the bathroom, dining area, or surfaces where food was consumed?
- d. What are the common reasons a guest might want their room cleaned again after lunch?

Key Facts 4.2: SOPs of second service^x

Second service often occurs later in the evening when guests are preparing to retire for the night. The focus is on refreshing the room and making the guest feel as comfortable as possible.

- **Collect second service Information:**
 - ✓ **Review any guest requests:** Check whether the guest has made additional requests during the day or whether there are any specific preferences to accommodate.
 - ✓ **Communicate with the front desk:** If the guest has requested any additional items (e.g., blankets, extra pillows, or room service), ensure these are available and ready for placement in the room.
 - ✓ **Confirm guest preferences:** Recheck guest notes for any special needs regarding bedding, room temperature, or amenities.
- **Refresh the Guestroom**
 - ✓ **Turn the bed down:** If not already done during the first turn-down service, pull back the bed covers and arrange pillows neatly. This provides an inviting, restful appearance for the guest's return.
 - ✓ **Check bathroom facilities:** Replenish any missing items in the bathroom, such as toiletries, paper, or additional fresh towels. Ensure everything is clean and tidy.
 - ✓ **Check for cleanliness:** Wipe down any surfaces, such as countertops, mirrors, or glass, and check for dust or dirt that may have accumulated during the day.
 - ✓ **Ensure room temperature is comfortable:** Adjust the thermostat or open a window (depending on the guest's preference and the weather) to maintain a comfortable room temperature.

^x Wirya, I. M. S. (2023). Analysis of the Implementation of Standard Operating Procedures (SOP) in the Housekeeping and Front Office Department of Frie Bali Echo Beach Hotel Canggu. *Jurnal Manajemen Pelayanan Hotel*, 7(1), 192-223.



Activity 2: Guided Practice



Task 41:

Play a scenario as you are working as a room attendant at a luxury hotel that has just accommodated a team of **three VIP guests** in three separate rooms, all on the same floor. The guests have hosted a short meeting in the **Living Room of Room 305**. During the meeting, there was some food service, and the area became somewhat cluttered. The meeting has concluded, and the guests have now returned to their rooms for the evening.

You are requested to do the following:

1. Ask if there are any specific preferences or requests you have for the evening
2. Provide a **second service** (refreshing the rooms) Rooms 305
3. Ensuring the room is prepared for the night and meet the guests' specific preferences.
This will include some cleaning, organization
4. Possibly adjust any aspects of the room based on their requests and SOPs of second service.



Activity 3: Application



Task 42:

During the study visit organized by the school at the hotel which is near your school, you will work together with the room attendant to perform the assigned tasks. You have to observe and perform some tasks if possible. Back to school, go to the school workshop and perform the following tasks of second service as observed or performed at the hotel:

1. Collect the information
2. Arrange the bed
3. Neat the furniture
4. Replenish the guest supplies
5. Refresh the guestroom

Topic 4.3: SOPs of closing activities



Activity 1: Problem Solving



Task 43:

Jessika is a room attendant at a luxury hotel which is busy, with high occupancy, and the housekeeping department is aiming to maintain a high standard of cleanliness and service. It's now the end of your shift, and before she leaves, there are several tasks she needs to complete to ensure that everything is in order for the next team and to guarantee guest satisfaction.

1. What activity Room attendant do before closing shift?
2. Why that activity is important in housekeeping?
3. What might happen when that task is not performed properly?

Key Facts 4.3: SOPs of closing activities^{xi}

- **Cleaning used equipment and tools**

After completing the cleaning and servicing of rooms, the room attendant needs to clean and properly maintain the tools and equipment used throughout their shift. This ensures that everything is hygienic and ready for future use.

- ✓ **Gathering Equipment and Tools**

Ensure all equipment and tools used during the shift are collected and brought to a designated cleaning area.

 **Collect all tools used:** Room attendants should gather all the tools and equipment that were used during the shift. This includes mops, brooms, vacuum cleaners, cleaning cloths, dusters, cleaning chemicals, carts, and other cleaning items.

^{xi} Wirya, I. M. S. (2023). Analysis of the Implementation of Standard Operating Procedures (SOP) in the Housekeeping and Front Office Department of Frie Bali Echo Beach Hotel Canggu. *Jurnal Manajemen Pelayanan Hotel*, 7(1), 192-223.

 **Ensure everything is accounted for:** Check that no tools have been left in the guest rooms, hallways, or storage areas. Gathering all tools before cleaning them ensures the room attendant does not miss any equipment.

✓ **Clean each item**

 **Mops and Brooms:** After using the mop, rinse it thoroughly to remove any debris and cleaning solution. Depending on the mop type (string, microfiber, or sponge), it may require additional cleaning or disinfecting. Hang the mop to dry in a designated drying area to prevent mild or bacteria growth. Shake out the broom to remove any dust and debris. Wipe the bristles with a damp cloth to remove dirt, and ensure it is dry before storing it away to prevent odors.

 **Vacuum Cleaners:** Empty dust bags or containers, clean filters, and wipe down surfaces.

 **Cloths and Rags:** Wash any cloths or rags used during the shift. If they are reusable, rinse them out with water and cleaning solution to remove any dirt and bacteria. Ensure the cloths and rags are dried thoroughly before storing them, as damp cloths can develop mild and mildew.

• **Storing equipment and tools**

Once the cleaning of tools and equipment is complete, the next step is to store them in an organized and hygienic manner. Proper storage ensures that equipment is easily accessible, properly maintained, and prevents contamination.

✓ **Organize storage areas**

Designate and maintain specific spaces for each tool, keeping storage areas tidy and accessible.

 **Proper organization:** Store tools and equipment in designated storage areas, such as a housekeeping closet or storage room. Ensure that cleaning supplies are organized and stored in an orderly fashion, making it easy for the next shift

to locate what they need. This includes storing cleaning solutions, equipment, and cloths in separate areas to maintain cleanliness and avoid cross-contamination.

 **Segregate by type:** Group similar items together (e.g., all mops in one section, all vacuum cleaners in another) to improve efficiency and avoid clutter.

 **Check for proper storage conditions:** Ensure that tools like mops, brooms, and vacuum cleaners are stored in a dry area to prevent the growth of bacteria, mold, or mildew. Cleaning chemicals should be stored in a secure location, following safety guidelines.

✓ **Labelling**

Clearly label storage areas or containers, ensuring each tool or piece of equipment is returned to the correct spot. Labels should be durable and easy to read.

 **Labelling equipment:** Ensure that storage containers, cleaning products, and chemical supplies are clearly labelled with their contents and safety instructions. Proper labelling of equipment and cleaning chemicals is essential to prevent misuse or confusion and to ensure compliance with safety standards.

 **Storage inventory:** Label and organize any cleaned towels, linens, or uniforms in a way that they can be easily accessed. Items like clean linens should be stored according to type (e.g., towels, sheets) and size (e.g., single, double, king).

 **Properly label the inventory:** If there are multiple cleaning carts or storage sections, clearly label them to differentiate between areas designated for specific tasks or cleaning products.

• **Making Reports**

✓ **Documentation**

Prepare a detailed report outlining the day's activities, any issues encountered, and the status of equipment or areas. Include any maintenance needs, replacements, or concerns.

 **Log cleaning activities:** The room attendant should record the rooms cleaned, any special requests made by guests, and any issues encountered during the shift (e.g., maintenance problems, guest complaints, or unusual conditions).

 **Track inventory:** Maintain an inventory log of cleaning supplies, towels, linens, and other consumables. Document any restocking needs, damaged items, or missing supplies. If any items have been used up or replaced, ensure this is recorded for future reference.

 **Record maintenance needs:** If the room attendant notices maintenance issues, such as broken fixtures, lighting problems, or plumbing issues, this should be logged in a maintenance report so that the appropriate team can address these issues.

✓ **Submission**

Submit the report to the appropriate supervisor or management. Ensure timely and accurate reporting for follow-up actions.

 **Submit reports to the supervisor:** The room attendant should submit all relevant reports and documentation to their supervisor or the front desk. This includes the log of rooms cleaned, any issues, maintenance requests, and inventory reports.

 **Complete shift handover:** If applicable, the room attendant should pass on any important notes to the next shift, especially if there are ongoing issues, special requests, or urgent tasks that need to be followed up on.

 **End of shift report:** Some housekeeping departments require room attendants to submit a daily report detailing the number of rooms cleaned, issues encountered, and any guest interactions that may need follow-up. This report may also include details on the usage of cleaning products or any unusual circumstances encountered during the shift.

These activities ensure that operations run smoothly, equipment is properly maintained, and any necessary follow-up actions are documented for future reference.



Activity 2: Guided Practice



Task 44:

You conducted practice in housekeeping workshop Now, it's time for you to clean and store the tools and equipment you've been using throughout your shift and make reports for any issues or shortages that need attention before the next session arrives.

Your tasks today include:

1. Clean the workshop by applying appropriate SOPs and using appropriate cleaning tools and equipment (e.g., mops, vacuums, cleaning cloths).
2. Store the cleaning tools, equipment, and products properly.
3. Make reports about any issues or shortages you've noticed during your shift



Activity 3: Application



Task 45:

You are participating in a study tour at a luxury hotel. As part of the tour, you will inspect the hotel rooms. A Room Attendant has just been assigned to perform the closing activities. Your task is to accompany the Room Attendant, observe their actions, and perform some activities if possible, by ensure that the Standard Operating Procedures (SOPs) for closing activities are properly applied. You are requested to observe and/or perform the following:

1. Clean used cleaning facilities
2. Store the cleaning tool, equipment and products
3. Make the report



Formative Assessment

I. Multiple choice questions section

1. What is the first step in the sop for turn-down service?
 - a. Make the bed
 - b. Collect guest preferences and requests
 - c. Place chocolates on the pillow clean the bathroom
2. Which of the following best describes the sop for refreshing the guestroom during second service?
 - a. Removing trash and placing fresh towels only
 - b. Tidying the room, changing linens, and restocking amenities
 - c. Making the bed and rearranging furniture
 - d. Checking the minibar and restocking if necessary
3. when performing closing activities, what is the first task for cleaning used facilities?
 - a. Collecting dirty towels

- b. Wiping down countertops and surfaces
 - c. Changing the bed linens
 - d. Collecting used amenities and toiletries
4. Which of the following is not typically included in the closing activities report?
- a. Guest complaints
 - b. The state of the guest room
 - c. The number of items restocked
 - d. The cleaning supplies inventory

II. True or false questions section

1. The sop for turn-down service includes preparing the room for sleep by dimming the lights and arranging toiletries. (true/false)
2. Second service involves ensuring the room is refreshed with fresh linens, towels, and replenishing any used amenities. (true/false)
3. Closing activities include thorough cleaning of all used facilities, including restocking any missing amenities and toiletries. (true/false)
4. The closing activities report should include details of any maintenance issues found during the room inspection. (true/false)

III. Short answer questions section

1. Explain why reporting after completing closing activities is an important part of sops.
2. What is the importance of properly storing linens and cleaning supplies during closing activities?
3. A guest requests that their room not be entered during the second service. How would you adjust the standard procedures based on this request?
4. Describe the process of collecting information before performing the turn-down service.

IV. Scenario-based questions section

1. You arrive at a guest room to perform turn-down service, but the guest has requested extra pillows and a different type of bedding. How would you handle this according to sops?
2. A guest requests that their room not be entered during the second service. How would you adjust the standard procedures based on this request?
3. After completing closing activities, you notice a guest's personal item left in the room. According to sops, how would you handle this situation?



Points to Remember

- Confirm guest preferences and any specific requests from earlier in the day (e.g., do they prefer additional amenities, specific room temperature, or time of service).
- Check the room's current status to determine if any specific items need replenishment or if additional cleaning is required (e.g., towels, toiletries, or new linens).
- Refresh the room by tidying up any clutter. Replenishing supplies like toiletries, towels, or amenities as needed. Changing any used bed linens if required. Replacing dirty or used items like glasses, cups, or plates with clean ones. Adjusting lighting, temperature, or ambiance for comfort and relaxation.
- Properly store any cleaning tools, linen, or guest supplies: place used items in the appropriate laundry or cleaning area. Ensure that any unused amenities or items are stored for future use in a neat and organized manner.
- A clear, concise report that tracks cleaning progress, identifies maintenance needs, and keeps the management team informed, ensuring that the guestroom is properly prepared for the next guest and maintaining high operational standards.



Self-Reflection

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Describe SOPs for turning down services					
Describe bed linen					
Explain Sops of second services					
Describe second service information					
Designate the required guest supplies					
Describe SOPs of closing activities.					
Describe cleaning precaution					
Store cleaning tools, equipment and products					
Apply SOPs of turning down services					
Collect information for bed turning down.					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Apply SOPs of second services					
Collect second service information					
Collect the required guest supplies					
Apply SOPs of closing activities.					
Make room ready to sell.					
Tidy the room					
Refresh the guestroom.					
Clean used tools and equipment					
Organize the store					
Make label the store					
Make the report					
Be punctual for turning down services					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills, and attitudes					
Be self-motivated and pay attention to details while collecting information					
Work in teamwork while applying the SOPs of second services					
Have self-control					
Attention to details					
Pay attention to hazards					
Be organized to make the room ready					
Be discipline and self-control					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.



Summative assessment

Integrated situation

Bwiza Hotel located in Kigali, expects to have a high number of guests from different countries (Kenya, Tanzania and USA). The guests will stay for 7 days and will occupy 100 rooms made of 1 presidential suit, 20 junior suits and 79 standard rooms. The hotel has shortage of staff and you are among of recruited room attendant. As a room attendant, you are expected to clean one junior suite room and perform turndown service within one hour. Tasks: You are required to perform the following activities: 1. Clean guestroom (50 minutes) 2. Perform turn-down and second services (10 minutes) The needed tools, equipment, materials, and consumables are available in the housekeeping store.

Resources

Tools	Caddy box, spray bottles, mopping unity, dust bin, cobweb brush, Squeegee, pedal bin, amenities tray, coffee tray, cups, tea spoons, highball glass, hangers, scrubbing brushes, garbage can, dust pan with dust pan brush, feather duster, hot water bottle, brooms
Equipment	Housekeeping trolley, vacuum cleaner, scrubbing machine, polishing machine, hot water extractor machine
Materials/ Consumables	Cleaning cloths, pens, notebooks, cleaning products, bed linen, bath linen, guest room amenities, tea facilities, room stationeries, gloves, sponge, sponge mop, cleaning clothes.

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