



RQF LEVEL 3



FOHSG303

FRONT OFFICE AND HOUSEKEEPING OPERATIONS

**Servicing
Guestrooms**

TRAINEE MANUAL



SERVICING GUESTROOMS



2023

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FOREWORD

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and educators who have contributed to the creation of these TVET training manuals. Their dedication and expertise have ensured that the manuals are of the highest quality and relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the dynamic world of hospitality and tourism, and to unlock your potential in this exciting industry. By investing in your education and acquiring the skills offered in these manuals, you are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

Director General/ RTB

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ACRONYMS

DND: Do Not Disturb

DVD: Digital Video Disc

RTB: Rwanda TVET Board

TV: Television

W.C: Water Closed

INTRODUCTION

Welcome to the training manual in hospitality and tourism sector, specifically focused on the trade of Front Office and Housekeeping Operations. This manual, entitled "Servicing Guestrooms," is designed to provide comprehensive training for individuals seeking to enter or improve their skills in the industry.

The manual is structured into three units, each of which covers a critical aspect of servicing guestrooms. These units include making the bed, cleaning the room and arranging and replenishing guest room supplies.

This manual is not a typical textbook-style approach to learning, but rather an interactive learning experience. It comprises of discovery activities that allow learners to explore and discover concepts, problem-solving activities that require learners to think critically and come up with solutions, guided practice activities that provide step-by-step instructions and application activities that encourage learners to apply their newly acquired knowledge in real-life scenarios.

Additionally, the manual includes assessment activities, which provide learners with feedback on their progress and help them identify areas where they need to improve.

By the end of this manual, learners will have gained a comprehensive understanding of servicing guestrooms, and be equipped with the necessary skills to provide excellent customer service in any hospitality setting. Let's get started!

Module Units:

Unit 1: Make the bed

Unit 2: Clean the room

Unit 3: Arrange and replenish guest room supplies

UNIT 1: MAKE THE BED



Figure 1: Untidy Bedroom

Unit summary:

This unit covers different knowledge and skills that will help the trainee to perform duties of serving guestroom. Trainee will acquire enough knowledge and skills necessary to make the bed within hospitality establishments as far as entering guestroom techniques, applying making the bed procedures and bed decoration are concerned.

Self-Assessment: Unit 1

1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
2. Fill in the self assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
<i>Describe entering guestroom procedures</i>					
<i>Use properly striping bed techniques</i>					
<i>Apply dusting the bed techniques</i>					
<i>Follow correctly tips on bed making</i>					
<i>Apply proper procedures for handling lost and found</i>					
<i>Select appropriate tools for bed decoration</i>					
<i>Apply bed decoration procedures</i>					

Table 1. Self-Assessment: Unit 1

Key Competencies:

Knowledge	Skills	Attitudes
1. Describe entering guestroom procedures	1. Select tools and equipment appropriately	1. Active attention
2. Describe procedures for bed making and bed decoration	2. Making bed correctly	2. Active participation
3. Identify Handle lost and found items	3. Decorate the bed properly	3. Active participation

Table 2. Key Competencies: Unit 1



Steps:



Discovery activity

Work in pair and look at pictures on previous page in your book, then do the following:



Task:

- Explain what you see and then say what you think about it
- Identify items used to make a bed

Topic 1.1: Entering guest room



Figure 2: Entering guestroom

Activity 1: Problem Solving

The floor supervisor gathers room attendants in the linen room and assign them rooms to clean. Some rooms are vacant and need to be cleaned, other still accommodating guests, so room attendants have to be carefully while entering the guestrooms.

Task

- Work in pair and discuss what you should consider before entering the guestroom
- Explain procedures and sequence to follow in entering bedroom.
- Explain lost and found items, and give some examples.

Key Facts 1.1

Introduction

Servicing Guestroom begins the moment the room attendant approaches the guestroom door. It is important to follow certain procedures when entering the guestrooms that show respect for the guest's privacy.

Procedures of knocking the door



- ✓ Check for a “Do Not Disturb” sign. Do not knock if a sign is on the door;
- ✓ Knock the door announcing “Housekeeping” and step back for about three feet from the main door so that the guests can see you from the door eye viewer.
- ✓ If there is no reply from the room, after 10 seconds knock for the second time announcing “Housekeeping”.
- ✓ After the third attempted knocking the door, simultaneously use your master key and announcing “Housekeeping” in opening the room. When you are reasonably sure that there is no occupant, open the door wide.

Entry procedures

- ✓ Check the room status
 -  Out of Order
 -  Under maintenance
 -  Vacant
 -  Cleaned

- ✓ Find out if the guest is in the room
 - ✚ If a Do Not Disturb (DND) sign is displayed at the door, note it on your worksheet and return to the room later.
 - ✚ Ask your supervisor to call the guest if DND sign is still displayed on the door.
 - ✚ Do not knock if a sign is on the door;
- ✓ Knocking the door
 - ✚ If a DND is not displayed, knock firmly and say “Housekeeping.” Do not use a key to knock on the door;
- ✓ Waiting a response
 - ✚ Wait for a response. If you don’t hear an answer, knock again and repeat “Housekeeping.”
 - ✚ Wait a second time for a response.
- ✓ Entering the guestroom
 - ✚ If you still do not receive an answer, open the door slightly and repeat “Housekeeping.”
 - ✚ If the guest is in the room, introduce yourself and politely ask if you can clean the room. ***“Good morning/ afternoon/evening (guest name). Is it alright if I can clean your room?”***
 - ✚ If the guest is asleep or in the bathroom, leave quietly and close the door;
 - ✚ If the guest is awake but dressing, excuse yourself, leave, and close the door;
 - ✚ If the guest answers your knock, ask when you may clean the room;
 - ✚ If the guest gives a later time, note the time on your room assignment sheet. Thank the guest, and quietly leave the room and return on the specified time given by the guest
- ✓ Positioning housekeeping cart/trolley
 - ✚ If the room is unoccupied, position your cart in front of the door and leave the door open.
- ✓ Begin cleaning.

- ✚ If the guest returns while you are cleaning, offer to finish later. Ask to see the guest's room key to verify that the key and room number match.

Air the room procedures, check for maintenance issues, lost and found

✓ **Air the room procedures**

After entering guest room:

- ✚ Turn on all the lights. This makes the room more cheerful, helps you to see what you are doing, and allows you to check for light bulbs which need to be replaced.
- ✚ Draw back the draperies/curtains and check the cords and hooks for any damage.
- ✚ Open the windows so the air enter the room
- ✚ Check air conditioning and heater to make sure they are working properly and are set according to property standards.
- ✚ Switch off air conditioning and Heater
- ✚ Remove or replace dirty ashtrays and glasses.
- ✚ Always make sure that cigarettes are fully extinguished before dumping them in the appropriate container.
- ✚ As you replace the ashtrays, be sure to replenish matches.
- ✚ Collect any service trays, dishes, bottles, or cans that might be scattered around the room.
- ✚ Follow your property's procedures for taking care of these items properly. Some properties have room attendants set these items neatly in the hallway and call room service for pickup.
- ✚ Empty trash and replace any wastebasket liners.
- ✚ In occupied rooms, straighten any newspapers and magazines.
- ✚ Never throw out anything in an occupied room unless it is in the wastebasket.

✓ **Check for maintenance**

✚ Make note of any damaged or missing items, if anything of value is gone or if something needs repair, notify your supervisor.

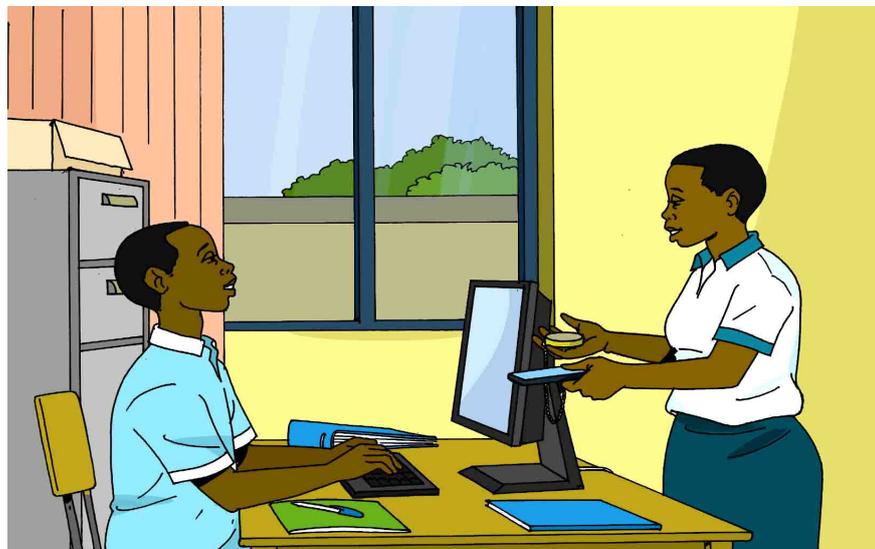
✚ Room attendant should look out for:

- Frayed cords, broken lamps, flickering lights
- Broken fridge door seals
- Chipped or broken glass, e.g. on mirror or shower
- Dripping taps
- Torn curtains or furnishings
- Noisy refrigerator
- Fuzzy television picture
- Remote control that won't work
- Leaking air conditioner.

✓ **Lost and found**

✚ In rooms where the guest has checked out, visually scan the room and check the dresser drawers for personal items, which may have been left behind.

✚ Report these items to your supervisor, or hand them in to the lost and found depending on the hotel's policy.





Activity 2: Guided Practice

Mr. Kagaba is cleaning the guestrooms on second floor of Top View Hotel. All rooms need to be cleaned; however, there are some guest who are still sleeping and other who want to do not be disturbed. Be careful, some facilities are not in good conditions as guest relations received complaints from guests.



Task:

With your trainer guidance

- Demonstrate the knocking the door procedures.
- Describe the entry procedures applied according to the hotel standards.
- Apply procedures to report maintenance issues.
- How you should process lost and found items find in the guestroom?



Activity 3: Application

Make a field visit to a nearby hotel, there they work with room attendants and observe how she/he entering the guestroom. Trainees are free to ask questions to the room attendants to know more about entering guestroom procedures.



Task:

- Work with room attendant to demonstrate the entry procedures when you want go to clean bedroom
- Make a report and present it to the trainer back at school.

Topic 1.2: Making the bed



Figure 3: Making the bed



Activity 1: Problem Solving

Top View hotel is checking- in a group of 5 guests in different rooms, all room are vacant but not cleaned and beds are not done. So do the following tasks:



Task

- What is a bed making?
- Identify items do you think you should use while making bed?
- Describe different process to make the bed

Key Facts 1.2

Meaning of bed making¹

- ✓ Bed making is the technique of preparing different types of bed to make a guest comfortable or his/her position suitable for a particular condition.
- ✓ Bed is a piece of furniture for sleep or rest, typically a framework with a mattress.

Items used in making a bed ²

- ✓ Night frill



- ✓ Mattress protector



- ✓ Mattress topper

¹ [https://wikieducator.org/Lesson 1: Definition of Bed Making](https://wikieducator.org/Lesson_1:_Definition_of_Bed_Making)

² <https://www.google.com/search?q=night+frill+pictures>



✓ Bed sheets



✓ Pillows



✓ Blankets



✓ Bed cover/bed spread



- ✓ Duvet cover



- ✓ Bed cushions



- ✓ Bed throw/runners



Striping bed techniques

- ✓ Remove any clothing or personal items from the bed;
- ✓ Remove the bedspread and blanket and place them on a chair;

- ✓ Check the bedspread and blanket for stains, tears, or holes. Replace if necessary;
- ✓ Remove cases from pillows. Place the pillows aside with the bedspread and blanket;
- ✓ Remove the sheets;
- ✓ Put soiled linen into the dirty linen bag on the cart;
- ✓ Check under the bed for trash or guest items. Remove them to a convenient place.

Dusting the bed

- ✓ Check the bed and report any damage directly
- ✓ Using a cloth sprayed with dusting solution dust bed edge and headboard
- ✓ Polish all around
- ✓ Vacuum the mattress surfaces and sides to get any hidden dirt or dust
- ✓ Spot and clean any stains with stain remover (Never soak your mattress, never apply water and cleaning solution)
- ✓ Flip the mattress
- ✓ Protect the mattress
- ✓ Wrap the bed with bed sheets and follow other bed making tips

Bed making techniques

- ✓ Traditional method
- ✓ Modern method

Follow tips on bed making

- ✓ First pull the bed
- ✓ Check the mattress protector for stains and damage;
- ✓ Notify your supervisor if you note stains or damage to the mattress;
- ✓ Change the mattress protector or mattress pad if necessary;
- ✓ Turn the mattress according to schedule, usually once in a month and record it if it has been done.
- ✓ Put the first sheet(right side up)

- ✓ Put the second sheet(wrong side up)
- ✓ Place the blanket on top of the second sheet about 6 to 8 inches.(if there is bed cover)
- ✓ Put the third sheet on top of the blanket (right side up)
- ✓ Make sure the second sheet, blanket and top sheet are tucked or fold together in neatly along the sides and foot of the bed to make corner.
- ✓ Put the bed cover
- ✓ Put the pillow sleep after covered it with pillow protectors and pillow cases.
- ✓ Put decorative cautions and bed throw/ runner
- ✓ At the end you have to push the bed to the appropriate place.
- ✓ Push the bed to it normal place.

Steps to Mitering

- ✓ **Step1:** Begin with the sheet hanging loosely over the corner. Tuck in the sheet along the foot of the bed, right up to the corner.



Figure 4: First step of making bed

- ✓ **Step2** Take the loose end of the sheet, about one foot from the corner, and pull it straight out, forming a flap.
- ✓ **Step3** Pull-up the flap so it is flat and wrinkle-free.



Figure 5: Second & third step of making bed

- ✓ **Step 4** Tucking the free part at the corner, making sure it is snug.
- ✓ **Step 5** Pull the flap out to ward you and down over the side of the bed.



Figure 6: Fourth & fifth step of making bed

- ✓ **Step 6** Tucking the flap and make sure the corner is smooth and snug.



Figure 7: Sixth step of making bed

Procedure for handling lost and found



Figure 8: Handling lost and found

- ✓ **Meaning of lost and found items**

- ✚ **Lost items**

- Lost items are items reported by persons/customers as having been lost – in most cases these items may have been left in a room, forgotten, or stolen.

Found items

- Found items are items found by staff or persons/customers and handed in to venue staff.

✓ **Classifications of found items**

Properties often classify found items into one of five categories:

Valuable items which include:

- Cell phones
- Cash over a certain amount – as nominated by the venue
- Laptop computers – and accessories
- Cameras
- Watches
- Jewelry
- Car or house keys
- Handbags and wallets
- Travel documentation – passports, visas, tickets
- Business documentation – reports, notes, business papers, plans
- Personal items – credit cards, driver's license

Perishables items:

- Food
- Drinks
- Partly consumed items and unopened items.

Non-valuable items such as:

- Magazines
- Make-up/cosmetics
- Old/damaged clothing
- Stationery

Urgent, identifiable items include:

- Persons' passports,
- Drivers' license,

- Travel documents or
- Wallets.)
 - In such cases, every effort should be made to contact the person (e.g. if they have left a mobile number, or it is known which airport they are due to depart from).

 **Suspicious articles, including:**

- Unidentified bags,
- Parcels or
- Electronic devices
 - Because pose a safety risk they should not be touched or moved, and their presence should be notified to security or management

✓ **Handling lost and found Procedures**

 **Recording item reported as lost and found items**

The following details need to be recorded:

- Date/time when the lost report was made
- Description of item in sufficient detail to allow the item to be identified
- Value of the item (optional) indicating how much the item is worth
- Location where item was lost if known
- Name of person who has lost the item
- Contact details of person who has lost the item
- Action taken to find the lost item.

 **Identifying person who lost the item**

- It is always necessary to capture the name of the person who has lost the item being reported as lost.

- Full name is required, but other details (such as date of birth) are not.
- In a significant number of cases the person reporting the lost item is not the owner for example the person making the report may be a family member, or a friend especially where the person has departed overseas/internationally.
- You must never return/release a found item to anyone other than the owner unless there is documentation from the owner authorizing return/release to a third party. If in doubt, talk to your boss.

✓ **Tagging the item**

Tagging an item involves completing a Lost and Found Tag/Slip and attaching it to the found item. The following methods are used:

- ✚ Adhesive tape
- ✚ String
- ✚ Elastic/rubber bands

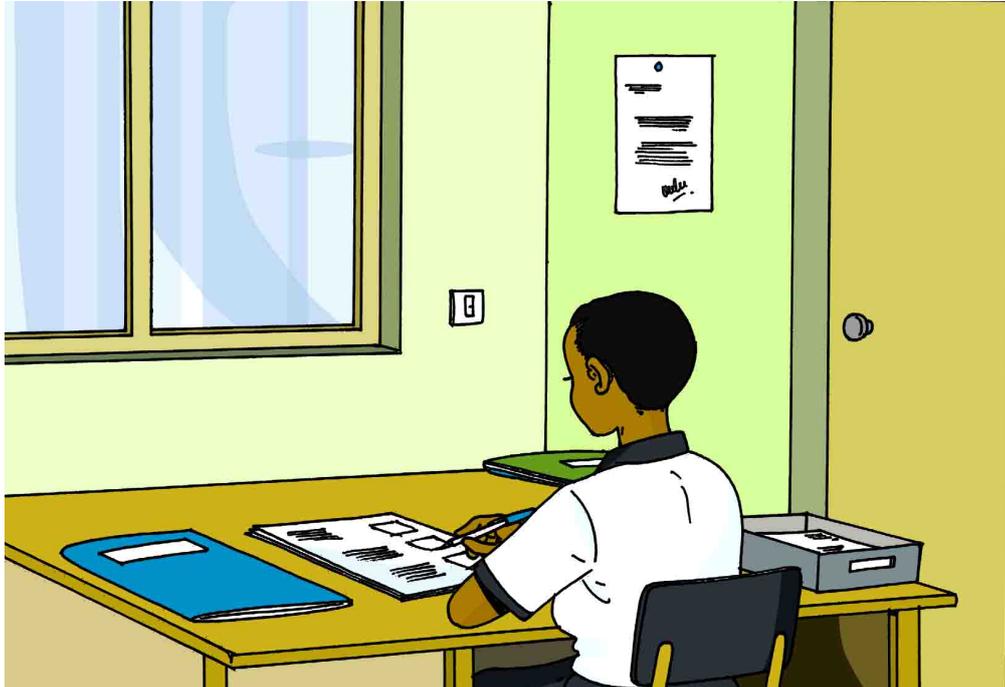
✓ **Storing lost item**

Within these areas/locations the physical units used to store items can include:

- ✚ Storing perishable food under refrigeration if a decision has been made to hold the food for 24 – 48 hours
- ✚ Placing valuable items into secure storage such as keeping them:
 - In a locked room designated shelves in a room/cupboard may be allocated to lost property
 - In a locked drawer or cupboard designated cabinets, cupboards or drawers may be allocated specifically for the storage of found items
 - In a safe
- ✚ Storing non-valuable items in a range places including:
 - General-purpose cupboards
 - Shelves used for other stock/purposes

- On the floor in store rooms and offices
- Same locations as for valuable items.

✓ **Registering found items**



For found items the register will usually provide space to record:

- ✚ Item number (optional), some properties allocate every found item a number to assist with tracking
- ✚ Date/time when the item was found
- ✚ Description of item sufficiently detailed to distinguish it from other similar items
- ✚ Finder name and contact details of person who found it
- ✚ Location found name of room/area where the item was found
- ✚ Name of owner/room occupant where known
- ✚ Receipt number, some venues will issue a receipt to the finder whenever a found item is handed in, this helps maintain accountability and reduced chance of staff stealing items
- ✚ Action taken to find the owner (where appropriate)
- ✚ Final disposal of the item such as:
 - Returned to Owner

- Discarded
- Donated to XYZ

✚ Signature of claimant where item was returned to owner, including details of evidence presented by the claimant to prove they were the owner, such as:

- Drivers license number
- Passport number
- Reference to photocopied material filed for future reference.

✓ **Lost and found formats**

✚ **Lost and found Items tag**

SERENE HOTEL

Found Item Tag

Item/tag Number: _____

Date found: _____

Date stored: _____

Description of item:

Where found (inc.room# as appropriate):

Finder: _____

Special instructions/advice:

DISPOSAL

Returned to Owner:

Date: Name of Owner: _____

Disposed of:

Date: How disposed of: _____

Name of person disposing of item: _____

Lost and Found Register updated: Yes/No.

✓ **Lost and Found Register**

a. The “found” items section of the Register

The Lost and Found Register may have the following pages at the front of the book usually in landscape format.

Item No.	Date/Time Found	Location Found	Description Value	Name of Finder	Tag or Receipt No.	Action Taken	Disposal or Return	Sign. In	SignOut

Table 3. The found items section of the Register

b. The “lost” items section of the Register

The Lost and Found Register may have the following pages at the rear of the

Date/Time Lost	Location Lost	Description Value	Name of Contact	Action Taken	Returned – Date & Details of Proof of Ownership	Signature of Claimant

--	--	--	--	--	--	--	--

Table 4. The lost items section of the Register



Activity 2: Guided Practice

Miss Odile, working at Top View Hotel as room attendant, is assigned to clean a Presidential Suit Room on the top of the hotel building, the room is dirty, and bed is not well organized. Previously, the guest who was staying their claims losing his wallet and gold necklace.



Task:

With your trainer guidance

- Strip and dust the bed using correct techniques
- Follow all procedures to make the bed by apply mitering techniques
- Handle correctly lost and found items of the guest who was previously stayed in the room according to the hotel procedures



Activity 3: Application

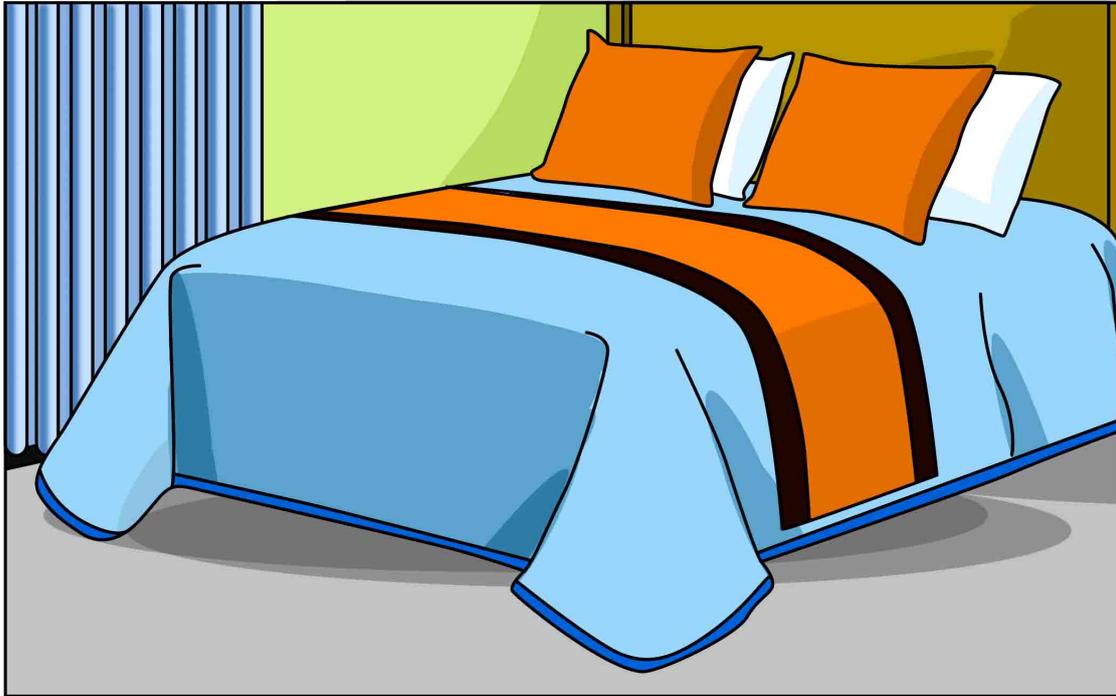
In the school's hostels, trainees go in their respective sleeping places and perform the following:



Task:

- Using available materials and tools, try to organize hostel and make them cleaned.
- Respecting all procedures make student beds correctly.
- Make the report and present it In classroom

Topic 1.3: Decorate the bed



Bed runners

Figure 9: Decorated Bed



Activity 1: Problem Solving

Miss Odile was tasked also to decorate the Kina size bed in the presidential suite, to surprise the Managing Director of MTN Africa who is checking-In this evening, as he is celebrating his birth day anniversary today. Work in pair and perform the following:



Task

- Identify the components of room design/decoration
- Give the reasons for bed decoration
- List different tools and materials used to decorate the bed
- Explain bed decoration procedures.

Key Facts 1.3

Components of Bedroom design³

✓ **The Right Paint Colors**

✚ The first thing we had to do in this space was to choose the right paint color for the room. Unless you start with amazing bedding, window treatments, or rug – which we did not – starting with the right paint color for you will insure that you LOVE your space (and not just because it “matches” your rug).

✓ **Symmetrical Furniture Placement**

✚ Every room needs a sense of balance, arranging your furniture and art in such a way that it complements the architecture, rather than competes with it, can make your space feel “just right.”

✓ **Beautiful Bedding**

✚ Beautiful bedding does not have to be custom! Why not mix a few different sets of bedding to create a custom look

✓ **Great Window Treatments**

✚ Again, you don’t have to go custom – but you have to know where to shop for ready-mades that look custom. I knew where to go, and that’s why these window treatments look so fabulous!

✓ **Cozy Place to Sit and Read**

✚ By moving a comfortable chair from another room into her bedroom, now there’s a reason to hang out in the room during the day.

✓ **Spectacular Lighting**

✚ Lighting is very important thing for bedroom decoration as it bring the ambient environment in the room.

Bed decoration

³ <https://aprettyfix.com/9-home-decor-essentials-every-home-should-have/>

✓ **Reasons for Bed decoration**

- ✚ Make guest surprise
- ✚ Birth day
- ✚ Honey moon
- ✚ Wedding
- ✚ Welcoming new born baby
- ✚ Different anniversaries

✓ **How**

- ✚ With flowers
- ✚ With linen
- ✚ Lights

Tools for bed decoration



Bed runners



Table light



Decorative mirrors

- ✓ Flowers
- ✓ Bed linens (duvets, throw blankets, night frill, bed runners)
- ✓ Candles

- ✓ Lamp/ light (overhead light or table light)
- ✓ Chocolates
- ✓ Sweets
- ✓ Decorative pillow
- ✓ Decorative cushion
- ✓ Small Rugs & Mats
- ✓ Vases and bowls
- ✓ Wall arts
- ✓ Decorative mirrors
- ✓ Bed headboard



Vases / bowls



Wall arts



Decorative pillows



Small rug / mats

Bed decorating procedures⁴

- ✓ **Step One: Gather Inspiration**

⁴ <https://www.brightontheday.com/how-to-decorate-your-room/>

✚ The best place to start is by gathering a little inspiration to get a better idea of what you know from the guest. Also this inspiration comes from the information gathered from the guest.

✓ **Step Two: Take stock of what you have**

✚ I would suggest going through the list of things a typical bedroom includes and note what you already have and what you might need

✓ **Step Three: Consider Your Limitations and Circumstances**

Before decorate the bed consider the following:

✚ **Timing** – Consider how long you’ll be in this bedroom.

✚ **Flooring** – Do you have carpet or wood floors? I’d argue that a rug isn’t necessarily crucial for the beginning stages.

✚ **Budget** – Make a budget but don’t let this hold you back too much. It’s important to figure out what you want in an ideal sense first and then you can figure out how to make it work within your budget later.

✚ **Room type and bed size**– This is also very important in making bed decoration as it determines how the decoration will be done and what materials will be needed.

✚ **Room decor/paint**– Bed decoration should match with room paints

✓ **Step Four: Determine Your Personal Decorating Style**

✚ Taking some time to articulate your decorating style will help you make decisions quicker and with more confidence.

✓ **Step Five: Start bed decoration**

✚ Decorating a bed is a personal talent, just why hotel look experienced staff to decorate bed for its customers.

✓ **Step Six: Take a picture**

- ✚ This allow you to access details for your decoration as pictures show small details of what you have been doing so that you can adjust, and help to enjoy the effort of your activities.



Activity 2: Guided Practice

From the above case in Activity 1, the information the hotel has got through the guest history the Managing Director of MTN Africa likes pink color. Now work in pair and practice the following:



Task:

- Select tools and materials to use in order to decorate the bed considering the guest history.
- Perform the decoration of the bed to attract the guest.
- For any problem or clarification ask your trainer



Activity 3: Application

Trainees make a field visit to a nearby residential houses and help local people to make and decorate their bed. Trainees will work in pair to avoid the overcloud of the residential houses.



Task:

- Using available tools found in residential home, each trainee will make bed and decorate the bed

- Report the work done to the trainer throughout video, photos or any mean which is appropriate to report.



Formative Assessment

- Define the following terms:
 - Bed
 - Bed making
- Answer by **Yes** or **No** against the following statements:
 - Do not knock if a DND sign is on the door
 - After the third attempted knocking the door, simultaneously don't use your master key and announcing "Housekeeping" in opening the room.
 - You should not report the items found in the room
- List 5 materials used to make bed
- Suppose you are assigned to clean 10 bed room by your floor supervisor, perform the following:
 - Demonstrate the knocking and entering room procedures
 - Apply all steps and makes beds in the assigned rooms
 - Decorate the room using available materials
- Explain 4 categories of lost and found items and give two examples for each category
- Discuss different steps to handle lost and found of guest items.



Points to Remember

- If you are making the bed using duvet instead of bed covet, the bed is made up with two bed sheets and without blanket but others can also be used, all can depend with the set up of the hotel.
- Room attendant is not allowed to enter a DND room and may call supervisor or security if the DND sign remains on the door for long time
- To make the bed procedures should be followed and technics applied

- The lost and found items should be recorded and reported, the room attendant is not allowed to them home.
- To decorate the bed, the inspirations are gathered from the guest information collected from guest history.



Self Reflection

At the end of every unit trainees should:

- 1) Re-take the self assessment they did at the beginning of the unit.

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					
<i>Describe entering guestroom procedures</i>					
<i>Use properly striping bed techniques</i>					
<i>Apply dusting the bed techniques</i>					
<i>Follow correctly tips on bed making</i>					
<i>Apply proper procedures for handling lost and found</i>					

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					
<i>Select appropriate tools for bed decoration</i>					
<i>Apply bed decoration procedures</i>					

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.

Table 5. Self-Reflection: Unit 1

UNIT 2: CLEAN THE ROOM



Figure 10: Disorganized guestroom

Unit summary:

This unit covers the different knowledge and skills that will help the trainee to perform the duties of room attendant. Trainee will acquire knowledge and skills clean the guestroom properly including dusting room furniture, cleaning bathroom and cleaning walls, ceiling and floors surfaces.

Self-Assessment: Unit 2

1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
2. Fill in the self assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
<i>Identify guestroom furniture</i>					
<i>Describe furniture surfaces</i>					
<i>Apply procedure for dusting and polishing room surfaces</i>					
<i>Demonstrate techniques for cleaning different bathroom surfaces</i>					
<i>Replenish properly bathroom amenities</i>					
<i>Use of techniques to clean wall, ceiling and floor surfaces</i>					

Table 6. Self-Assessment: Unit 2

Key Competencies:

Knowledge	Skills	Attitude
1 Identify guestroom furniture	1 Demonstrate the standard cleaning procedures of bathroom	1 Effective collaboration
2 Describe furniture surfaces	2 Arrange bathroom amenities	2 Active participation
3 Explain bathroom cleaning procedures	3 Apply techniques to clean wall, ceiling and floor surfaces	3 Active participation

Table 7. Key Competencies: Unit 2



Steps:

Discovery activity

Work in group of four trainees and discuss the following:



Task:

- Look at the pictures in your book and explain what you see
- List 10 examples of furniture which may be found in the guestroom saw in the pictures.
- Describe different furniture surfaces

Topic 2.1: Dusting room furniture



Activity 1: Problem Solving

Mr. John is staying in a double Room within K&K Hotel, and he not happy about the room cleanliness, so the room smell dusty, and the housekeeping department tasked you to clean the room. Work in group of four trainees and do the following:



Task

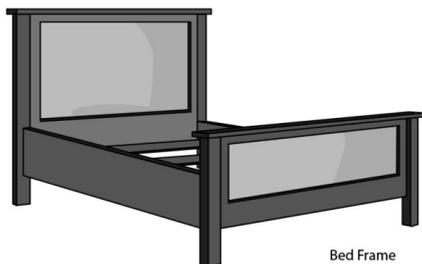
- Identify the guestroom furniture to be dusted
- Identify furniture surfaces to be dusted
- Explain guidelines/tips when dusting the room
- Discuss different procedures for wet/damp dusting room surfaces
- List procedures for polishing guestroom furniture

Key Facts 2.1

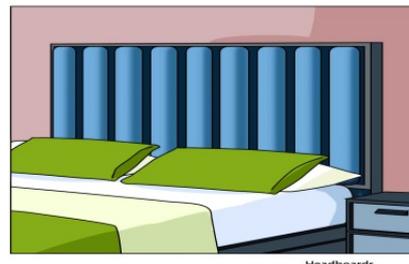
Identification of furniture in guestroom

- ✓ Furniture refers to movable or fixed object intended to support various human activities such as sleeping, seating, eating, storing items and working with usually made of wood, metal, plastics, marble, grass, leather and fabric or related materials. The guestroom furniture includes:

Beds



Headboards



 Nightstands



Nightstand



Dresser

 Chests and armoires



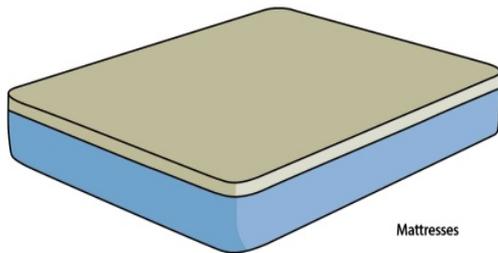
Armoire

 Mirrors



Mirror

 Mattresses



Mattresses

 Benches



Bed room benche

 Flat-panel

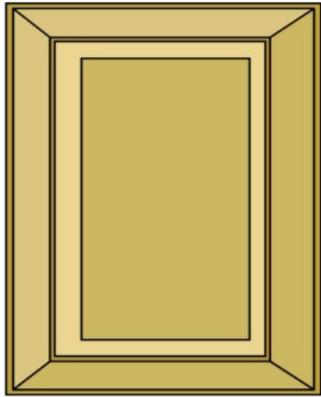


 Open-panel



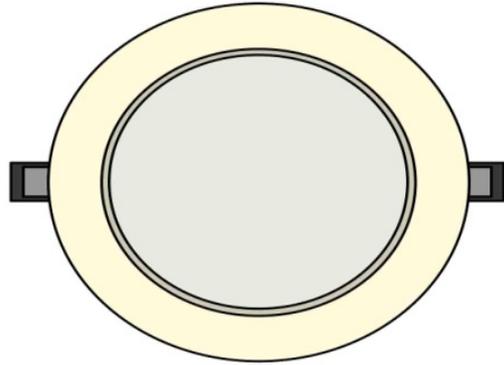
Open dressing room

✚ Raised-panel



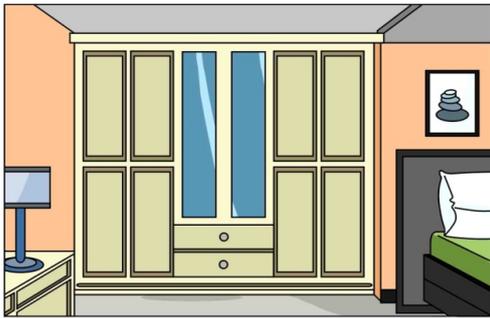
Raised panel

✚ Recessed-panel



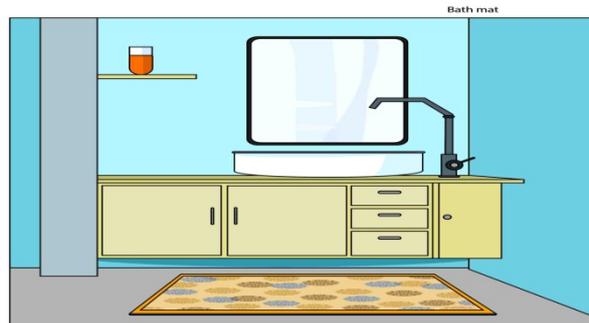
Recessed panel

✚ Shaker



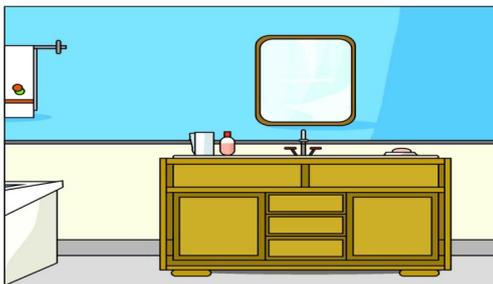
dressing room shaker

✚ Glass-front



Bath mat

✚ Beaded Inset



Beaded inset

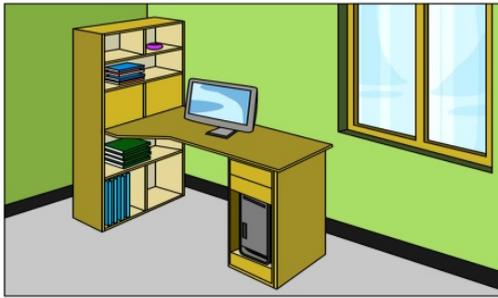
✚ Cupboard



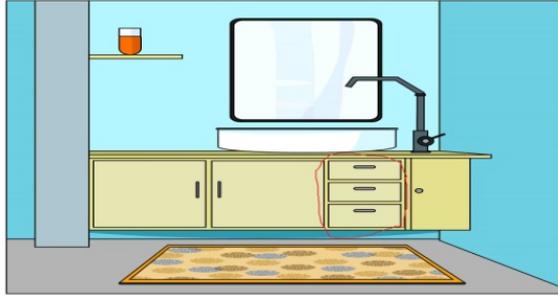
Cupboard

✚ Desks

✚ Drawers

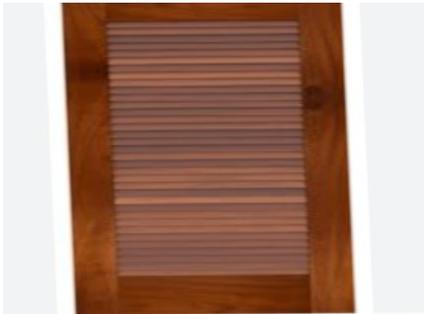


Over the desk Bookshelf



Bath mat

✚ Louvered cabinet



✚ Tables



✚ Chairs



Chair with the back rest

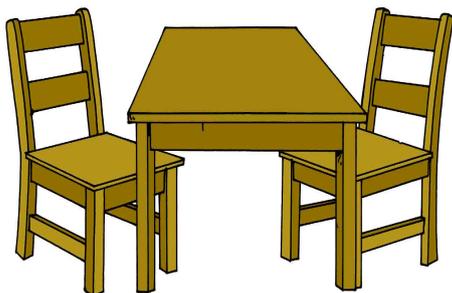
✚ Racks



Different furniture surfaces in the room

Most of furniture within guestroom have the following surfaces to clean depending on their types:

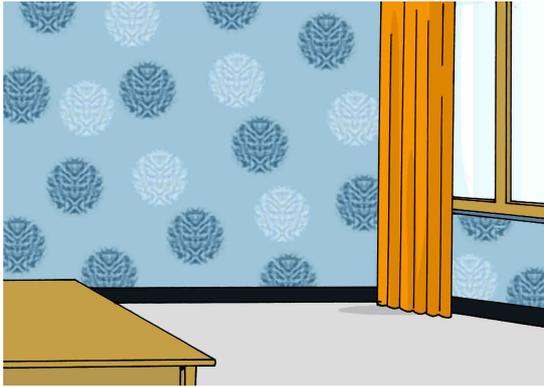
✓ **Wooden surfaces**



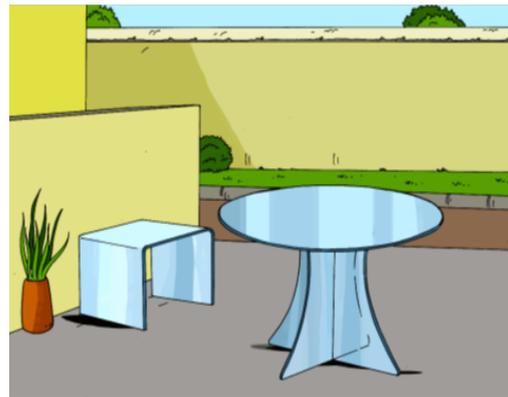
✓ **Metal surface**



✓ Paper surfaces



✓ Glass surfaces



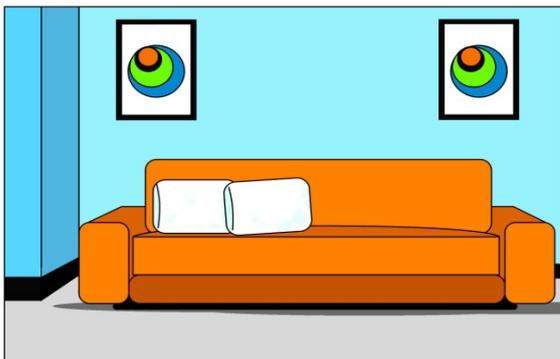
✓ Ceramic surface



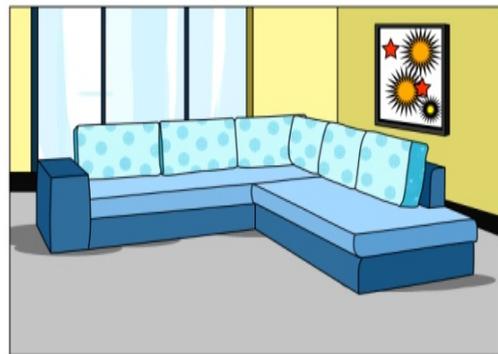
✓ Marble surfaces



✓ Leather surfaces

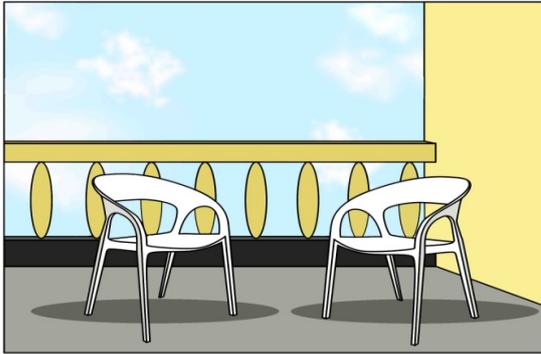


✓ Cushion/fabric surfaces

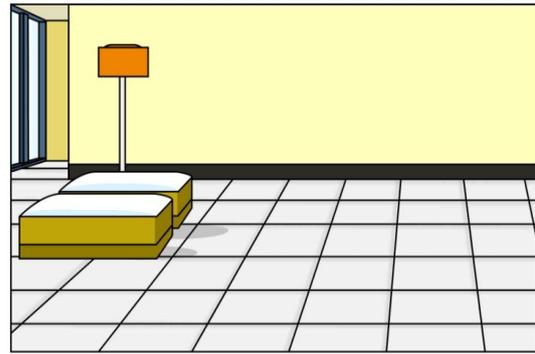


Sofas

✓ **Plastic surfaces**



✓ **Tile surfaces**



Tips when dusting the room

✓ **Meaning of Dusting**

✚ It is cleaning Using clothes sprayed with dusting solution to remove dust on room and furniture surfaces located on walls or high off the floor.

✚ Work clockwise around the room when dusting

✓ **Dusting room furniture**

✚ **Dust and polish mirrors.**

- Spray glass cleaner on a clean cloth and
- Wipe down the mirror.

✚ **Dust and polish the dresser.**

- Open the drawers and dust the inside surfaces.

✚ **Dust the nightstand.**

- Start with the top surface and work your way down the sides to the legs or base.

✚ **Clean and dust the telephone.**

- Check proper operation by picking up the receiver and listening for the dial tone.
- Use spray disinfectant on the mouthpiece and earphone (optional).

✚ **Dust Television**

- Dust the top and sides of the television set and the stand it rests on
- Clean the front of the television set with glass cleaner.
- Turn on the set to make sure it works properly, and then turn it off.

 **Dust any table surfaces**

- Beginning with top surface and working your way down to the base and legs.

 **Dust wood or chrome surfaces on chairs,**

- Beginning at the top and working your way down the legs.

 **Dusting door surfaces**

- Wipe from top down.
- Polish the knobs and remove any smudges around the knob area.
- When finished, make sure the door is closed

 **Dusting the closet surfaces**

- Dust both the top and underside of the closet shelf. Remove any smudges on the surfaces.
- Wipe down the closet rod.
- Dust hangers and hooks.
- Clean and dust both sides of the closet door.

 **Dusting light sockets and switches**

- Wipe down light switches and sockets
- Remove any smudges on surrounding wall area.

 **Dusting Ceiling fans and light fixtures**

- Turn them off,
- Then dust exterior using a microfiber cloth, or use a long handle bendable duster.

✓ **Dusting the ceiling, walls and baseboard**

-  Use tools that will grab the dust, not push it around

- ✚ When dusting a room, start with the highest items and work your around the room and down to the lowest, moving in a spiral, then vacuum since dust falls downward
- ✚ Use a dry mop, or place a microfiber cloth over the bristles of a broom and secure with a rubber band to dust areas that you can't reach. No bending down, to dust baseboard and is also a great way to access hard-to-reach areas like behind furniture.



Procedures for wet/damp dusting room surfaces

- ✓ Damp dusting is the removal of dirt and bacteria from hard, flat surfaces with a wet cloth or sponge.

The following are procedures to dam dusting room surfaces:

- ✓ **Step 1:**
 - ✚ Lightly dampen a cloth with water or a multi-purpose cleaning solution.
 - ✚ Make sure the fabric is not soaked but merely *damp*.
- ✓ **Step 2:**
 - ✚ Run the cloth from left to right or right to left in continuous strokes.
 - ✚ The damp cloth will remove debris and layers of dust from the surfaces as you clean.
 - ✚ To avoid wiping already cleaned areas with additional dirt, be sure to rinse the cloth throughout the cleaning process

✓ **Step 3:**

- ✚ Wipe the surfaces with a cleaned dry cloth
- ✚ If necessary polish the surface to shine (It depend on type cleaned surfaces)

Procedure for polishing

- ✓ Polishing is the process of creating a smooth and shiny surface by rubbing it or by applying a chemical treatment, leaving a clean surface with a significant spectacular reflection.
- ✓ The following are procedure for polishing furniture
 - ✚ Dust your furniture. Dampen a clean, dry cloth (non-scratching and preferably microfiber)
 - ✚ Using either a commercial furniture polish or a homemade polish, spray the solution onto a soft cloth.
 - ✚ Wipe it over the furniture
 - ✚ Use a soft-bristle brush to help work the solution into any grooves on the furniture.
 - ✚ Buff away the polish with a dry, soft, lint-free towel.



Activity 2: Guided Practice

As Mr. John who stayed in Double room at K&K Hotel made a complaint about the room which smells dusty. Work in pair and perform the following:



Task:

- Follow all procedures and dust different guestroom furniture surfaces
- Identify room furniture where to apply damp dusting and damp dust their surfaces
- Select appropriate furniture to be polished and polish them
- For any problem or clarification ask your trainer.



Activity 3: Application

Consider class rooms and school offices as guestroom, work in pair and perform the following:



Task:

- Respecting all dusting procedures for furniture surfaces, work in pair for each school room/classroom and try to dust all furniture and equipments found in all school rooms.
- Report this activity to your trainer

Topic 2.2: Cleaning the bathroom



Figure 11: Bathroom



Activity 1: Problem Solving

The guest who stayed in the Room no 101 of K&K Hotel last night got drunk and vomit in the bathroom, the bathroom is very dirty and need to be cleaned.



Task

- Discuss procedure to clean the bathroom
- Identify bathroom surfaces to be cleaned
- Describe cleaning materials used to clean the bathroom

Key Facts 2.2

Cleaning bathroom procedures

- ✓ Open all windows and exhaust vents
- ✓ Shake out all soiled bathroom linen and deposit in the linen hamper
- ✓ Collect all trash in bathroom waste basket, and deposit in the trash hamper

- ✓ Clean the ceiling and air conditioning vents for cobwebs
- ✓ Wipe all light bulbs and shades with dry cloth
- ✓ Check all bulbs are working
- ✓ Wipe tile walls using a sponge or damp cloth and follow with dry cloth
- ✓ Clean mirror with dry cloth, damp newspaper and finally with dry cloth
- ✓ Scrub and dry wash basin and its area
- ✓ Scrub and clean, dry the bath tubs
- ✓ Scrub the toilet
- ✓ Replenish fresh bath linen and guest supplies as per the number of person in the room
- ✓ Scrub the floor to ensure it dry
- ✓ Close the windows
- ✓ Shut all light
- ✓ Use air freshener
- ✓ Close the bathroom door

Soaking (toilet ball, bathtub, Jacuzzi, shower, hand wash)⁵

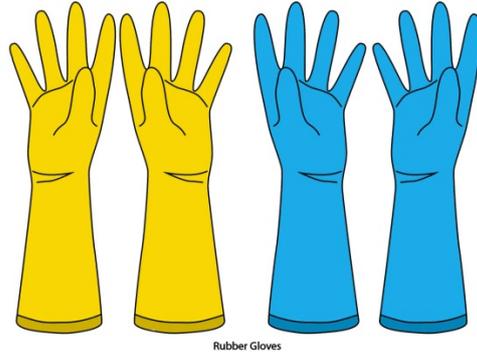
- ✓ **Materials to use**

✚ A bristle scrubbing brush



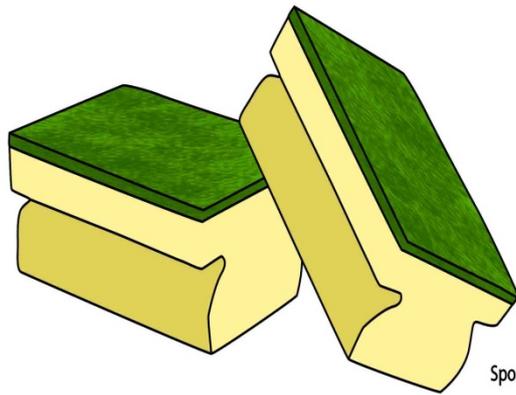
⁵ <https://www.google.com/search?q=Soaking+in+toilet&sxsr=ALiCzsY4->

✚ A pair of rubber gloves



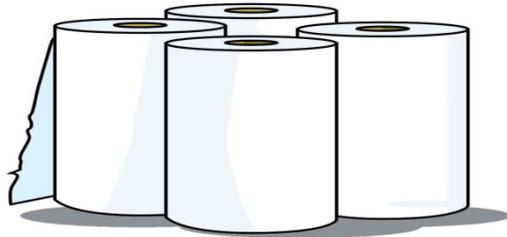
Rubber Gloves

✚ One or two scrub sponges



Sponges

✚ Paper towel



✚ A gallon of Clorox bleach



Bleach

✚ A bottle of Clorox toilet bowl cleaner with bleach



detergent clorox

✚ A park of disinfecting wipes



✚ A bottle of Lysol Power Bathroom cleaner



Omo

✓ **How to clean**

- ✚ Measure half a cup of Clorox Bleach
- ✚ Pour and Coat the surfaces Clorox toilet bowl cleaner with bleach (For the toilet bowl just wait at least 5 minutes to let the product killing bacteria and germs)
- ✚ Meanwhile you can start cleaning outside parts
- ✚ Put on your gloves and use your brush to scrub the surfaces (let everything sit for five minutes)
- ✚ Flush with water
- ✚ Wipe with disinfecting product
- ✚ Grab a clean sponge or clean paper towel to wipe away any condensation
- ✚ Ensure every surface is dry

Clean different bathroom surfaces

✓ **Steps 1**

- ✚ Turn on lights and fan.
- ✚ Replace any burned out light bulbs.
- ✚ Check fan for proper operation

✓ **Steps 2**

- ✚ Remove used towels, washcloths, and bath mat.

✓ **Steps 3**

- ✚ Empty trash and wipe container.

✓ **Step 4. Flush the toilet.**

- ✚ Apply all-purpose cleaner around and under the lip of the bowl. Let it stand while you attend to other cleaning tasks.

✓ **Step 5. Clean the shower area**

- ✚ Check the shower head to make sure it is positioned correctly.

- ✚ Wash the tub or shower walls and soap dishes using a damp cloth and all-purpose cleaner. Check condition of walls as you clean.
- ✚ Rinse the tub or shower walls and soap dishes with sponge.
- ✚ Clean both sides of the shower curtain or shower door. Pay special attention to the bottom where mildew may accumulate. Wipe dry.
- ✚ Clean shower curtain rod or clean the tracks and frame of the shower door.
- ✚ Scrub the bathtub with all-purpose cleaner.
- ✚ Remove and clean the drain trap.
- ✚ Clean bathtub fixtures. Polish dry to remove water spots.
- ✚ Hang clean bath mat over edge of the tub.
- ✚ Reposition shower curtain or shower door to the center of the tub.
- ✓ **Step 6. Clean the vanity and sink area**
 - ✚ Run some warm water into the sink. Add the correct amount of all-purpose cleaner.
 - ✚ Clean the countertop area of the vanity.
 - ✚ Clean the sink. Remove drain trap and clean.
 - ✚ Clean sink fixtures. Polish dry to remove water spots.
 - ✚ Wipe dry the countertop area of the vanity.
 - ✚ Clean mirror with glass cleaner.
- ✓ **Step 7. Clean the toilet**
 - ✚ Scrub the insides of the toilet and under the lip with the bowl brush. Flush.
 - ✚ Using cleaning solution and a cloth, clean the top of the seat, the lid, the tank, and the outside of the bowl.
 - ✚ Wipe dry all the outside surfaces.
 - ✚ Close the lid.
- ✓ **Step 8. Clean bathroom walls and fixtures**
 - ✚ Dust light fixtures.
 - ✚ Using a clean damp cloth, spot-clean fingerprints and smudges.
 - ✚ Wipe down all electrical outlets and light switches, paying close attention to the surrounding wall area.

- ✚ Wipe and polish towel bars.
- ✚ Dust all exposed piping.
- ✚ Clean both sides of the bathroom door.

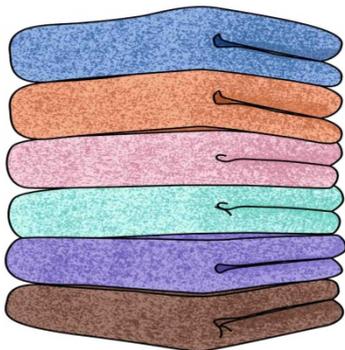
Replenish bathroom amenities

- ✓ To replenish bathroom amenities the following are procedures:

- ✚ Take off used bathroom amenities
- ✚ Clean or wipe the area
- ✚ Replace, add or refill with new amenities

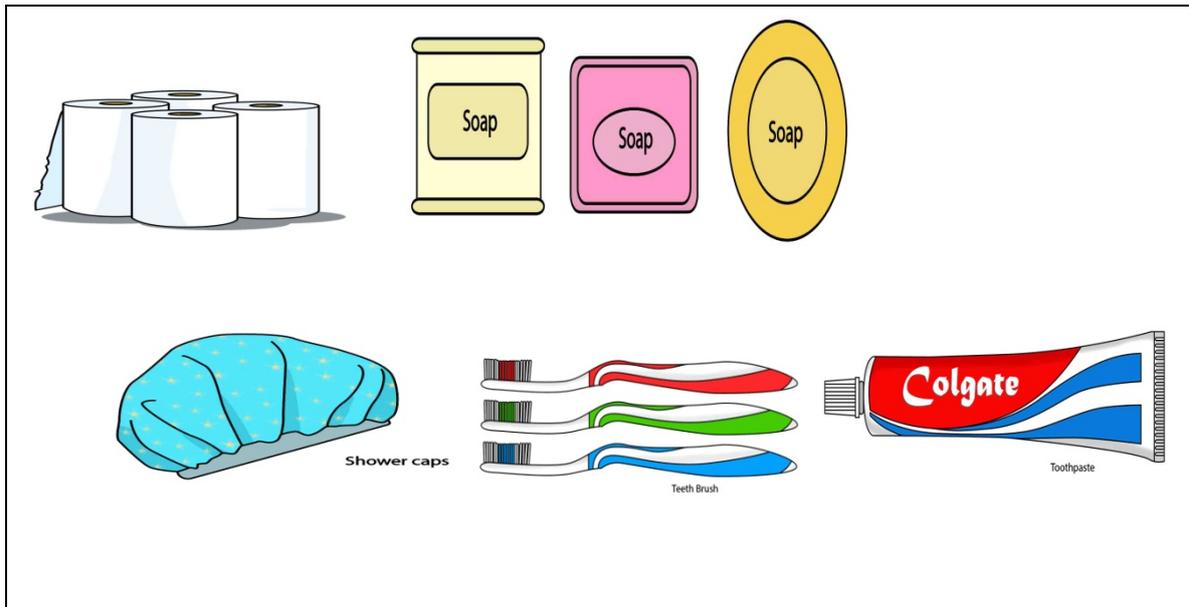
- ✓ The following are amenities to replenish:

- ✚ Replenish the towels (Facial towel, hand towel, wash towel)
- ✚ Replenish toiletries (Shampoo, toilet papers, bath gel, moisturizers, hat cup, tooth brush and toothpaste)
- ✚ Replenish facial tissue supplies.



Towels





Activity 2: Guided Practice

The room no 101 in K&K Hotel occupied by a drunkard guest need to be cleaned, especially its bathroom, as vomit and other dirt scattered everywhere in the bathroom surfaces. Not only that but also the room is empty of amenities. Work in pair and practice the following:



Task

With your trainer guidance

- Identify the cleaning surfaces to be cleaned in the bathroom of room n 101
- Select appropriate cleaning materials to clean the bathroom
- Clean all bathroom surfaces as per K&K Hotel procedures
- Select correct bathroom amenities to replenish the bathroom
- Follow replenishment procedures and replenish bathroom amenities in the room no 101



Activity 3: Application

During the week end, trainees are supposed to visit a nearby hotel and assist the room attendant to clean the bathroom of the hotel. Two trainees will work with one room attendant.



Task:

- Write all procedures followed by the room attendant from the beginning until the bathroom cleaning until the end of activity
- Make a report identifying challenges faced during the cleaning activity and also suggest recommendations on bathroom based on knowledge applied during the class sessions

Topic 2.3: Clean walls, ceiling and floors



Figure 12: Cleaning Floor, Walls and Ceiling

Activity 1: Problem Solving

There is problem of lighting in the room no 101 of K&K Hotel, so the room attendant call in the maintenance technician to fix that problem, after the fixing light the room ceiling, walls, tiles and carpets look dirty.



Task

- Explain factors to consider while selecting cleaning facilities
- Identify cleaning facilities (tools, equipment and cleaning products) used to clean walls, ceiling and floors
- Describe different types of wall, ceiling and wall surfaces to be cleaned

Key Facts 2.3

Selection of cleaning facilities

✓ Factor to consider while selecting cleaning facility

- ✚ The surfaces to clean (walls, ceiling, floor, fittings and furniture,)
- ✚ The cleaning method
- ✚ The surface matter (Wood, metal, carpet, cemented, tile paper, plastic, glass, marble, ceramic and leather)
- ✚ Types of soil/dirtiness (dust, stain, blood, paint, oil, food)

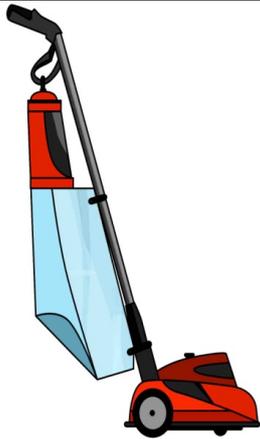
✓ Cleaning facilities used to clean walls, ceiling and floors

To clean the walls, ceiling and floor the following facilities will be used:

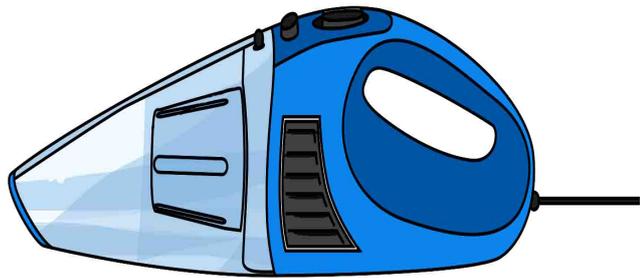
✚ Cleaning equipment

- Vacuum machines

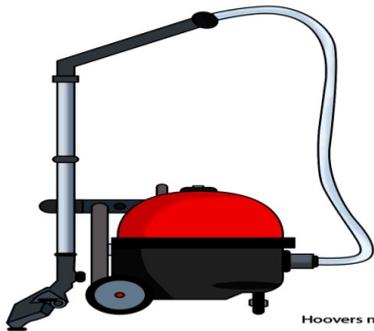




Upright vacuum Cleaner



o Hoover machines

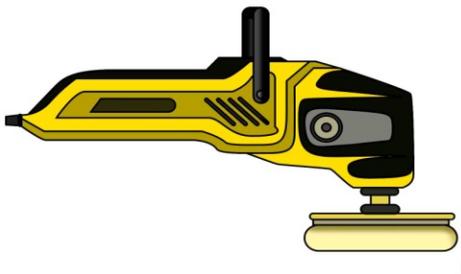


Hoovers max



o Polishing machine

o Scrubbing machines



f



Hand Scr.



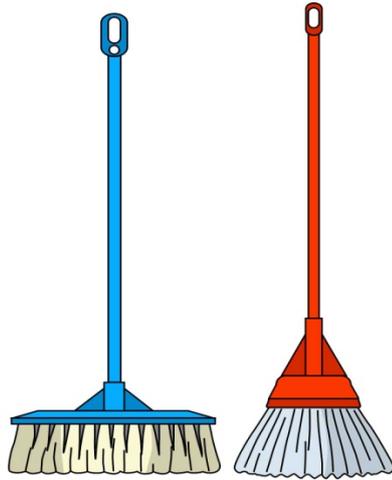
Scrubbing



Scrubbing machine

 **Cleaning tools**

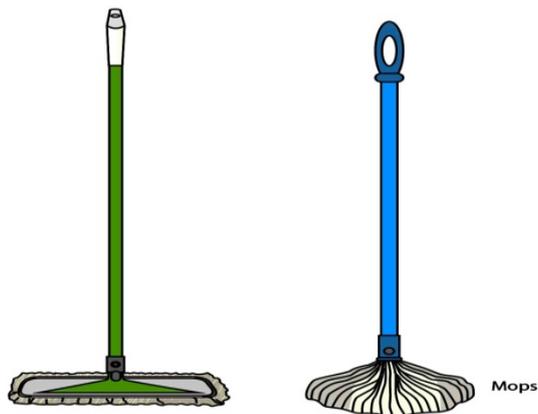
- Brooms



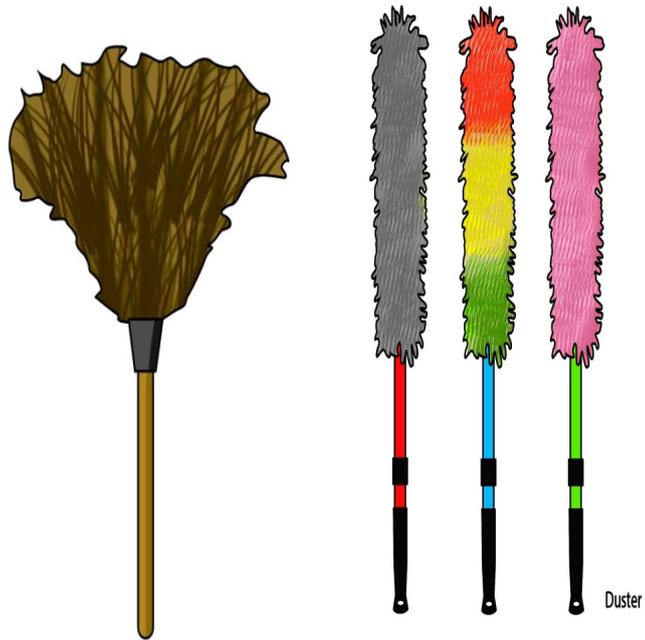
- Bucket



- Mop



○ Dusters (Feather, long handle dusters)



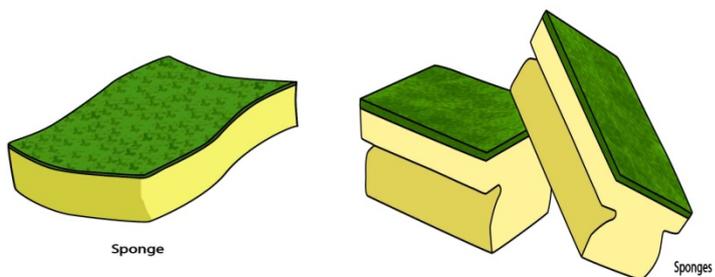
Duster Feather

○ Cleaning cloths (microfibers)

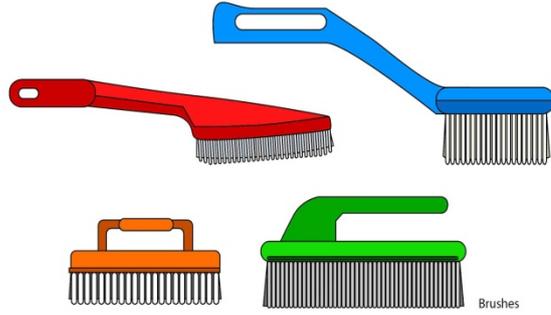


Cleaning cloths

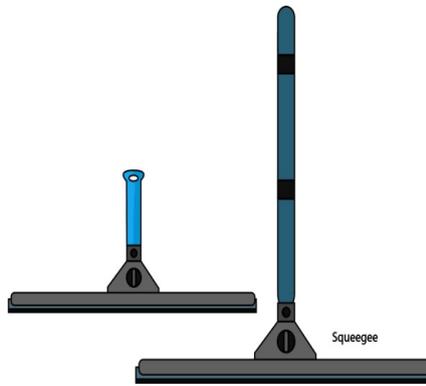
○ Sponge



○ Brush



○ Squeegees



○ Dustbin





 **Cleaning detergents and disinfectant**

- All purpose cleaner



- Liquid soap



Liquide soap

- Bleach



- Stain remover



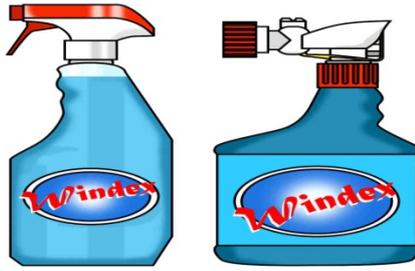
remover oxi clean

- Furniture polish



Furniture polish

- Window cleaner



Window cleaner

- Stainless cleaner



Stainless cleaner

- Carpet shampoo



Carpet shampoo

- Polishing solution



Polishing solution

Clean different wall, ceiling and floor surfaces

✓ Cleaning wall

✚ Steps of clean painted wall

- Dusting regularly
- Any finger marks on the wall should be clean immediately
- Clean wall skirting

✚ Steps of cleaning wooden wall

- First dust
- Polish using the appropriate product
- Never clean with water or any damp cloth

✚ Steps of clean tiled and ceramic wall

- Mix water and bleach to clean tile
- Utilize ammonia
- Use a dry cloth or steam cleaner

✓ Cleaning ceiling

Steps of clean painted ceiling

- Removing cobwebs
- Dust with a dry cloth
- Wet Spot cleaning for stains removing with the appropriate product
- Rinse with a wet cleaning cloth

Steps of clean wooden ceiling

- Remove cobwebs
- Dusting
- Polish with furniture polish

Steps of cleaning plastic ceiling

- Dust with feather dust
- Dump dust with appropriate product
- Spot clean for the removal of stain

Steps of cleaning of texture ceiling

- Smooth dusting with feather dust
- Periodic removal of texture and wash the and put it back
- Protect the textured ceiling for stain as it not easy to spot clean without removing the texture

✓ **Cleaning Floors**

Steps of cleaning carpeted floor

- Preparation of the area to be vacuumed
- Using of a nozzle attachment to clean heard to reach areas
- Vacuum both horizontally and vertically
- Vacuum regularly

Steps of cleaning cemented floor

- Scrub especially dirty basements with cleaning solution

- Freshen a smelly basement with bleach
- Remove rust stains
- Give the basement floor a makeover

Steps of cleaning tiled floor

- Sweep first
- Mop floor
- Remove the stain
- Rinse the area
- Buff the tile with dry mopping cloth



Activity 2: Guided Practice

There is problem of lighting in the room no 101 of K&K Hotel, so the room attendant call in the maintenance technician to fix that problem, after the fixing light the room ceiling, walls, tiles and carpets look dirty.

The maintenance technician who comes to fix light in the room no101, his shoes are full of engine oil and is hand is not washed, so he left the tiles, carpets and ceiling soiled.



Task

- Select cleaning facilities to clean wall, ceiling and floors
- Step by step clean wall, ceiling and floors (Tiles and carpet) of room no 101 of K&K Hotel
- For any problem or more clarifications consult your trainer



Activity 3: Application

Work in pair and help your TVET School to clean the walls, ceilings and floors of different building, (Classroom, dormitory, toilet, offices and refectory)



Task

- Identify first different surface types to be cleaned
- What are cleaning materials can you suggest to be bought by the school
- Using cleaning techniques clean all school building surfaces.
- Report and present the activity



Formative Assessment

- Define the term terminologies used in cleaning:
 - ✓ Furniture
 - ✓ Dusting
- What is damp dusting? And tell us what are procedures for damp dusting room surfaces
- One of the following statement is false
 - ✓ Cleaning Shampoo is used to clean ceiling
 - ✓ The first step to clean bathroom is to soak toilet ball
 - ✓ The room is dusted before cleaning the room
- The executive housekeeping of K&K Hotel employ you as house attendant, describe all procedures to dust room furniture.
- Suppose a guestroom is dirty, its ceiling, walls, floors and furniture are soiled by a guest who stays in and wind coming from the sea. So you have only 28 minutes to service the room
 - ✓ Identify cleaning surfaces in the guestrooms
 - ✓ Select cleaning facilities (equipment, tools and cleaning product) to clean the guestroom
 - ✓ Apply cleaning procedures to clean the room
 - ✓ Replenish the bathroom with appropriate amenities



Points to Remember

- Guestroom furniture surfaces are made of wood, metal, plastics, marble, grass, leather, tiles and fabric
- When dusting the guestroom works clockwise around the guestroom
- Clean and dust all furniture on the wall, ceiling and floor as per hotel procedures
- Bathroom surfaces include toilet, Shower, vanity, sink, bathroom walls, light, switches, sockets and door
- Replenishment of room amenities comes after finishing cleaning the guestroom



Self Reflection

At the end of every unit trainees should:

- 1) Re-take the self assessment they did at the beginning of the unit.

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					
<i>Identify guestroom furniture</i>					
<i>Describe furniture surfaces</i>					
<i>Apply procedure for dusting and polishing room surfaces</i>					

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					
<i>Demonstrate techniques for cleaning different bathroom surfaces</i>					
<i>Replenish properly bathroom amenities</i>					
<i>Use of techniques to clean wall, ceiling and floor surfaces</i>					

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.

Table 8. Self-Reflection: Unit 2

UNIT 3: ARRANGE AND REPLENISH GUEST ROOM SUPPLIES



Figure 13: Guestroom Supplies

Unit summary:

This unit covers the different knowledge and skills that will help the trainee to perform the duties of room attendant of any hospitality establishment. Trainee will acquire the knowledge and skills related to arrangement of furniture, guestroom supplies replenishment and replenishing tea and coffee facilities within the guestroom.

Self-Assessment: Unit 3

1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
2. Fill in the self assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we'll take this survey 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					
<i>Describe various furniture used in the guestroom</i>					
<i>Identify factors to consider while arranging furniture</i>					
<i>Arrange guestroom furniture and accessories as per hotel standards</i>					
<i>Describe soft furnishing and furniture</i>					
<i>Apply tips on maintaining soft furnishings and furniture</i>					
<i>Identify appropriately placement areas for</i>					

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					
<i>guestroom amenities and stationaries</i>					
<i>Identify guestroom amenities and stationaries</i>					
<i>Replenish guest room and stationnaries according to the hotel standard</i>					
<i>Identify different tea and coffee tools</i>					
<i>Explain different sugar used to make coffee and tea</i>					
<i>Replenish guestroom tea and coffee facilities</i>					

Table 9. Self-Assessment: Unit 3

Key Competencies:

Knowledge	Skills	Attitude
1 Describe different furniture found in the guestroom	1 Arrange guestroom furniture and soft furnishing	1 Active attention
2 Identify placement areas for guestroom supplies	2 Maintain soft furnishing and furniture	2 Active participation
3 Explain tea and coffee facilities used in the guestroom	3 Demonstrate replenishment of guestroom supplies (amenities, stationaries, tea and coffee)	3 Active participation

Table 10. Key Competencies: Unit3



Steps :



Discovery activity

Trainees work in pair, look at the pictures in your book and do the following:



Task:

- Explain what you see, then say what you think
- Identify guestroom furnishings
- List room amenities found on the pictures
- Where room furniture are being arranged
- How amenities are being arranged

Topic 3.1: Arrange furniture

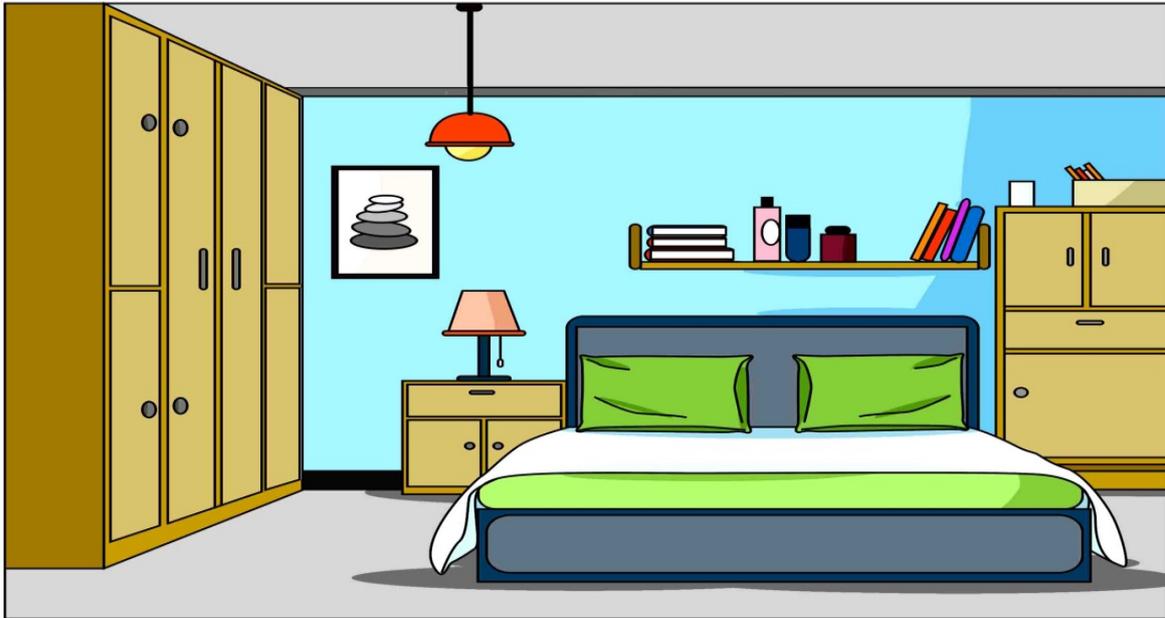


Figure 14: Guestroom furniture



Activity 1: Problem Solving

Miss Akeza work as room attendant within Top View Hotel after finishing cleaning a junior suite on floor two, she tends to arrange the furniture and soft furnishing as they are not in order, and the guest will check-In within a couple of hours.



Task

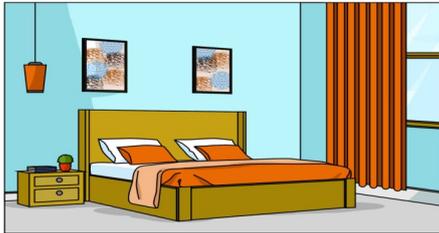
- Identify different furniture used in the bedroom, in the dressing room, the bathroom and to store items
- Identify factor to consider while arranging furniture
- Identify soft furnishing and furniture which are in the Junior Suite
- Discuss different tips to maintain soft furnishings and furniture.

Key Facts 3.1

Arrange room furniture

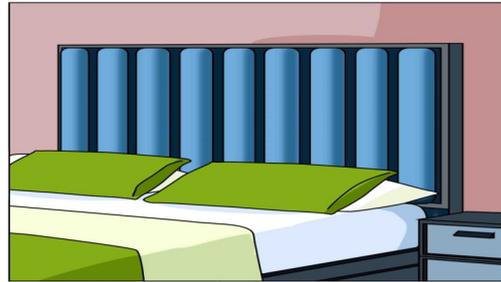
The following are various furniture types used in bedroom,

- ✓ Beds: Wood and upholstered



Beds wood and upholstered

- ✓ Headboards



- ✓ Nightstands



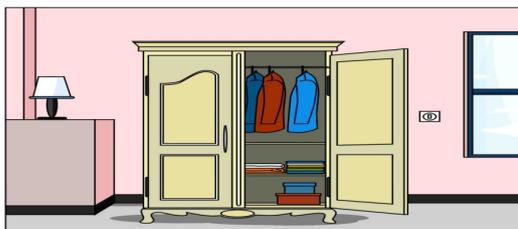
Nightstand

- ✓ Dressers



Dresser

- ✓ Chests and armoires



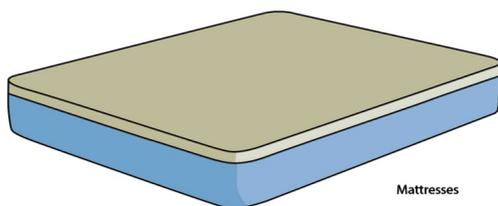
Armoire

- ✓ Mirrors



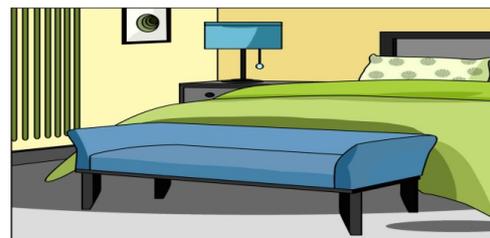
Mirror

- ✓ Mattresses



Mattresses

- ✓ Benches



Bed room benche

The following are various furniture types used in dressing room

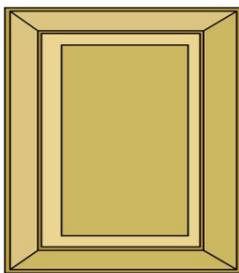
Flat-panel



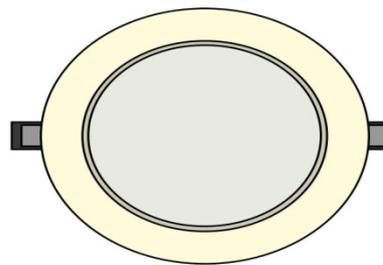
Open-panel



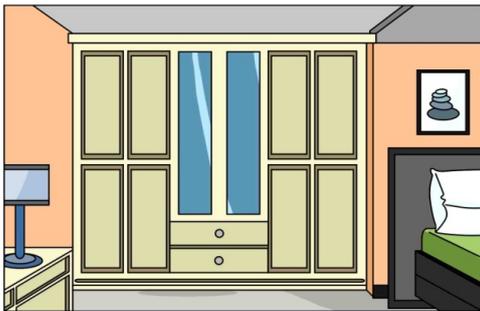
Raised-panel



Recessed-panel



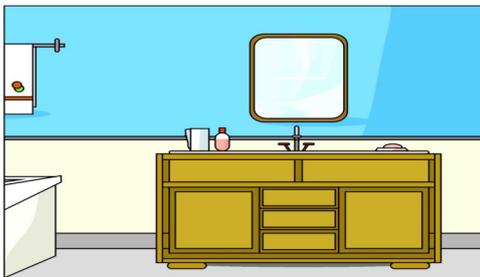
Shaker



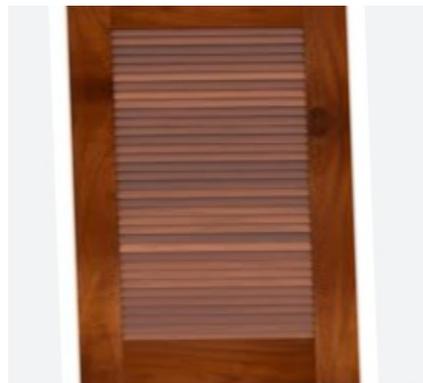
Glass-front



Beaded Inset

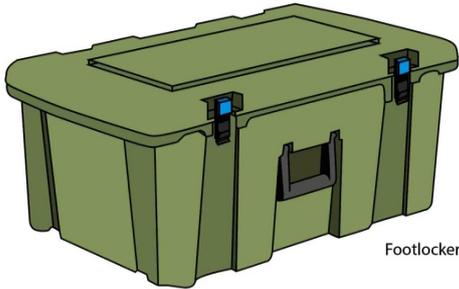


Louvered cabinet



The following are various furniture types used to store items

- ✓ Footlockers.



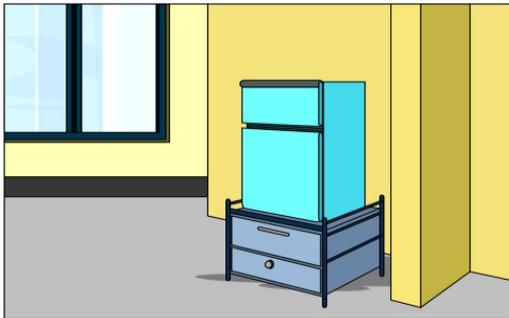
Footlocker:

- ✓ Stair Shape Storage Units.



Stair shape storage

- ✓ Dorm Room Fridge Stand.



Dorm room Fridge stand

- ✓ Over The Bed Bookcase.



Over the Bed bookcase

- ✓ Over The Desk Bookshelf.



Over the desk Bookshelf

- ✓ Magazine Rack.

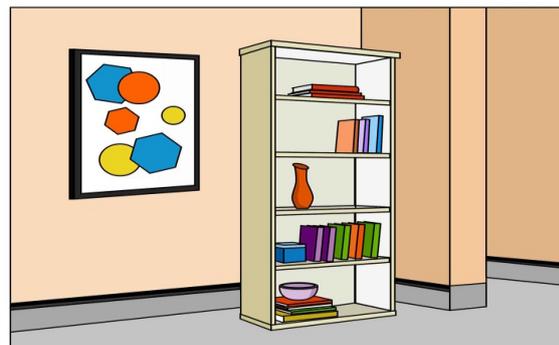


Magazine rack

- ✓ Bed Frames/Rails.



- ✓ Bookcases.



Bookcase

Factors to consider

- ✓ Functionality
- ✓ Focal Point
- ✓ Size of the area
- ✓ Routine use

Standard arrangement of furniture and accessories

- ✓ Space requirements and functions.
- ✓ The layout of space.
- ✓ Shape and size matter.
- ✓ Colour's vibrate.
- ✓ Materials and textures envelop/cover.
- ✓ Style gives personality.

Soft furnishings and furniture

- ✓ Soft furnishings and furniture are those furniture made of/or covered by fabric/linen, leather, and cushions. These may include:

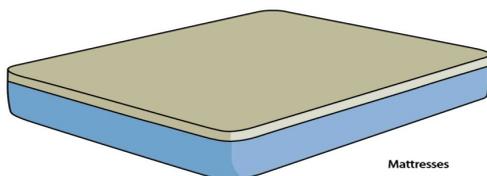
 Bed sheets



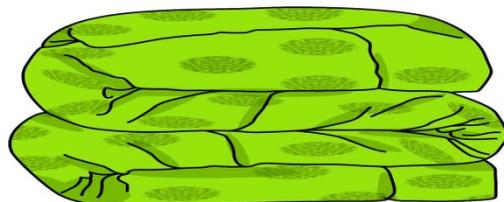
 Covers



 Mattresses



 Comforters

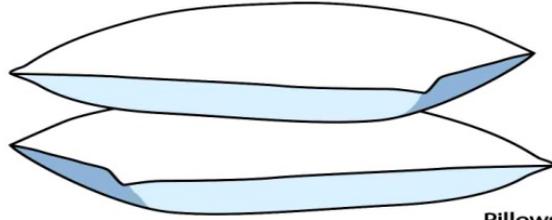




Blankets



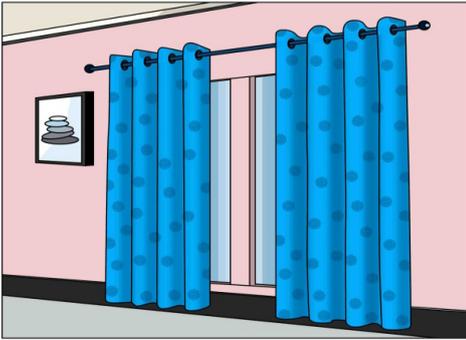
Pillows



Pillows



Curtains



Curtains



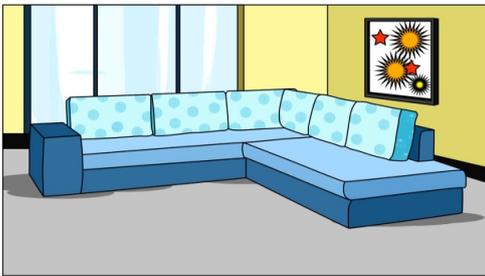
Blinds



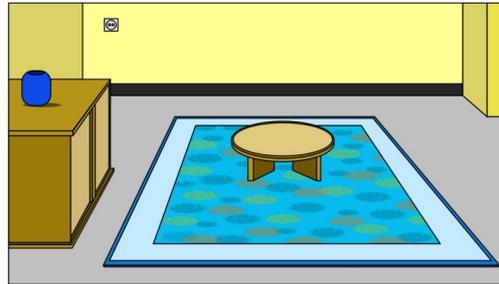
Blinds



Sofas



Carpets



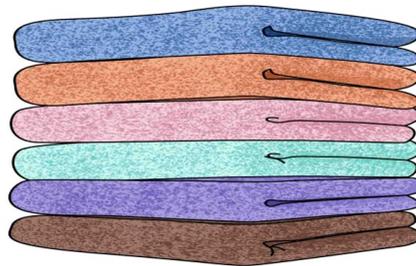
Bath mats



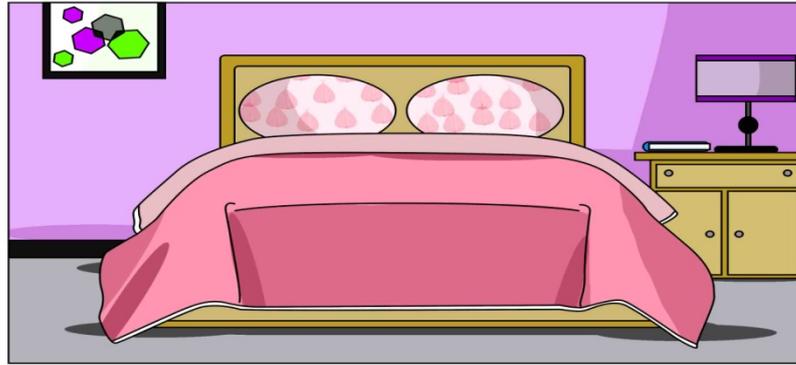
Small rug / mats



Towels



Bedspreads



Bedspreads

Tips on maintaining soft furnishings and furniture

- ✓ Move them careful, when heavy ask for assistance
- ✓ Vacuum furniture at least once a week
- ✓ Take precaution while cleaning soft furnishings
- ✓ Dry cleaning is a good options, if there are stains use wet/damp cleaning
- ✓ Wet cleaning uses deep injection extraction
- ✓ Use cleaning product that are suitable for them
- ✓ Fluff the seating cushion and flip them or change position on the couch



Activity 2: Guided Practice

Miss Akeza now is arranging furniture in Junior Suite, so trainee should work in pair under guidance of the trainer and perform the following:



Task:

With your trainer guidance

- Arrange furnitures to their respective places within Junior Suite at Top View Hotel
- Arrange soft furnishings and soft furniture within Junior Suite at Top View Hotel



Activity 3: Application

Make a field visit at a nearby hotel, each trainee works together with room attendant and perform the following:



Task:

- Clean and arrange furniture and soft furnishings at hotel guestrooms
- Report on activity done concerning arrangement and maintaining hotel guest room furniture.

Topic 3.2: Replenishing guest room amenities and stationaries



Figure 15: Guestroom amenities and stationaries



Activity 1: Problem Solving

Miss Akeza, finished arranging furniture and soft furnishings within Junior Suite at Top View Hotel, but another challenges are waiting her, the guest supplies are not replenished. Hotel shuttle went to Airport to pick up the guest who is going to occupy the room. Work in pair and do the following:



Task

- What is replenishing of guestroom supplies?
- Identify guestroom amenities
- Identify guestroom stationaries
- Discuss different location to place guestroom amenities and stationaries

Key Facts 3.2

Guest room amenities

- ✓ Room amenities would include linens, towels, bath toiletries, ashtray and others
- ✓ Room amenities would vary from one property to another.
- ✓ Amenities in the hotel room are based also on the number of occupants. For example, if there are two people in the room bathroom supplies and amenities should be adequate for two people.

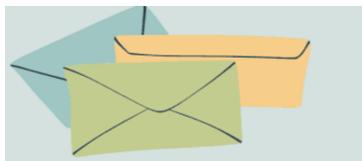
Different stationaries

Guestroom stationaries may include:

- ✓ Note paper



- ✓ Envelops



- ✓ Guest comment cards



GUEST COMMENT CARD

We are always striving to serve you better.
Please take a moment to complete this card and return it to our staff!

	EXCELLENT	GOOD	AVERAGE	POOR
Staff attitude	●	●	●	●
Quality	●	●	●	●
Cleanliness	●	●	●	●
Speed	●	●	●	●
Professionalism	●	●	●	●
Convenience	●	●	●	●
Overall experience	●	●	●	●

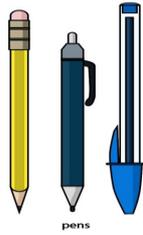
Could you give us one recommendation or idea that you feel would improve our business?

Editable guest comment card templates available at ESF.org

If you like to receive our newsletter or discount coupons, please fill out the following information:

Name _____
Email _____

✓ Pen and pencil



pens

✓ Tent card/publicity card



Tent card

✓ Hotel brochure



✓ Hotel Room forms

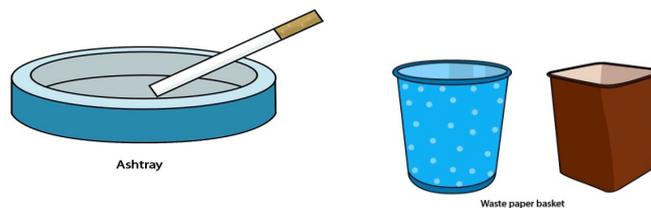
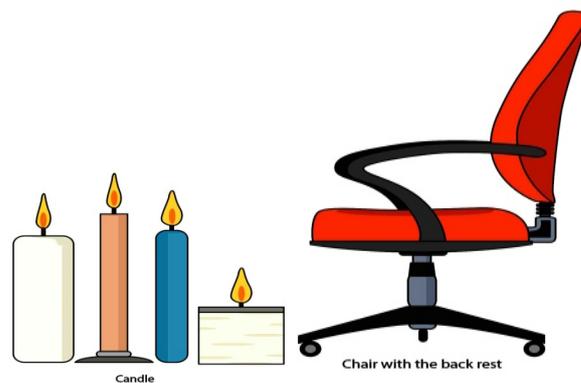
Room Booking Form	Meeting Room Reservation Form
<p>Fill the form below to book the room, specify the guests expected and number of days likely to stay and will get back to you shortly.</p> <p>Name *</p> <p>First Name: <input type="text"/></p> <p>Surname: <input type="text"/></p> <p>E-mail *</p> <p>Ex: ryan@sample.com</p> <p>www@sample.com</p> <p>Phone Number</p> <p>(00) 000-0000</p> <p>Arrival Date *</p> <p>Month: <input type="text"/> Day: <input type="text"/> Year: <input type="text"/></p> <p>Number of Nights *</p>	<p>Meeting Room Reservation Form</p> <p>Name</p> <p>First: <input type="text"/> Last: <input type="text"/></p> <p>Shift ID</p> <p><input type="text"/></p> <p>Email</p> <p><input type="text"/></p> <p>Choose a Room</p> <p><input type="radio"/> Room 1</p> <p><input type="radio"/> Room 2</p> <p><input type="radio"/> Room 3</p> <p>Department</p> <p><input type="text"/></p> <p>Brief Description of meeting Agenda</p> <p><input type="text"/></p>

Replenishing guestroom amenities and stationaries

- ✓ In housekeeping replenish means replacing used supplies (amenities and stationaries) in the guestroom, this is done by restocking and placing appropriately them in their respective places situated in bathroom or in bedroom areas like:

At the writing table:

- Guest stationery folder: note paper, envelopes, guest comment cards, pen or pencil
- Tent card/publicity card
- Ashtray
- Candle, candle holder & match box
- Hotel brochure
- Waste paper basket
- Chair with the back rest



On the bed side table:

- Breakfast knob card (kept on pillar during evening service)
- Telephone directory placed on lowerest shelf

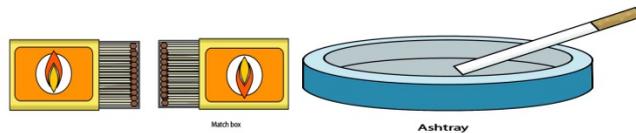
- Bible, Gita, Quran and The life and thought of Lord Buddha
- Bed side lamp (if 2 tables then 2 lamps)
- Flask on tray with 2 glasses on bed side table



Flasks

 **On the coffee table:**

- An ashtray & match box



Match box

Ashtray

- House magazine or tourist magazine & newspaper
- Room service menu card
- Letter of greeting signed by General Manager, wishing guest on special holidays

 **In the drawer & cupboard:**

- A sewing kit or mending kit (DUTCH WIFE)
- Laundry bags
- list of laundry facilities & charges
- Few plastic utilities bags
- Cloth hangers
- Safe, which is fixed inside the cupboard



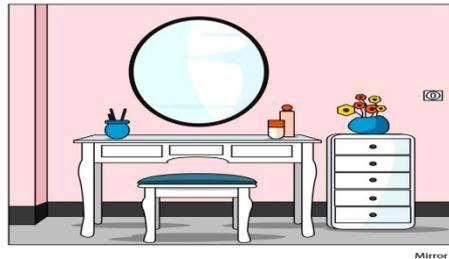
Laundry bag

✚ Below the luggage rack:

- The luggage rack usually has a lower shelf for guest to keep their shoes
- Shoes mitt or shoe kit also may be placed on lower shelf

✚ At the dressing table:

- Upholstered stool
- Mounted mirror with appropriate lighting
- Combs
- brushes



✚ On the bed:

- Nothing placed on the bed except linen & bed clothes, but sometimes gift box or chocolate as part of the turn down service.
- Mattress with a protector on it
- Bed sheet, night spread, pillow & pillowcases, blankets & bed spread

✚ In the TV cabinet:

- A TV with a remote
- DVD player
- List of DVD's available on rent at reception

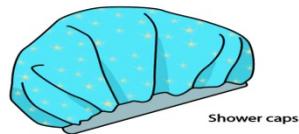
✚ In the Minibar:

- The items included in the minibar are chargeable (depends on organization & on the profile of the guest)
- Mineral water bottles
- Beverages such as liquor & soft drinks
- Ice trays, lemon wedges & some snacks

✚ On the vanity counter:

- Monogrammed soap
- Shampoo bottle

- Moisturized
- Aftershave lotion & bath gels
- Shower caps, tissue box, shaving kit, dental kit
- A mirror mounted on the wall with proper lighting
- A sanibin beside W.C or under the vanity counter



 **On the tower rack:**

- Two bath towels & bath sheets
- Hand towels & face towels (either on towel rack or on vanity counter)
- A bath mat



Activity 2: Guided Practice

Referring to the activity 2 case, Ms. Akeza identified the guest status of a person who is going to check-in as a diplomat lady coming from Saudi Arabia to attend a meeting and she is a follower of Muslim religion. Trainees should work in group of two.



Task:

With your trainer guidance

- Select guestroom amenities and stationaries to place in the Junior Suite room.
- Replenish guestroom amenities and stationaries.



Activity 3: Application

A pair of trainees visits and explore different guestrooms for a nearby hotel and do the following:



Task:

- Observe and identify different locations of guestroom amenities and stationeries
- Work with room attendant to replenish guestroom amenities and stationaries
- Report the activity

Topic 3.3: Replenishing tea and coffee facilities



Figure 16: Tea and coffee facilities

Activity 1: Problem Solving

Ms Akeza, also is allocated again in Junior Suite, so the guest who stayed there like drinking tea and coffee, as Muslim she doesn't take alcohol. Work in pair and do the following:

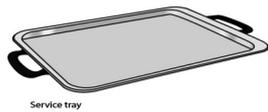
Task:

- Where the tea and coffee facilities should be placed?
- Explain tools used to make coffee and tea
- Identify types of sugar used to make tea and coffee in guest rooms

Key Facts 3.3

Different tea and coffee tools

- ✓ These supplies may be on a small side table near the guestroom entrance, by the bed or on the minibar
 - ✚ A tray with tea bags & coffee, milk, chocolate powder, sugar, biscuit and bread



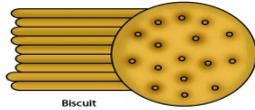
Service tray



Bread



Coffee beans

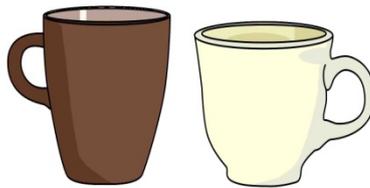


Biscuit



Milk

☞ Couple of cups, saucers & spoons



cups for tea



Coffee spoon

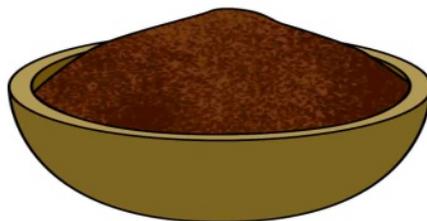
☞ Kettle and coffee makes



Small coffee machine

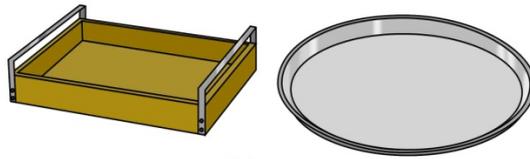
☞ An ice bucket

☞ Chocolate powder



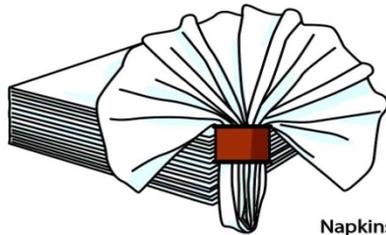
Chocolate powder

✚ Service tray



Service tray

✚ Napkins



Napkins

✓ **Types of tea**

- ✚ Iced brews tea
- ✚ Green tea
- ✚ Herbal/Infusion tea
- ✚ Black tea

✓ **Types of coffee**



Single espresso cup



Double espresso cup



Cappuccino

- ✚ Cappuccino
- ✚ Latte
- ✚ Espresso
- ✚ Americano
- ✚ Black coffee
- ✚ Macchiato

- ✓ In hotel only tea bag are used, so the room service in Food and Beverage are in charge to replenish tea and coffee supplies, room attendant remove used items and clean the area and inform room service to replenish.

Different sugar (white, brown, and canderella)

- ✓ In hotel the following types of sugar are being served:
 - ✚ White sugar
 - ✚ Brown Sugar
 - ✚ Canderella sugar for diabetic people



- ✓ Sugars are in small packs with hotel name and type of sugar (Brown, White and canderella written on the pack).
- ✓ All sugar should be presented on coffee table station so that the guest select one to use depending on his/her choice.



Activity 2: Guided Practice

The lady who stayed in Junior Suite at Top View Hotel suffers from diabetes, she doesn't take juice and alcoholic beverage; she only used to drink tea and coffee. Ms. Akeza as room attendant who is cleaning the room has to replenish the guestroom supplies.



Task:

- Select the correct tea and coffee tools to satisfy the guest needs
- Replenish appropriately tea and coffee facilities according to the hotel standards
- Replenish sugar according to the hotel standards
- For any problem or clarification ask your trainer



Activity 3: Application

The field visit is organized and trainees visit a coffee shop nearby the school, they observe and ask questions related to coffee and tea.



Task:

- Make a report highlighting the following:
 - ✓ Tools used to make coffee and tea
 - ✓ Types of coffee and tea
 - ✓ How different types of coffee and tea are made and how they are served to customers/guests.



Formative Assessment

- What is soft furnishings and give two examples
- Explain tips to maintain guestroom soft furniture
- Identify and select different furniture which may be found in the double room
- Discuss how you will arrange furniture in a double room after finishing cleaning it
- Answer the following questions by **True** or **False**
 - ✓ Ashtray is considered as guestroom stationary
 - ✓ Coffee or tea tools are placed in the bathroom
 - ✓ Canderella sugar is used by Diabetic guest



Points to Remember

- Each furniture is arranged to its appropriate place according to hotel standards
- Soft furnishings and furniture are that furniture made of or covered by fabric/linen, leather, and cushions.
- All types of sugar (Brown, White and Canderella) are replenished so that the guest choose which one to use him/herself.



Self Reflection

At the end of every unit trainees should:

- 1) Re-take the self assessment they did at the beginning of the unit.

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					
<i>Describe various furniture used in the guestroom</i>					
<i>Identify factors to consider while arranging furniture</i>					
<i>Arrange guestroom furniture and accessories as per hotel standards</i>					

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					
<i>Describe soft furnishing and furniture</i>					
<i>Apply tips on maintaining soft furnishings and furniture</i>					
<i>Identify appropriately placement areas for guestroom amenities and stationaries</i>					
<i>Identify guestroom amenities and stationaries</i>					
<i>Replenish guest room and stationnaries according to the hotel standard</i>					
<i>Identify different tea and coffee tools</i>					
<i>Explain different sugar used to make coffee and tea</i>					
<i>Replenish guestroom tea and coffee facilities</i>					

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.

Table 11. Self-Reflection: Unit 3


Summative assessment

Integrated situation

You are a guestroom attendant in hotel La Pelisse Nyamata. You have reported for work in time for the morning shift. Your supervisor has stated that the hotel is full because of the international guests who are attending a workshop in one of your conference rooms. You have been allocated to work on 2nd floor and have been assigned to clean 10 occupied rooms, where you have 2 VIPs. You are to start by cleaning the VIP rooms. You have 3 hours to complete the tasks.

Prepare to start your day and the activities to perform for the day.

Resources

Tools	- Brooms , Brushes, Dust pan, Caddy box and Mop
Equipment	-computer
Materials/ Consumables	-Detergent, Abrasive, Toilet cleanser, Methylated spirit and Air freshener

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
Learning outcome 1: Make the bed (40%)	1.1 Bed linen based on the size and type of the bed are appropriately selected	Ind.1 Procedure of knocking the door are well applied			6
		Ind.2 Entry procedures are well applied			6
	1.2 Making of the bed according Properly as per standards	Ind.1 Striping bed techniques are well applied			6
		Ind.2 Dusting the bed are followed			6
		Ind.3 Tips on bed making are well followed			6
	1.3 Decoration of bed	Ind.1Tools for bed			5

	according Properly as per standards	decoration			
		Ind.2 Bed decorating procedure			5
Learning outcome 2: Clean the room (40%)	2.1 Room furniture are well appropriately dusted	Ind.1 Different furniture surfaces are well dusted			4
		Ind.2 Tips of dusting room are well applied			4
		Ind.3 Procedure for wet/dump dusting room surfaces are well applied			4
		Ind.4 Procedure for polishing are well applied			4
	2.2 Bathroom is well systematically cleaned as per standard	Ind.1 Parts of the bathroom are well Identified			4
		Ind.2 Procedure for bathroom cleaning followed			4
		Ind.3 Tips when cleaning are respected			4
	2.3 Walls, ceiling and floors are Correctly cleaned as per standard	Ind.1 clean bathroom are well Prepared			4
		Ind.2 room floor are well Cleaned			4
		Ind.3 Shampoo carpeted floor are cleaned			4
Learning outcome3: Arrange and	3.1 Room and furniture are appropriately arranged as per	Ind.1 Room furniture are well arranged			3

finish room (20%)	standard	Ind2 Soft furnishings and furniture are well arranged			3	
		Ind.3 Tips on maintaining soft furnishings and furniture are well applied			3	
	3.2 Guest room amenities and stationaries are neatly replenished as per standard supplies and amenities	Ind2 Guest room amenities are well replenished			3	
		Ind.2 Different stationaries are well replenished			3	
	3.3. Guest room tea and coffee facilities are neatly replenished as per standard	Ind.1 Different tea and coffee tools are well replenished			3	
		Ind.2 Different sugar (white, brown, and canderella) are well replenished			2	
	Total marks					100
	Percentage Weightage					100%
Minimum Passing line % (Aggregate): 70%						

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