



RQF LEVEL 4



FHOG401

FRONT OFFICE AND HOUSEKEEPING OPERATIONS

Guest Room Cleaning Activities

TRAINEE'S MANUAL

August 2024



GUESTROOM CLEANING ACTIVITIES



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: Competence Base Education and Training

PPE: Personal Protective Equipment

RQF: Rwanda Qualification Framework

RS: Rwandan Standard

RSB: Rwanda Standards Board

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

INTRODUCTION

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

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

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

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

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

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

Module Units:

Unit 1: Prepare guestroom cleaning facilities

Unit 2: Clean guestroom

Unit 3: Perform reporting activities

UNIT 1: PREPARE GUESTROOM CLEANING FACILITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to prepare guestroom cleaning facilities to perform guestroom cleaning activities. It covers the selection of cleaning tools, equipment and materials for different activities, and collection of guestroom amenities and stationeries.

Self-Assessment: Unit 1

1. Referring to the unit above illustration, discuss the following:
 - a. What does the illustration show?
 - b. What topics do you think will be covered in the unit base on the illustration?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top, tut a check-in a curriculum that best represents your level of knowledge, skills and attitudes.
 - d. At the end of this unit, you will assess yourself again

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe guest room cleaning facilities					
Differentiate between wet cleaning and dry-cleaning activities					
Describe different wet cleaning activities					
Describe different dry-cleaning activities					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe selection process of tools, materials equipment and cleaning products for different cleaning activities					
Classify cleaning tools and materials according to their uses					
Prepare cleaning tools, equipment and materials for wet cleaning activities					
Describe different cleaning products					
Classify cleaning products					
Explain factors to consider when selecting cleaning equipment, tools and materials, and cleaning products					

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					
Select appropriate cleaning equipment, tools, equipment, and cleaning products					
Collect guestroom amenities and stationaries					
Select appropriate guestroom amenities					
Select appropriate guestroom stationeries					
Place guestrooms amenities in the right place in the guest room					
Safe handling of cleaning chemicals is observed according to safety hazard					
Precautious, and being sensitive to client preferences and pay attention to details					



Key Competencies

Knowledge	Skills	Attitudes
<ol style="list-style-type: none"> 1. Describe guest room cleaning facilities 2. Differentiate between wet cleaning and dry-cleaning activities 3. Describe different wet cleaning activities 4. Describe different dry-cleaning activities 	<ol style="list-style-type: none"> 1. Classify cleaning tools and materials according to their uses 2. Prepare cleaning tools, equipment and materials for wet cleaning activities 3. Prepare cleaning tools, equipment and materials for dry cleaning activities 	<ol style="list-style-type: none"> 1. Check always maintenance status
<ol style="list-style-type: none"> 5. Explain factors to consider when selection cleaning equipment, tools and materials, and cleaning products 	<ol style="list-style-type: none"> 4. Select appropriate cleaning equipment, tools, equipment, and cleaning products 5. Collect guestroom amenities and stationaries 	<ol style="list-style-type: none"> 2. Safe handling of cleaning chemicals is observed according to safety hazard
<ol style="list-style-type: none"> 6. Distinguish the uses of guestroom amenities and stationaries 	<ol style="list-style-type: none"> 6. Select guestroom amenities and stationaries 7. Select guestroom stationeries 	<ol style="list-style-type: none"> 3. Precautious, and being sensitive to client preferences and pay attention to details



Discovery activity



Task 1:

Read and answer the following questions:

1. Differentiate between wet cleaning and dry-cleaning activities
2. Differentiate between the different wet cleaning activities below
 - a. Mopping
 - b. Scrubbing
 - c. Shampooing
 - d. Damp wiping
3. Describe the tools, equipment and materials for the wet cleaning activities below
 - a. Mopping
 - b. Scrubbing
 - c. Shampooing
 - d. Damp wiping
4. Differentiate between the different dry-cleaning activities below
 - a. Dusting
 - b. Shining
 - c. Sweeping
 - d. Polishing
5. Describe the tools, equipment and materials for the dry-cleaning activities below
 - a. Dusting
 - b. Shining
 - c. Sweeping
 - d. Polishing
6. Describe the items that should be included in guestroom amenities
7. Describe the items that should be included in guestroom stationeries

Topic 1.1: Selection of cleaning equipment, materials, tools for different activities



Activity 1: Problem Solving



Task 2:

You are working in Zenith Hotel as a room attendant and today you have a morning shift. You have been tasked by the housekeeping manager to clean the following five guest rooms:









- a. Room numbers: 023; 025; 110; 115; 125
- b. All rooms are carpeted
- c. Two of them are twin rooms
- d. One of them has terrace of wooden floor

Required:

- a. Describe the types of cleaning activities you will perform for the rooms
- b. What factors will you consider determining the type of cleaning activities?

- c. For the type of cleaning activities described in a) above, describe the various activities that can be performed basing on the factors identified in b) above.
- d. For the different cleaning activities described in a) and c) above, describe the tools, equipment and materials that will be used to clean the rooms.
- e. What factors will you consider while selecting the tools, equipment and materials for cleaning activities?

Key Facts 1.1a: Cleaning tools, materials and equipment

- **Types of cleaning activities**
 - ✓ Wet cleaning activities
 -  Mopping
 -  Scrubbing
 -  Shampooing
 -  Damp wiping
 - ✓ Dry cleaning activities
 -  Dusting
 -  Shining
 -  Sweeping
 -  Polishing
- **Factors considered in determining the type of cleaning activities**
 - ✓ type of surfaces that need to be cleaned
 - ✓ the type of flooring
 - ✓ the size of the area to be cleaned
- **Factor to consider during the selection of tools, equipment and materials:**
 - ✓ Productivity
 - ✓ Work performance
 - ✓ Ease for Handling
 - ✓ Appearance
 - ✓ Accessories
 - ✓ Refill procedure
 - ✓ Regular maintenance and care
 - ✓ Safety



- **Classification of cleaning equipment, tools and materials**

Cleaning activities	Types of cleaning activity	Equipment, tools and materials
Wet cleaning	Mopping	<ul style="list-style-type: none"> • Squeegee, • mop, • sponge, • vacuum cleaner • Caddy box • Trolley • Dustpan • Bucket
	Scrubbing	<ul style="list-style-type: none"> • Caddy box • Trolley • Scrub brushes. • Squeegees.

		<ul style="list-style-type: none"> • Mop • Dustpan • Bucket
	Shampooing	<ul style="list-style-type: none"> • Vacuum • Air scrubber •
	Damp wiping	<ul style="list-style-type: none"> • Dust mopping. • Wet mopping. • Cloths. • Sponges. • Miscellaneous special products. • Paper and waste disposal. • Doormats. • Washing nets.
Dry cleaning	Dusting	<ul style="list-style-type: none"> • Caddy box • Dusters, brooms • Carpet sweeper • Upholster brush • Feather duster • Cobwebs
	Shining	<ul style="list-style-type: none"> • Strains remover • Defoamer
	Sweeping	<ul style="list-style-type: none"> • Hard floor brush, • soft floor brush, scrubbing brush, • toilet brush, • flue brush, • feather brush, • broom, • hand brush
	Polishing	<ul style="list-style-type: none"> • Polisher • Vacuum cleaner • Polishing clothes • Microfiber clothes • Broom

		<ul style="list-style-type: none"> • Dustpan • Brush • Mop • scrubbers
--	--	--

- **Cleaning products**



✓ The four types of cleaning agents used in housekeeping are:

- ✚ Detergents
- ✚ Degreasers
- ✚ Abrasives
- ✚ Acids

- **Cautions when using cleaning products**

- ✓ Safety aspects of handling cleaning agents
- ✓ Labeling of chemical cleaning agents
- ✓ Chemicals used in different types of cleaning agents
- ✓ Appropriate use of the different types of cleaning agents
- ✓ Tips for using chemical cleaning agents

- **Tips for Using Different Types of Cleaning Agents**

- ✓ Apart from the daily routine of dusting and cleaning, housekeepers face a cleaning job that requires special treatment.
- ✓ To unblock a drain in the bathroom clogged with hair, soap, and toothpaste, for example, it requires one type of treatment.

- ✓ While a kitchen drain may have become clogged up with fat and grease which requires a different kind of cleaning agent, Or perhaps you need to get the grime off a collection of glassware that hasn't been touched for ages.
- ✓ Here are some guidelines on specialty cleaners for those special jobs:

Cleaning Job	Specialty Cleaning Agent
Fabric stained with fungi, mould and mildew	Diluted liquid household bleach (sodium hypochlorite)
Kitchen drain clogged with fat and grease	Sodium hydroxide
Bathroom drain clogged with hair and soap	Sodium hypochlorite and sodium hydroxide
Glass stained with body oils	Solvents and alkaline cleaning agents
Glass stained with mineral salts	Acetic acid (vinegar)
Fabric stained with fungi, mould and mildew	Citric, oxalic, sulfamic or hydroxyacetic acid to dissolve the minerals
Kitchen drain clogged with fat and grease	Kaopolite (clay) or fine hydrous silica



Activity 2: Guided Practice



Task 3:

You are working as a an intern in la palme hotel and your job for today is to clean three guestrooms. The status of those three rooms are described in the report provided to you during the morning briefing meeting chaired by the housekeeping supervisor. Do the following:

Propose the types of cleaning activity suitable for each room according to their status and select appropriate equipement, tools and materials for each of the room according to the proposed cleaning activity .

Use the table below to provide your answer

Room no	Propsed types of cleaning activity	Cleaning equipement, tools and materials



Activity 3: Application



Task 4:

You are working as a room attendant in Kigali acacia motel and one of your works is to provide cleaning services in guest rooms. Today , your supervisor tasked you to clean different guest rooms where you will have to do both wet and dry cleaning activities.

- select appropriate cleaning equipment, tools and materials for those guest rooms

Topic 1.2: Collection of guestroom amenities and stationeries



Activity 1: Problem Solving



Task 5:

You are working in Kaizen Hotel as a room attendant. You are tasked to clean four guest rooms booked by the hotel clients. Those rooms are the following: single, deluxe, suite and family rooms style.

Questions:

- List down guestroom amenities and stationeries you will need to clean those rooms
- What would do you consider when collecting these guestroom amenities and stationeries?

Key Facts 1.2: Category of guest rooms supplies



- **Guest amenities:**

- ✓ This includes all those items that are given to the guest free of cost.
- ✓ For eg: coffee maker, chocolates, flowers, free snacks, business kits etc
- ✓ Bathroom amenities may includes bath gel, body lotion, shower ca, hair conditioner etc
- ✓ Depending on the status of the guest, the supervisor informs the room attendant in advance about the special amenities to be given to the guest.

- ✓ Information is given in the form of amenities voucher.
- **Guest expendables**
 - ✓ Laundry bags and laundry forms
 - ✓ Match boxes
 - ✓ Guest stationary folder
 - ✓ Magazines
 - ✓ Plastic utility bags
 - ✓ Sewing kit
 - ✓ Shoes mits
 - ✓ Disposable slippers
 - ✓ Tents cards
 - ✓ Coffee sachets
- **Guest loan items:**
 - ✓ Those are supplies that are normally not found in the guest room, but are available to the guest on the request such as:
 - ✚ Iron boards
 - ✚ irons
 - ✚ hair dryers
 - ✚ hot water bottles
 - ✓ Electric shavers
 - ✚ Alarm clock
 - ✚ Bed boards
 - ✚ cribs
- **Guest essentials:**
 - ✓ This includes all those items which are not used up or expected to be taken away by the guest for example:
 - ✚ cloth hangers
 - ✚ DND Cards,
 - ✚ ice buckets etc
 - ✓ **Factors to consider in choosing hotel amenities:**
 - ✚ Guest segment

- ✚ Property's type
- ✚ Guest preferences
- ✚ Availability of amenities

Key Facts 1.2 b: Placement tips of guestroom amenities and stationeries



Amenities placed in the bath room 1

Items to arrange	Location	Arrangement
Toiletries	Place these on the bathroom countertop, vanity, or in the shower area.	<ul style="list-style-type: none"> - Group together by type (e.g., shampoo and conditioner side by side). - Use a tray or small basket to keep them organized. - Ensure labels face forward for easy identification.
Towels	Arrange on towel racks, shelves, or hooks.	<ul style="list-style-type: none"> - Roll or fold bath towels and place them on a shelf or in a cabinet. - Hang hand towels on a ring near the sink. - Stack washcloths neatly or place them in a decorative holder.

Dental Kit	Place these on the countertop or in a drawer.	- Use a small holder or tray to keep the dental kit organized and easily accessible.
Shaving Kit	Countertop or drawer.	- Position in a holder or tray near the dental kit.
Vanity Kit	Countertop, drawer, or on a shelf.	- Keep in a small, clear container or decorative box.
Hair Dryer	Inside a drawer, cabinet, or hung on a wall hook.	- Ensure the cord is neatly wrapped and the dryer is easily accessible.
Shower Cap	Countertop or in the shower area.	- Place in a small holder or basket.
Sanitary Bags	Near the toilet.	- Place in a holder or discreetly in a drawer.
Tissue Box	On the side bed	- Use a decorative cover or holder
Sewing Kit (Optional)	Countertop, drawer, or vanity.	- Keep in a small box or container
Letterhead, Notepad, pen or pencil, and Envelopes	on the desk or writing table	<ul style="list-style-type: none"> - Stack the letterhead papers neatly in a holder or tray. - Place the notepad next to or on top of the letterhead stack. - Position the envelopes in a small holder or beside the letterhead. - branded pen or pencil next to the notepad
Do Not Disturb Sign	On the bedside table or hanging on the inside door handle	- Ensure they are easily visible and accessible to the guest.

Laundry forms	Place these in the closet or wardrobe area, or on the desk	- Include a laundry bag if possible. Place the forms on top of the laundry bag or in a holder.
Feedback Forms	Place these on the desk or bedside table.	- Ensure they are accompanied by a pen for easy filling out by the guest.
Welcome Letter	Place this prominently on the desk or the bed.	- Position it on top of the other stationeries or in a visible stand. You might also place it on the pillow as part of the room's turndown service.
Tea Making Facilities	Place these on a dedicated tea/coffee station, a small table, or a sideboard.	- Position the electric kettle centrally with cups and saucers on one side. - Arrange tea bags, coffee sachets, sugar packets, and creamers in a small, organized tray. - Place spoons or stirrers in a container next to the tray. - Ensure the tray is tidy and all items are easily accessible.

- **Guestroom stationaries**
 - ✓ Types of cards
 - ✓ Room Service menu
 - ✓ Laundry price list
 - ✓ Room directory
 - ✓ Electronic safe manual



Activity 2: Guided Practice



Task 6:

The Pinnacle Hotel is renowned for its exceptional guest services and meticulous attention to detail. To maintain this standard, it is crucial that guestrooms are well prepared to enhance guest comfort and satisfaction. As interns at the Pinnacle Hotel you are tasked to collect amenities and stationaries for three singles guest rooms.

Do the following in small groups:

- Select appropriate amenities and stationaries for those rooms
- Classify them according to their category and their location using this table and present it to the whole class:

Items		
Amenities	1.	
	2.	
	3	
stationaries	1	
	2	
	3	



Activity 3: Application



Task 7:

You are preparing a guestroom for a VIP guest arriving later today. The guest has specific preferences for hypoallergenic products and enjoys reading in bed with a cup of herbal tea.

In small groups , perform the following to make his room ready:

- Collect all needed amenities and stationaries according to the hotel standards and his request
- Place them on appropriate location in the guestroom



Formative Assessment

1. Answer by True or False
 - a. Mopping is one type of dry-cleaning activity
 - b. A squeegee is a cleaning tool with a vertical, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface.
 - c. Guest amenities include all those items that are given to the guest free of cost.
2. Fill the missing terms
 - a. A used for climbing up while cleaning the high surface
 - b. The are used for the transfer of clean linen from the laundry to the linen room or from the linen room to the floor
 - c. The should be well organized so that the housekeeping staffs do not have to waste time in searching for supplies or make frequent trips back to the supply
 - d. A used by the room attendant for carrying cleaning supplies from room to room while guest room cleaning is done
3. Choose the wrong statement from below mentioned statement
 - a. Place the toiletries on the bathroom countertop, vanity, or in the shower area.
 - b. Use a big basket to keep them organized.
 - c. Hard brushes have bristles that are fairly stiff and well-spaced out.
 - d. The toilet brush is used to scrub at the bathroom floor, removing stubborn stains, and residue biological debris.
 - e. Vanity Kit may arrange in Keep in a small, dirt container or decorative box.
 - f. Laundry form may place in the closet or wardrobe area, or on the desk
4. What are the factors to consider during the selection process?
5. List out the element you may refer while select cleaning equipment



Points to Remember

- Always consider hotel standards when selecting cleaning tools, equipment cleaning detergents
- Take also consideration of guest special needs
- Provide amenities vouchers for the guest special needs
- Comply with health and safety rules and regulations
- All items must be kept clean, tidy and undamaged, and stocked to the level specified by your department.



Self-Reflection

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

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe guest room cleaning facilities					
Differentiate between wet cleaning and dry-cleaning activities					
Describe different wet cleaning activities					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe different dry-cleaning activities					
Describe selection process of tools, materials equipment and cleaning products for different cleaning activities					
Classify cleaning tools and materials according to their uses					
Prepare cleaning tools, equipment and materials for wet cleaning activities					
Describe different cleaning products					
Classify cleaning products					
Explain factors to consider when selecting cleaning equipment, tools and					

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					
materials, and cleaning products					
Select appropriate cleaning equipment, tools, equipment, and cleaning products					
Collect guestroom amenities and stationaries					
Select appropriate guestroom amenities					
Select appropriate guestroom stationeries					
Place guestrooms amenities in the right place in the guest room					
Safe handling of cleaning chemicals is observed according to safety hazard					

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

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

UNIT 2: CLEANING GUESTROOM



Unit summary

This unit provides you with the knowledge, skills and attitudes required to Clean guestroom required to perform guestroom cleaning activities. It covers applying initial guestroom cleaning procedures, applying guestroom airing procedures, applying bed making procedures, and cleaning guestroom areas.

Self-Assessment: Unit 2

1. Referring to the unit above illustration, discuss the following:
 - a. What does the illustration show?
 - b. What topics do you think will be covered in the unit base on the illustration?
3. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top, tut a check-in a curriculum that best represents your level of knowledge, skills and attitudes.

At the end of this unit, you will assess yourself again

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Apply guest room entering procedures					
Test light switches at the entry and turn-off					
Check linens and mini bar consumption					

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					
Remove room tray, tables, baskets and ash trays					
Clean windows, doors, glass parts					
Apply bed making procedures					
Dust the room and furniture					
Applying guestroom airing procedures					
Observing guestroom status					
Clean guest bathroom					
Clean guestroom sitting room					
Describe cleaning methods and procedures					
Replenish amenities					

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					
Handling Do Not Disturb (DND)/Privacy Please room					
Strip the bed					
Empty waste basket according to the procedures					
Handle guest complaints					



Key Competencies

Knowledge	Skills	Attitudes
Enter and exit guestroom tips	Apply guestroom entry procedures	Respect guest privacy and Do Not Disturb
Describe Guestroom airing procedures	Apply Guestroom airing procedures	Be cautious about the time
Describe guest room cleaning procedures	Clean guest room areas	Safe handling of cleaning facilities
Describe bed making procedures	Make up beds according to the standards procedures	Be creative and innovative



Discovery activity

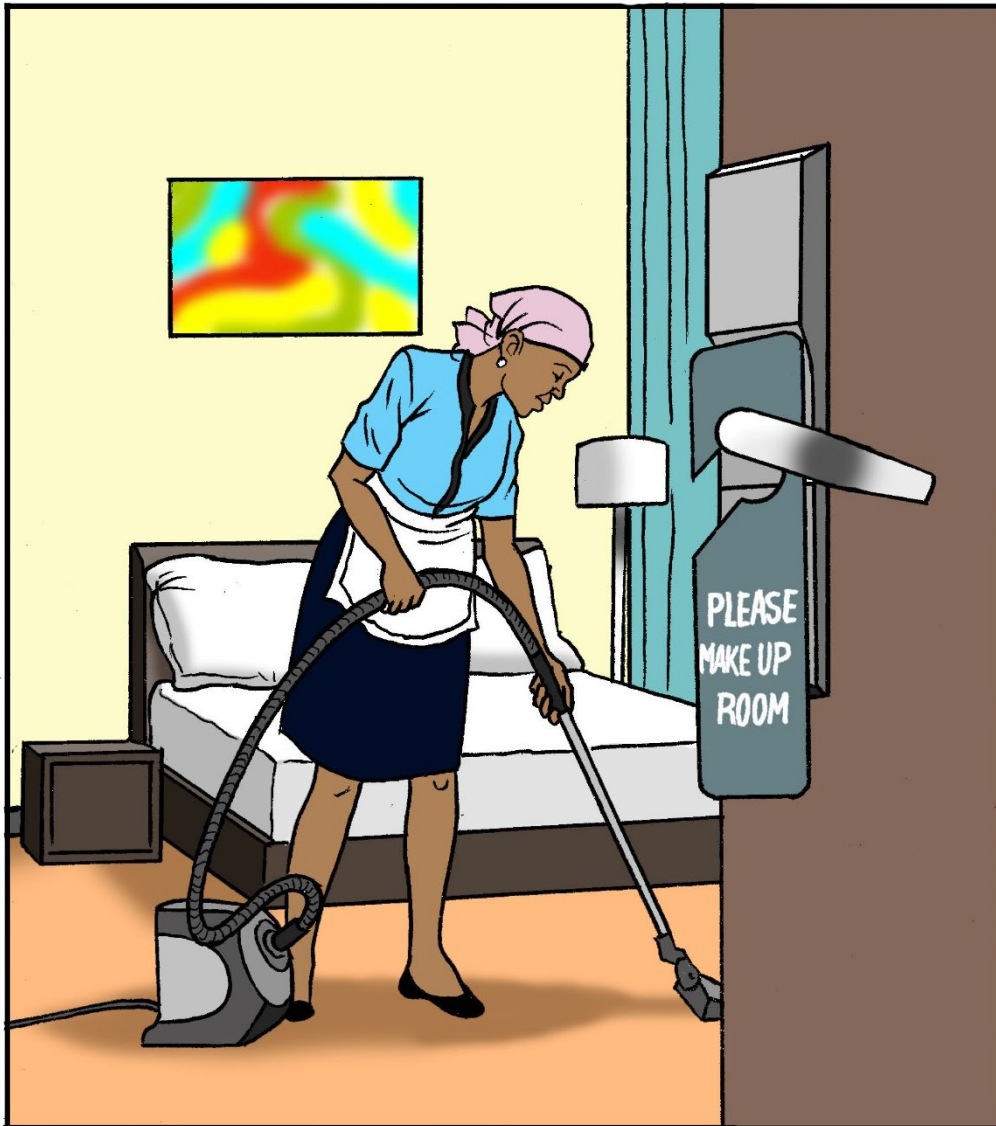


Task 8:

Read and answer the following questions:

- a. What do you do before entering in a gguest room?
- b. What do you do to make sure that a guestroom have sufficient access to the air?
- c. What are the steps to follow when making a bed in a guestroom?
- d. What are the area of the guest room commonly cleaned by room attendant in a hotel?

Topic 2.1: Applying guestroom entry and airing procedures



Activity 1: Problem Solving



Task 9:

You are working as a room attendant in AXT hotel. Today you have a morning, and you are tasked to clean three guest rooms with the following status:

- Occupied
- Do Not disturb
- Vacant and ready

Questions:

- a. What is the meaning of each room status
- b. What are the entering procedures for each room mentioned above?
- c. What would you do after entering the room for the rooms airing?

Key Facts 2.1a: Guestroom entry procedures

- **Preparation**

- ✓ Attend the briefing meeting to be briefed on details of the day's events or special tasks, and will be issued with room assignments or allocations, room status reports, keys/keycards.
- ✓ For security reasons, keys or cards to rooms or signed out at the beginning of each shift and signed in at the end of each shift.
- ✓ You are responsible for making sure that you have all the supplies you will need to service your work area. These include cleaning materials and equipment, linens and guest supplies.
- ✓ Depending on the organization, you will issue with the requirements for your trolley, cart or basket prior to moving on to the floors.

- **Entering guestroom tips**

- ✓ Knock the guest room door thrice with the knuckles and announce 'housekeeping'. Wait for ten seconds for the guest to open the door if the room is occupied.
- ✓ Repeat the procedure if the guest does not respond.
- ✓ Use the section master key to open the guest room, only if the guest is not in the room in case of Vacant room/Departure room.
- ✓ Open the door to an angle of 30 degree and announce the department again before entering the room. Ask whether the room needs to be serviced, in case the guest is in the room
- ✓ On seeing a guest, the staff greets the guest depending on the time of the day along with a smile.
- ✓ Use the guest's name when known.

- ✓ Leave the room door 1\4th open.
- ✓ Place a please clean my room door knob card out-side the room door.
- ✓ Place the caddy in the bath room.
- **Guestroom exit tips:**
 - ✓ Check that there's no remaining rubbish and that the furniture is tidy, and that all the supplies have been restocked.
 - ✓ Now is also the time to check guest requests. If they require anything special in their room, you must supply these before you leave

Key Facts 2.1b: Guestroom airing procedures

- **Open all the curtains**
 - ✓ Open the sheer as well as the drape curtains.
 - ✓ Switch off the air conditioner. Inform the Laundry in case guest has left any clothes in the laundry bag or filled in the slip.
 - ✓ Inform room service in case of any tray clearance.
- **Check all the light switches**
 - ✓ Change the bulb in case of any fused bulbs from the guest room attendant trolley or inform the maintenance department through the housekeeping control desk



Activity 2: Guided Practice



Task 10:

You are a students in Nyabiheke TVET schools in level 4 hospitality and tourism. You are now in long holidays, and you the school organized holidays practical sessions in nearest hotels. Currently, you are working in housekeeping department. Today, the supervisor requested your team to clean two vacant guest rooms under the guidance of the supervisor. As a team , do the following:

- a. Practice entering guest room procedures
- b. Practice airing procedures



Activity 3: Application



Task 11:

You are interns in Housekeeping at Kaven Hotel located in Kicukiro district, in Kigali city . During the morning shift briefing, and according to the report, in small groups, you are tasked to clean three guest rooms with different status:

- a. Room 1: Occupied
- b. Room 2: to be occupied late today
- c. Room 3: Ready for check out
- d. Perform entering guestroom procedures for each of the three guest rooms
- e. Perform room airing procedures for each guest room

Topic 2.2: Applying bed making procedures



Activity 1: Problem Solving



Task 9:



Observe the illustration above and answer the following questions:

- What is the difference between the three pictures?
- What are the key steps for making a bed in a hotel guestroom?

Key Facts 2.2a: Stripping bed techniques

- Bed making ¹is an essential part of housekeeping, and it is crucial to ensure that guests have a comfortable and pleasant stay. To make a bed, start by removing all the sheets and pillowcases, and check for any stains or damages on the mattress or bedding. If you find any, report it immediately to the management.
- **Stripping bed techniques**
 - ✓ Stripping a bed in a hotel involves removing all the used linens and preparing the bed for fresh sheets and bedding.
 - ✓ This process is crucial for maintaining cleanliness and hygiene in guest rooms.
- **Steps for Stripping a Bed in a Hotel:**
 - ✓ **Prepare for Stripping:**
 - ✚ If available, wear disposable gloves to maintain hygiene.
 - ✚ Have a laundry bag or cart nearby to collect the used linens.

¹ <https://setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-housekeeping-bed-making/>

✓ **Remove Decorative Items:**

- ✚ Carefully remove any decorative pillows, shams, bedspreads, or throws.
- ✚ Place these items in a designated area if they do not need laundering or in the laundry cart if they do.

✓ **Strip the Pillowcases:**

- ✚ Remove the pillowcases from the pillows by pulling them off carefully.
- ✚ Place the used pillowcases in the laundry bag or cart.
- ✚ Check the pillows for any stains or damage and replace them if necessary.

✓ **Remove the Blanket or Duvet:**

- ✚ If a blanket or duvet is used, fold it and place it in the laundry cart if it requires laundering.
- ✚ For duvets with covers, remove the cover and place it in the laundry bag or cart. The duvet itself may need laundering periodically, depending on the hotel's policy.

✓ **Strip the Flat Sheet:**

- ✚ Unstuck the flat sheet from the mattress. Fold it inward to contain any debris or dirt and place it in the laundry cart.

✓ **Remove the Fitted Sheet:**

- ✚ Carefully remove the fitted sheet from the mattress by lifting the corners and pulling them off.
- ✚ Fold the fitted sheet inward to contain any debris and place it in the laundry cart.

✓ **Check the Mattress Protector:**

- ✚ If a mattress protector is used, check it for cleanliness and replace it if necessary.
- ✚ If it is clean and doesn't need replacing, smooth it out to prepare for new linens.

✓ **Inspect the Bed Area:**

- ✚ Inspect the mattress and bed frame for any signs of damage or stains. Address any issues according to hotel policy.

- ✚ Spray the mattress lightly with disinfectant spray if needed and allow it to air dry.
- ✓ **Final Clean-Up:**
 - ✚ Ensure all used linens are placed in the laundry cart or bag and removed from the room.
 - ✚ Remove gloves (if used) and dispose of them properly.

Key Facts 2.2b: Laying the bed linen techniques

- Creating a well-made bed with neatly arranged linen can significantly enhance the appearance and comfort of a bedroom.
- Steps
 - ✓ **Gather supplies**
 - ✚ Fitted sheet
 - ✚ Flat sheet
 - ✚ Blanket or duvet
 - ✚ Pillowcases and pillows
 - ✚ Bedspread or decorative throw
 - ✓ **Preparing the Bed**
 - ✚ Remove old linens: Strip the bed down to the mattress.
 - ✚ Clean the mattress: Vacuum and rotate it if necessary.
 - ✓ **Applying the first sheet**
 - ✚ Corners first: start with the top corners and stretch the fitted sheet to cover the mattress, ensuring it fits snugly.
 - ✓ **Adding the second sheet**
 - ✚ Orientation: Lay the second sheet evenly over the mattress, ensuring the longer side runs along the length of the bed.
 - ✚ Tuck at the foot: Tuck the sheet under the mattress at the foot of the bed.
 - ✚ Hospital corners: Lift the side of the sheet to form a 45-degree angle
 - ✚ Tuck the excess fabric under the mattress.
 - ✚ Drop the side and tuck the remaining fabric neatly.

✓ **Lay Blanket or Duvet**

- ✚ Even spread: Lay the blanket or duvet over the flat sheet, ensuring even coverage.
- ✚ Foot tuck: Tuck it in at the foot of the bed if using a blanket.
- ✚ Fold back: Fold the top part of the duvet or blanket along with the flat sheet to create a neat edge.

✓ **Place pillows**

- ✚ Pillowcases: Slide pillowcases over the pillows, ensuring they are smooth and wrinkle-free.
- ✚ Placement: Place the pillows at the head of the bed, either stacked or standing up.


✓ **Decorate bed and finishing touches**






- ✚ Bedspread or throw: Add a decorative bedspread or throw for a finished look.
- ✚ Arrange decorative pillows: Place any decorative pillows or shams as the final touch.
- ✚ Ensuring a Smooth Finish
- ✚ Smooth wrinkles: Run your hands over the surface to remove wrinkles and ensure everything is lying flat.
- ✚ Final check: Step back and make sure the bed looks even and tidy from all angles.






✓ **Bed linen**


- ✚ Hotel bed linen is a crucial aspect of guest comfort and overall experience.
- ✚ It includes a variety of items, each serving a specific purpose to ensure the guest has a restful and enjoyable stay.

✓ **Components of Hotel Bed Linen:**

Item	Image	Description and use
Night fill or Bed skirts		These are decorative and used to cover the base of the bed and any under-bed storage.

Mattress protector		<p>Waterproof Mattress Protectors: Prevent spills and stains from reaching the mattress, essential for hygiene.</p> <p>Quilted Mattress Protectors: Add an extra layer of comfort while protecting the mattress.</p>
Bed sheets		Fitted sheets: These are elastic-edged or flat sheets that fit snugly over the mattress. These are used over the fitted sheet and can also serve as a cover under blankets or duvets.
Duvets or comforters		Used for warmth, with options ranging from lightweight to heavy depending on the season and hotel location.
Duvet protector		These encase the duvet or comforter and are easily removable for washing
Bed cover and Bed spread	 1.	<p>Both bedspreads and bed covers are used to cover the bed.</p> <p>1. Bed cover Just cover the top of the bed</p>

	 <p>2.</p>	<p>2. A bedspread is designed to cover the entire bed, up over the pillows, and down to the floor</p>
Pillow protector		<p>A pillow protector is a removable cover designed to encase and protect your pillow. Pillow protectors work by acting as a barrier between pillows and external factors such as allergens, sweat, and dust mites.</p>
Pillow cases	 	<p>Pillowcases are a vital component of hotel bedding, playing a significant role in ensuring hygiene, comfort, aesthetic appeal, and overall guest satisfaction. By choosing high-quality, durable, and aesthetically pleasing pillowcases, hotels can enhance the sleeping experience for their guests, contribute to a clean and inviting room environment, and reinforce their brand identity.</p>
Decorative Elements	<p>Bed runner or bed throw</p> 	<p>Decorative strips of fabric placed across the foot of the bed, adding a touch of style and sometimes used to protect the bedspread.</p>

	Decorative cushions or Throw pillows 	Decorative pillows that add color and texture to the bed, enhancing the room's decor.	
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Activity 2: Guided Practice



Task 12:

You are interns in Galaxy hotel in housekeeping department. Today your supervisor will guide you on how to make beds for guestrooms according to the hotel standards. As a group, do the following:

- Practice bed stripping techniques
- Practice bed linens technique
- Practice bed decoration



Activity 3: Application



Task 13:

In the housekeeping workshop, there are three rooms to be cleaned and your task for today is to make the beds for those rooms through applying bed making procedures.

- Apply bed stripping techniques
- Apply bed linens technique
- Add decorative items and do a final inspection to ensure the bed looks perfect.

Topic 2.3: Cleaning guestroom areas



Activity 1: Problem Solving



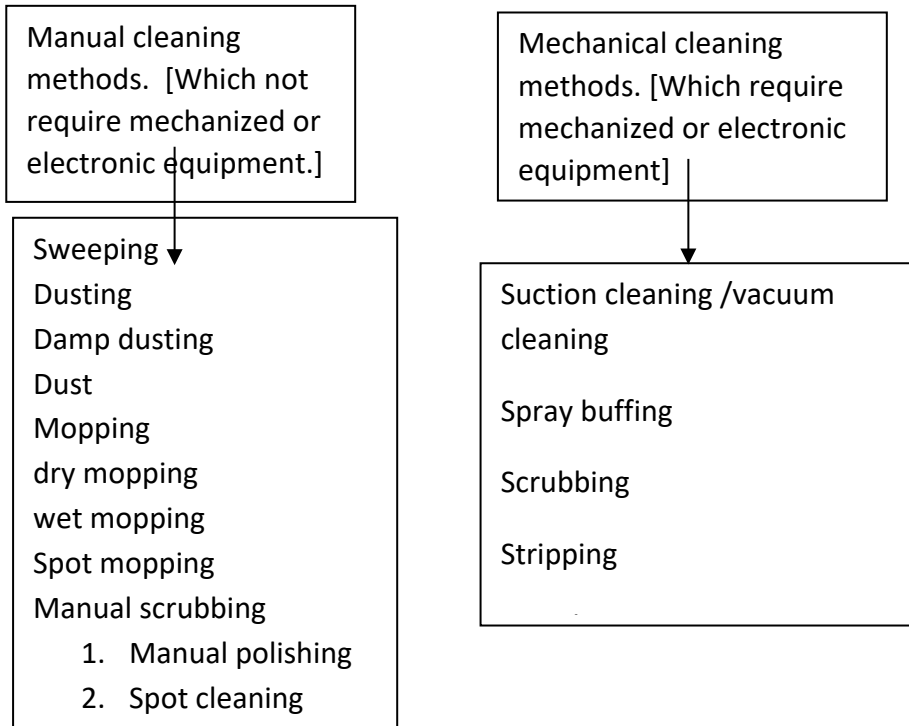
Task 14:



Observe the above illustrations and answer the following questions.

- What does the two ladies on the illustration doing ?
- What are areas which need cleaning services in a guest room?
- What are the steps to follow when cleaning a guest room?

Key Facts 2.3a: Cleaning procedures- housekeeping



Key facts2.3b: cleaning guestroom areas

- Preparation
 - ✓ Gather Supplies: Ensure you have all necessary cleaning supplies and equipment, including vacuum, dusters, cleaning cloths, disinfectants, glass cleaner, fresh linens, and trash bags.
 - ✓ Personal Protective Equipment (PPE): Wear gloves and any other necessary PPE to ensure safety.
- Initial Check
 - ✓ Check for Personal Belongings: Inspect the room for any guest belongings that might have been left behind. Report or store these items according to your hotel's policy.
 - ✓ Ventilate the Room: **Open windows, if possible, to let fresh air in.**
- Bathroom Cleaning
 - ✓ Remove used towels: **place all used towels and bath mats in the laundry bag.**
 - ✓ Clean the toilet: **use disinfectant cleaner inside and out, including the handle.**

- ✓ Clean the shower/bathtub: **scrub the walls, floor, and fixtures. Rinse thoroughly and dry.**
- ✓ Clean the sink and counter: **disinfect the sink, faucet, and countertop.**
- ✓ Mirror and glass: **use a glass cleaner to clean mirrors and glass surfaces, ensuring they are streak-free.**
- ✓ Restock supplies: **replace used toiletries, towels, and toilet paper.**
- **Cleaning bedroom**
 - ✓ Vacuum carpets: vacuum thoroughly, paying special attention to corners and under furniture.
 - ✓ Sweep and mop hard floors: sweep first to remove loose dirt and debris, then mop with an appropriate **cleaner**.
 - ✓ Dust all surfaces: use a microfiber cloth to dust furniture, lamps, picture frames, and other surfaces.
 - ✓ Clean high-touch areas: disinfect high-touch areas such as light switches, remote controls, telephones, door handles, and alarm clocks.
- **Final Touches**
 - ✓ Check the room: do a final inspection to ensure everything is clean and in place.
 - ✓ Restock: ensure the room has all necessary amenities, such as a guest directory, pen, notepad, and any complimentary items like water bottles.
 - ✓ Finishing touches: arrange pillows, curtains, and any decorative items neatly. Ensure the room smells fresh, using a deodorizer if needed.
- **Cleaning a sitting room**

Cleaning a sitting room ²in a hotel requires attention to detail and thoroughness to ensure a high standard of cleanliness and comfort for guests.

 - ✓ **Gather Supplies**
 - ✓ **Assess the Room:** Walk through the sitting room to identify areas needing special attention, such as stains, spills, or damage.
 - ✓ **Remove Trash:** Empty wastebaskets and remove any trash from the room.

² <https://www.siteminder.com/r/hotel-room-cleaning/>

- ✓ **Check Furniture:** Look for items left behind by guests and set them aside for lost and found.
- ✓ **Dusting:** Start dusting from high surfaces (shelves, tops of cabinets) and work your way down to lower surfaces (tables, baseboards).
- ✓ **Dust and wipe down electronics** (TV, remote controls, light switches) using appropriate cleaning solutions.
- **Cleaning Surfaces**
 - ✓ **Furniture:** Wipe down all furniture, including tables, chairs, and any hard surfaces, with a disinfectant cleaner.
 - ✓ **Glass and Mirrors:** Clean glass surfaces and mirrors with a glass cleaner, ensuring they are streak-free.
 - ✓ **Vacuum:** Vacuum upholstered furniture to remove dust, crumbs, and debris.
 - ✓ **Vacuum Carpets/Rugs:** Thoroughly vacuum all carpeted areas and rugs, ensuring you reach under furniture.
 - ✓ **Spot Clean:** Use an upholstery cleaner to spot clean any stains or spills.
 - ✓ Sweep and mop hard floors, paying attention to corners and edges.
- **Cleaning balcony**
 - ✓ **Gather Supplies**
 - ✓ **Check for Hazards:** Inspect the balcony for any safety hazards such as loose railings, broken glass, or slippery surfaces.
 - ✓ **Use Protective Gear:** Wear gloves and ensure you have proper footwear to prevent slips.
 - ✓ **Remove Items:** Take off any furniture, decorations, or plants to clear the area.
 - ✓ **Trash Removal:** Pick up any litter, cigarette butts, or other debris and dispose of them properly.
 - ✓ **Sweep the Floor:** Use a broom to sweep the entire floor, paying attention to corners and edges.
 - ✓ **Remove Cobwebs:** Sweep away any cobwebs from the corners and ceiling.
 - ✓ **Wipe down the railing** with a disinfectant or cleaning solution.

- ✓ Clean the walls with a suitable cleaner, especially if there are bird droppings or dirt marks.
- ✓ Scrub the Floor: Use a scrub brush and cleaning solution to scrub the floor thoroughly, especially if there are stains or dirt build-up.
- ✓ Mop: Mop the floor with clean water to remove any remaining soap and dirt. Make sure the floor is not slippery after mopping.
- ✓ Wipe Down Furniture: Clean outdoor furniture with a suitable cleaner. For metal furniture, use a mild detergent and water; for wooden furniture, use a wood-safe cleaner.
- ✓ Disinfect: Spray disinfectant on the furniture, especially on surfaces frequently touched by guests.
- ✓ Clean Windows and Doors: Use a glass cleaner to clean any glass doors or windows leading to the balcony. Ensure they are streak-free.
- ✓ Wipe Frames: Clean the window and door frames with a damp cloth.
- **Final Touches**
 - ✓ Replace Items: Put back the furniture, decorations, and plants after they are cleaned.
 - ✓ Check for Completeness: Ensure everything is in its place and the area looks neat and inviting.
- **Final Inspection**
 - ✓ Conduct a final inspection to ensure no spots were missed and the balcony is clean.
 - ✓ Ensure the railing and floor are dry and secure, and there are no hazards left.
- **Hotel housekeeper checklist**

Date: Housekeeper/ Inspected by: Room number:

Deep cleaning task checklist			
Item	<input checked="" type="checkbox"/>	Item	<input checked="" type="checkbox"/>
Turn mattress and change bedspreads			
Remove linens from the bed		Lift mattress off the box springs	

Lift the box springs off the bed frame		Inspect for tears, soil spots or broken springs	
Inspect and clean the frame and headboard		Vacuum behind and inside the bed platform	
Rotate the box springs		Turn the mattress	
Vacuum the mattress		Inspect pillows and replace pillows that have stains	
Remake the bed with clean mattress pad, linens and bedspread		Report and damage promptly	
Dust high places			
Dust where the wall meets the cueing		Dust smoke detectors and sprinklers	
Dust the top of tall furniture such as armoires		Dust light diffusers; clean with a damp cloth if needed	
Dust vents		Clean anything else above eye level	
Clean lights			
Remove the shade		Use damp cloth to clean fixture & shade thoroughly	
Reposition the shade		Remove and dust exit sign covers	
Wipe inside exit signs with a damp cloth		Replace exit sign covers	
Clean draperies and wash window			
Remove draperies that need profession dry cleaning		Label draperies by room number and send them to be dry-cleaned	

Use a scrubber and window cleaner to clean grease marks and grime from windows		To remove dust vacuum draperies from the top down. Get into the folds, and clean the back	
Place hooks in sealable bags		Inspect and clean pulls, hooks and rods	
Wipe vinyl draperies with a damp cloth		Work from the top down in an “S” pattern with a squeegee	
Dust sheers often		Hang replacement draperies	
Wipe window from frame with a damp cloth			
Wash walls, baseboards and doors			
Work from the bottom up to avoids streaks		Use a mild solution of all purpose cleaner on a soft sponges	
Dry all surfaces with a clean cloth		Wipe switch plates, phone plugs and wall jacks	
Clean anything hanging on the wall		Clean both sides of every door, including viewers, hinges, the frame, locks and lock plates	
Clean the closet wall and luggage racks			
Date:	Signature:		



Activity 2: Guided Practice



Task 15:

The three rooms of the school's housekeeping department were occupied yesterday, and the clients check out today morning. All rooms are self-contained, and one have a balcony, another one has a balcony and a sitting area. Guided by the trainer and in small groups, you will practice cleaning procedure in the following room areas:

- a. Practice the cleaning of the bathroom
- b. Practice the cleaning sitting room
- c. Practice the cleaning of the balcony
- d. Practice the cleaning of the bedroom



Activity 3: Application



Task 16:

The school will host a team from Basketball federation who come to assess where their coach will stay during basketball tournament that will take place at your school on the following week. As a trained room attendant, you are requested to clean the room booked to ensure cleanliness and comfort. Perform the following:

- a. Clean the sitting guest room
- b. Clean the guest bathroom
- c. Clean guest room balcony



Formative Assessment

1. While entering the guestroom room attendant must knock the door how many times?
 - a. 2 times
 - b. 4 times
 - c. 3 times
 - d. 5 times
2. What is the full form of DND
 - a. Do and Not Do
 - b. Do Not Distinguish
 - c. Do Not Disturb
 - d. Do Not Distribute
3. Which of the following statements about making a bed when cleaning guestrooms is false
 - a. The most efficient way of making a bed is to finish one side before beginning the other side
 - b. When changing pillows cases, room attendants should brace the pillow under their chin and work the pillow down into the case with their hands
 - c. Stripping a bed in a hotel involves removing all the used linens and preparing the bed for fresh sheets and bedding.
4. Mention the cleaning methods may applied while cleaning the following area
 - a. Bathroom tab
 - b. Bathroom Mirror
 - c. Carpet floor
 - d. Closet
5. Make a checklist for cleaning a guestroom in a hotel



Points to Remember

- **Work methodically:** follow a consistent routine to ensure no steps are missed.
- During the cleaning process, be sure to check for any personal items that may have been left behind and handle them with care.
- Keep the noise level to a minimum and avoid touching any electronic devices or personal belongings unless necessary.
- Have always clean rooms for expected arrivals and stay overs
- Satisfy special guest needs as far as amenities and facilities requested in their rooms are concerned
- Finally, make sure to leave the room in pristine condition, with fresh linens, towels, and amenities.
- **Handle linens gently:** avoid shaking the linens to prevent the spread of dust and allergens.
- **Maintain cleanliness:** use gloves and disinfectant sprays as needed to maintain a high standard of hygiene.
- **Inspect thoroughly:** always inspect the bed and surrounding area for cleanliness and address any issues immediately.
- Ironing sheets and pillowcases for a crisp look.
- **Use the right products:** ensure you use appropriate cleaning products for different surfaces to avoid damage.



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

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Apply guest room entering procedures					
Test light switches at the entry and turn-off					
Check linens and mini bar consumption					
Remove room tray, tables, baskets and ash trays					
Clean windows, doors, glass parts					
Apply bed making procedures					
Dust the room and furniture					
Applying guestroom airing procedures					
Observing guestroom status					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Clean guest bathroom					
Clean guestroom sitting room					
Describe cleaning methods and procedures					
Replenish amenities					
Handling Do Not Disturb (DND)/Privacy Please room					
Strip the bed					
Empty waste basket according to the procedures					
Handle guest complaints					

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

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

UNIT 3: PERFORM REPORTING ACTIVITIES



Unit summary

This unit provides you with the knowledge, skills and attitudes required to perform reporting activities required to perform guestroom cleaning activities. It covers the types of guest cleaning activities report, preparation of report, submission of report.

Self-Assessment: Unit 3

In small groups of trainees, take time of five minutes and observe the above illustration/ picture.

- Referring to the unit above illustration, form small group, and discuss the following:
 - What does the illustration show?
 - What topics do you think will be covered in the unit base on the illustration?
- Fill in and complete the self-assessment table bellow to assess your level of knowledge, skills and attitudes under this unit.
- There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
- Think about yourself; do you think you have the knowledge, skills or attitudes to do the task? How well?
- Read the statements across the top, tut a check-in a curriculum that best represents your level of knowledge, skills and attitudes.
- At the end of this module, you'll assess yourself again

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.	
Knowledge, skills and attitudes						
Lost and found properties report						
Key room status definitions:						
Lost and found register						

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						
Classification of the lost and found items						
Identify missing items						
Define key terms of room status reports						
Differentiate different types of guest room cleaning reports						
Fill out Room Attendant Daily Assignment Sheet for Housekeeping						
Describe the components of a Hotel Room Status Report						
Prepare lost and found properties report						

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.	
Knowledge, skills and attitudes						
Describe elements of Room Attendant Daily Assignment Sheet for Housekeeping						
Classify lost and found items						
Describe reporting channels						
Apply follow-up actions						
Identify steps for effective reporting						
Prepare maintenance report						



Key Competencies

Knowledge	Skills	Attitudes
1. Describe types of guestroom cleaning report	1. Select the guest room report types according to the guest room status	1. Detail oriented
2. Describe reporting channels	2. Submit the room status report to the right person	2. respect hierarchy
3. Describes different tools used for guest room report	3. Prepare quality guestroom report	3. Details oriented



Discovery activity:



Task 17:

Read and answer the following questions:

- What are the types of reports to be prepared by a guest room attendant?
- Which tools commonly used by a guest room attendant to prepare a report?
- What is the reporting channel for housekeeping department in a hotel?

Topic 3.1: Describing types of guestroom cleaning report



Activity 1: Problem Solving



Task 18:

Jane a room attendant at KLX Hotel and her task for today is to clean four guestroom. She attended the morning briefing meeting as usual and received the room status reports for the four guest rooms to be cleaned .

Questions:

1. What are the types of reports to you think Jane has received from her supervisor?
2. What are the key components of each types of report ?

Key Facts 3.1a: Describing types of guestroom cleaning report

- **Hotel Room Status Report**

- ✓ A Hotel Room Status Report is a critical tool for housekeeping and front desk staff to track the status of each room in the hotel.
- ✓ It helps in managing room availability, cleaning schedules, and maintenance needs.
- ✓ Detailed guide on creating and managing a hotel room status report:

- **Key Room Status Definitions:**

- ✓ Vacant and Ready (VR): The room is clean, inspected, and ready for new guests.
- ✓ Occupied (OCC): The room is currently occupied by a guest.
- ✓ Vacant and Dirty (VD): The room is vacant but needs cleaning.
- ✓ Out of Order (OOO): The room is not available for guests due to maintenance issues.
- ✓ Do Not Disturb (DND): The guest has requested not to be disturbed.
- ✓ Due Out (DO): The guest is expected to check out today.
- ✓ Check-Out (CO): The guest has checked out, but the room has not been cleaned yet.

Key Facts 3.1b samples templates of a Hotel Room Report

Hotel name:

Date:

Report generation time:

Room number	Current status	Guest name (if occupied)	Special notes
	VR	Xavier Douglas	VIP
	OCC	Mr. Ronald	Late check-out
	VD		Maintenance needs
	OOO		
	DND		
	DO		
	CO		

- **Room Attendant Daily Assignment Sheet for Housekeeping use**
 - ✓ This format is given to each room attendant after their morning briefing.
 - ✓ Room attendants can record the tasks done during their shift on this sheet and also helps them to plan their work for the day.
 - ✓ After each room is serviced the room attendant list down the time they have entered in the room for service, time out after completion, room status before service, room status after service, no of extra bed or cot placed and also the number of linens replaced on the room to the room attendant maids daily assignment maids sheet.
- **Lost and found properties report**
 - ✓ Any item left behind by a guest either in the room or in the public area identified by any staff and brought under the notice of Housekeeping is termed a lost and found ³item.

³ Setupmyhotel.com/hotel-sop-standard-operating-procedures/house-keeping-sop/sop-housekeeping-lost-and-found-procedures/

✓ **Classification of the lost and found items**

- ✚ Valuable items.
- ✚ No valuable items.
- ✚ Perishable items.

✓ **Procedure For Valuable items**

- ✚ One separate Register is maintained for Valuable lost and found items and the items are kept in a safe Deposit Locker.
- ✚ Valuable items are kept for six months (as per the hotel policy),
- ✚ If there is no response from the guest, an auction to be conducted.

✓ **Procedure For Non-valuable items**

- ✚ These category items are kept for three months in safe custody after making necessary entries.
- ✚ If there is no response from the loser till the time, these items are to be disposed.

✓ **Procedure For Perishable items**

- ✚ Perishable natural lost and found items are kept for three days.
- ✚ In case of any quarry and need to keep further is to be done accordingly.

✓ **Lost and found register**

Hotel name:

Date:

Report generation time:


S/N	DATE	ITEM	DESCRIPTION	FOUND BY	FOUND AT	PICKED UP BY
1	12/5/2024	Watch	Golden watch	Anne room attendant	Room 302	Ms. Mariam

● **Maintenance Report**

The purpose is to log preventive measures taken to avoid potential maintenance issues.


✓ **Content:**

- ✚ Scheduled preventive tasks (e.g., checking smoke detectors, inspecting plumbing).

 Condition of equipment and areas inspected.

 Any issues identified and actions taken.

✓ **Frequency:**

 As per the preventive maintenance schedule (typically monthly or quarterly).



Activity 2: Guided Practice



Task 19:

You are a student of Level 4 in one of the TVET schools offering hospitality and tourism trades. For Industrial attachment program, the school placed you in Serena Hotel for a two-month period. Today you have morning shift in housekeeping department where you must clean different guestrooms. The supervisor shared yesterday reports with you. Analyse those reports.



Activity 3: Application



Task 20:

You are working as a part time room attendant in Kivu Park hotel and one of your responsibilities is to clean guest rooms. Today your supervisor tasked you to gather all reports from yesterday team and tasked you to do the following:
Classify the gathered reports into missing reports, room status reports and maintenance reports.

Topic 3.2: Preparing and submitting room cleaning report



Activity 1: Problem Solving



Task 21:

Amikus Hotel is a five star hotel located in Karongi near Kivu lake. You are working there as a room attendant and today you have to clean two guest rooms.

When arrived into the rooms , the following is the status of rooms:

- a. Room no 1: There are some broken items in the bath rooms and there are some missing items such as towels, slippers
- b. Rooms 2: the guest complained that he lost personal items

Questions

1. Which types of reports would need to prepare for each room?
2. Which format would you recommend for each type of report?
3. To whom would you submit those reports?

Key Facts 3.2 a: Preparing and submitting room cleaning Reports

Creating an effective guestroom cleaning report involves a systematic approach to ensure all necessary information is captured accurately.

- **Here's a step-by-step guide on how to prepare various types of guestroom cleaning reports:**

- ✓ **Daily Cleaning Report**



The purpose of this report is to document daily cleaning activities and ensure each room meets the hotel's cleanliness standards.

- ✓ **Steps:**

- **Create a Template:**

- ✓ Room Number
- ✓ Date
- ✓ Checklist of Tasks (e.g., vacuuming, dusting, bathroom cleaning)

- ✓ Comments/Issues
- ✓ Housekeeper's Signature
- **Record Details:**
 - ✓ Fill in the room number and date.
 - ✓ Mark completed tasks on the checklist.
 - ✓ Note any issues or additional comments (e.g., "window needs repair").
 - ✓ Sign and date the report.
- **Review and Submit:**
 - ✓ Ensure all tasks are marked and issues are noted.
 - ✓ Submit the report to the housekeeping supervisor.

HOTEL NAME AND LOGO www.setupmyhotel.com																					
Housekeeping Attendant Daily Assignment Sheet																					
Name.....				Task for				House Keeping													
.....				the Day				Supervisor.....													
Floor																					
.....				Date.....																	
...																				
R	T	T	St	Guest	A	D		Re	St	E							B		Mi		
o	i	i	at	Name	r	e	N	qu	at	/	Bed	Duvet			To			a		na	
m	e	e	us		.	.	o	t	us	d	Sheet	Cover			wel			t	P	ral	
N	I	O	Be		D	D	o		Af	B								M		W	
o.	n	t	re		a	a	f		r	C	K	Q	T	K	Q	T	B	H	a	C	at
																					er

VC- Vaccent Clean	OC- Occupi ed Clean OD- VD- Vaccant Dirty	DND- Do Not Distrub DL- Double Lock	S/O - Sleep Out SR- Service Refused	N/L - No Luggage VIP- Very Important Person															
HOTEL NAME AND LOGO www.setupmyhotel.com																			
Housekeeping Attendant Daily Assignment Sheet Name..... Task for House Keeping the Day Supervisor..... Floor Date.....																			
R o o m	T i m e	T i m e	St at us	Guest Name	A r r.	D e p .	N o	Re qu es t	St at us	E / b e d	Bed Sheet	Duvet Cover	To wel	B a t h	P / r	Mi na ral			
N o.	I n	O u t	Be fo re		D a t e	D a t e	o f	Af te r	B / C o t	K	Q	T	K	Q	T	B	H	M a s e	W a t er

	OD-				
VD-	Occupied	DL-		VIP- Very	
Vacant		Double	SR- Service	Important	
Dirty	Dirty	Lock	Refused	Person	

HOTEL NAME
AND LOGO
www.setupmyhotel.com

**Housekeeping
Attendant Worksheet**

Name.....
.....
Floor
.....
...

**Task for
the Day**

**House Keeping
Supervisor**.....
.....
Date.....
.....

Room No.	Status			Time		Guest Name	Arr. Date	Dep. Date	No Of Pax	Bed Sheet		Duvet Cover		Face Towel		Hand Towel		Bath Mat		Pillow Case		Remarks
	1	2	3	In	Out					In	Out	In	Out	In	Out	In	Out	In	Out	In	Out	

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REMARKS

Key Facts 3.3b: Reporting system

- **Digital Reporting Systems:**
 - ✓ Housekeeping Management Software: Tools like Hotel Logix, Room Raccoon, or Opera PMS can automate reporting, provide real-time updates, and integrate with other hotel systems.
 - ✓ Mobile Apps: Equip staff with mobile devices to update room status, report issues, and receive tasks in real-time.
- **Paper Reports:**
 - ✓ Printed Forms: Standardized forms for different types of reports that staff fill out manually.
 - ✓ Logbooks: Centralized books where staffs log daily activities, issues, and resolutions.
- **Verbal Reporting:**
 - ✓ Shift Briefings: Regular meetings at the start and end of shifts to discuss the day's tasks, any issues, and important updates.
 - ✓ Direct Communication: Immediate verbal reporting of urgent issues to supervisors or other relevant staff.
- **Benefits of an Effective Reporting System**
 - ✓ Improved Efficiency: Streamlined data collection and reporting processes save time and reduce errors.
 - ✓ Enhanced Decision-Making: Access to accurate and timely data enables better operational and strategic decisions.
 - ✓ Increased Accountability: Clear documentation and tracking of tasks ensure accountability among staff.
 - ✓ Better Guest Satisfaction: Timely resolution of issues and improved service quality enhance guest experiences.
 - ✓ Optimized Resource Management: Effective inventory and staff management reduce costs and improve efficiency.

Key Facts 3.3C: Reporting follow up

Effective report follow-up in the housekeeping department is essential to ensure that all tasks are completed, issues are resolved, and high standards of cleanliness and service are maintained.

- **Types of reports and follow-up actions**

SN	TYPES OF REPORT	FOLLOW-UP ACTIONS
1	Lost and Found Report	Log items in a centralized lost and found database. Attempt to contact guests who may have lost items. Ensure proper storage and documentation for item retrieval, and follow up with guests regarding the status of their lost items.
2	Missing report	Name the staff or supervisor responsible for following up. Document actions taken to locate the missing item or complete the task. Set deadlines for follow-up actions and resolution.
3	Room status report	Supervisors review the room status updates throughout the day to ensure all rooms are cleaned and inspected as scheduled. Any discrepancies or delays are immediately addressed by reallocating staff or adjusting priorities.
4	Maintenance report	Ensure reported maintenance issues are logged and assigned to the maintenance team promptly. Track the progress of repairs and ensure issues are resolved within a reasonable timeframe. Communicate resolved issues back to housekeeping and front desk staff.

- **Steps for effective reporting**

- ✓ **Data Collection:**

- ✚ Real-Time Updates: **Use digital tools to provide real-time updates on room status, guest requests, and other tasks.**

- ✚ Standardized Forms: Ensure all staff use standardized forms or templates for consistency.

- ✓ **Documentation:**

- ✚ Accurate Entries: Ensure all entries are accurate and complete.

- ✚ Timely Reporting: **Reports should be made as soon as possible to keep information current.**

- ✓ **Review and Analysis:**

- ✚ Regular Reviews: **Supervisors should regularly review reports to identify patterns, issues, and areas for improvement.**

- ✚ Feedback: **Provide feedback to staff based on report findings to improve performance and address any issues.**

- ✓ **Follow-Up Actions:**

- ✚ Assign Tasks: **Based on report findings, assign follow-up tasks to relevant staff.**

- ✚ Track Progress: **Use digital tools or checklists to track the progress of follow-up actions and ensure they are completed.**

- ✓ **Communication:**

- ✚ Share Reports: **Distribute relevant reports to management and other departments to keep everyone informed.**

- ✚ Discuss Findings: **Use meetings to discuss report findings and plan actions to address any issues.**

- ✓ **Benefits of Effective Follow-Up**

- ✚ Increased Efficiency: Timely follow-up ensures tasks are completed without delays, improving operational efficiency.

- ✚ Enhanced Communication: Clear and consistent communication prevents misunderstandings and ensures smooth interdepartmental coordination.

- ✚ Improved Quality Control: Regular follow-up on inspections and performance reports helps maintain high cleanliness and service standards.
- ✚ Higher Guest Satisfaction: Prompt resolution of issues and fulfillment of guest requests lead to better guest experiences and higher satisfaction scores



Activity 2: Guided Practice



Task 22:

Use the information provided in the scenario 1 on problem solving complete the following room reports:

a. Room Status Report

Hotel name:			
Date:			
Report generation time:			
Room number	Current status	Guest name (if occupied)	Special notes
	VR	Xavier Douglas	VIP
	OCC	Mr. Ronald	Late check-out
	VD		Maintenance needs
	OOO		
	DND		
	DO		
	CO		

b. Lost and found item register

Hotel name:					
Date:					
Report generation time:					
DATE	ITEM	DESCRIPTION	FOUND BY	FOUND AT	PICKED UP BY



Activity 3: Application



Task 23:

John is TVET graduate from level 4 in TVET school offering hospitality and tourism trade. He now works a casual work in Lebanone Hotel as a room attendant. Today, John cleaned different guest rooms with different status and have to prepare reports before leaving.

Prepare and submit the following reports:

- room status reports
- Lost items report
- Maintenance report.



Formative Assessment

- Answer by True or False
 - Recently, digital communication channels are the most popular and most used channels in the workplace.
 - For reporting second services as additional service, room attendants have not prepared reports which indicate the activities.

- c. A requirements report is a document that outlines the necessary elements of a project or system.
 - d. Turndown includes room physical status report, indicates the number of daily turn down service rooms, replenished items or amenities.
 - e. A good report template is not include Hotel name and logo, Name of the correspondent, Supervise name, Date, Description of the task and Signature.
 - f. Face-to-face or over the phone is non-verbal reporting channel.
2. Mention types of reports a Room attendant may prepare during routine work.
 3. Enumerate reporting channels
 4. If you are room attendant, you would report to whom?
 5. Describe the steps for effective reporting.



Points to Remember

- Consistency: Use standardized templates for each type of report.
- Detail: Provide as much detail as necessary to convey the condition and actions taken.
- Accuracy: Double-check information for accuracy before submitting.
- Timeliness: Ensure reports are completed and submitted promptly.
- Review: Supervisors should regularly review reports to address any issues and maintain high standards



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

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Lost and found properties report					
Key room status definitions:					
Lost and found register					
Classification of the lost and found items					
Identify missing items					
Describe steps to Create and Manage a Room Status Report					

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					
Define key terms of room status reports					
Fill out Room Attendant Daily Assignment Sheet for Housekeeping					
Describe the components of a Hotel Room Status Report					
Prepare lost and found properties report					
Describe elements of Room Attendant Daily Assignment Sheet for Housekeeping					

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					
Classify lost and found items					
Describe reporting channels					
Apply follow-up actions					
Identify steps for effective reporting					
Prepare preventive maintenance report					

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

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



Summative assessment

Integrated situation

Apple Hotel located in Kigali City, Nyarugenge District, will receive a booking for a big group of 30pax from USA. One of them is a Chancellor of Cornell University whom will arrive on 14th July and depart on 20th July 2024. At the same day, another group of 25 pax will be received by that hotel. The management realized that there will be a shortage of room attendants and decided to hire an additional staff to ensure an effective service delivery for this high demand.

As a hired room attendant, you are requested to perform guestroom cleaning activities for 2 deluxe rooms within 70 minutes.

Perform the following tasks:

1. Prepare guestroom cleaning facilities (20 minutes)
2. Clean guestroom (40minutes)
3. Perform reporting activities (10minutes)

The needed tools, equipment, materials and consumables are available in housekeeping store.

Resources

Tools	Caddy box, spraying bottles, pens, cleaning buckets, dust bin, cobweb brush, squeegee, pedal bin, amenities tray, coffee tray, cups, tea spoons, highball glass, hangers, scrubbing brushes, garbage can, dust pan with dust brush, plastic tube with cleaning suppliers.
Equipment	Vacuum cleaner, trolley, scrubbing machine, polishing machine, shampooing machine.
Materials/ Consumables	Notebooks, chemical products, linen, towels, room amenities, room stationeries, paper towel, gloves, sponge, broom, sponge mop, feather dust, spray cleaner, cleaning clothes, worksheets, plastic bags, mop.

Assessable outcomes	Assessment criteria (Based on performance criteria)	Indicator	Observation		Marks allocation
			Yes	No	
1. Prepare guestroom cleaning facilities (30%)	1.1. Cleaning tools, materials and equipment are properly selected according to the activity to be done	Wet cleaning activities are selected			10
		Dry cleaning activities are selected			
	1.2 Guestroom amenities are appropriately collected according to the appropriate procedures	Amenities status are verified			10
		Bathroom amenities are collected			
		Tea making facilities are collected			
	1,3 Guestroom stationeries are properly selected according to the needed items	Cards are selected			10
		Room service menu are selected			
		Laundry price list are selected			
		Room directory are selected			
		Electronic safe manual is selected			
	2.1 Guestroom entering procedures are	Entering guestroom tips are applied			20

2. Clean guestroom (70%)	correctly applied according to the operational standard	Guestroom exit tips are applied			
	2.2 Guestroom airing procedures are properly followed according to the operational standard	Remove trashes tips are followed			10
		Windows opening tips are followed			
	2.3 Bed is properly made according to the standard operating procedures	Stripping bed techniques are applied			20
		Bed linens techniques are applied			
		Bed Decorate is made			
	2.4 Guestroom cleaning activities are properly carried out according to the standard operating procedures	Balcony is cleaned			20
		Sitting room is cleaned			
		Bedroom is cleaned			
		Bathroom is cleaned			
3 Perform reporting activities (20%)	3.1 Information is correctly gathered according to the types of report	Lost and found report information is gathered			5
		Missing report information is gathered			
		Room status report information is gathered			
		Maintenance report information is gathered			

	3.2 The report is properly prepared according to the standard operating procedures	Worksheet form is prepared			10
		Worksheet form is reviewed			
	3.3 The report is properly submitted according to the reporting procedure	Reporting channel is identified			5
		Reporting system is respected			
		Report follow up is maintained			
	Total marks		100		
Percentage weight		100%			
Minimum Passing line % (Aggregate): 70%					

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