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Student name: Easha moni

Student Id:1522550021

PART A (Broad question)

Question no: 1(a)

Briefly state the sequence of cleaning a room.

Answer to the question no :1 (a)

If you're a hotelier, hotel housekeeping is one of your most important duties to manage. Guests expect a clean, organized room when they check in. It's up to you to make sure that you or your room attendant are able to do this in a timely manner. In this blog post, we share some tips on how to effectively keep your guests' rooms clean and organized.

To start, a good housekeeping program that you can utilize in your hotel is the Japanese "Five S" system.

Sort, Set In Order, Shine, Standardize, and Sustain.

Implementing the Japanese "Five S" system can help to improve productivity and quality while also reducing waste and accidents. It's a good idea to review your current hotel housekeeping strategy to make sure all five are being addressed.

1. The first step is to sort through everything and get rid of anything that is not needed. This will help to declutter the work area and make it easier to find things.
2. Once everything is sorted, it is time to set it in order. This means putting everything in its proper place so that it can be easily found and used.
3. The next step is to shine, or clean, the area. This will help to make the work area more presentable and inviting.
4. The fourth step is to standardize the area. This means creating a consistent system for how things are done so that everyone knows what to do and where things are supposed to go.
5. Finally, the fifth step is to sustain the system. This means making sure that the work area is kept clean and organized on a regular basis.

The 10 Step Cleaning Process

Cleaning is one of the major tasks the housekeeping force performs. It carries out cleanings when the guests are about to occupy their room, while they are staying in the hotel, and immediately after the guests vacate the room. The housekeeping also cleans the public area, which is often shared by a large number of guests.

Cleaning Procedures - Housekeeping

1. Ventilate the Room

You should properly ventilate a hotel room before guests stay. This is because guests expect a clean, fresh-smelling room when they check in. If the room smells musty or stale, they will be disappointed. This is also to disburse any chemical smells that may linger after deep cleaning. Housekeepers should open all doors and windows while they clean to ensure the room is properly aired out by the time the new guests arrive.



2. Change and Restock Bed Linen and Towels

Beds and linen should be made and replaced before guests stay. Not only will it make your room look neater, but it will also give you a sense of accomplishment when you start your day. This includes stripping the beds of old sheets, duvets, and pillow cases, and collecting old towels and facecloths. These should be placed in a laundry bin so they're ready to be cleaned by the laundry company. Or, if you're cleaning them yourself, be sure to wash your sheets in hot water and use a disinfectant cleaner to kill any bacteria.

If a guest is staying for more than one night they may not require new linen. To check this, it's standard practice to leave door hangars which guests can use to indicate whether they'd like a "turn down" service, or whether they require no maintenance at all. It's generally recommended that you change the sheets in a hotel room every three days – but always, in between guests. It's also important to change the sheets if there are any stains or if they become wrinkled.

If guests don't require any new linen or towels, it's still important to hang up all damp towels so that they can dry and the room remains odorless.

3. Remove Rubbish

It's always important to remove rubbish left behind by previous guests. Make sure to empty the bins and replace them with bin liners, as well as remove anything else left behind. You'll need to also check for this in hidden areas, such as under the beds and in the shelves. Any food that has been left behind by guests should also be removed.

4. Dusting

Rooms, even after a day or two, can become dusty. You'll need to dust shelves, televisions and any surfaces that you can see this collect before the next guests arrive. This also includes ceilings

and hard to reach places, so it's essential to own an extendable duster. Dust and cobwebs tend to collect on ceilings and high surfaces, so start there and work your way down.

5. Wipe and Disinfect High Touch Surfaces

Now, more than ever, you'll also need to wipe down all surfaces with disinfectant – including high touch surfaces and electronics. Think television buttons, remote controls, light switches and phones. This will help keep guests and your staff safe during the pandemic.

Don't forget the details. It's easy to overlook things like doorknobs, and baseboards when you're cleaning, but taking the time to clean these areas will make a big difference.

6. Clean the Bathroom Thoroughly

Housekeepers should clean the shower and toilet in hotels before guests arrive. This includes scrubbing the tub, shower, and sink. The toilet should be cleaned with a disinfectant cleaner and the floor should be mopped. In the shower, make sure to clean any mold or mildew that may have formed and leave it dry.

7. Clean Mirrors and Windows

Mirrors, especially in the bathroom, can quickly become dirty and are noticeable to guests. Guests use these everyday, so take the time to ensure they are spotless. This also goes for windows that tend to collect fingerprints. Use special glass cleaner and microfiber cloths while cleaning to ensure they're left streak-free and crystal clear.

8. Vacuuming Floors and Furniture

Vacuuming your carpets between guests is important for several reasons. First, it helps to remove any dirt, dust, or hair that may have been left behind. Second, it helps to freshen up the room and make it smell clean. Third, it helps to remove any allergens that may be present in the room. Vacuuming will help to make your guests' stay more comfortable and will also help to prolong the life of your carpet.

Be sure to vacuum upholstered furniture and curtains on a regular basis too. The vacuum will come with special attachments for these specific areas.

9. Restock Amenities and Consumables

Next, it's important to restock what is missing from the room – including any toiletries that you supply guests. These include soap, shampoo and toilet paper rolls. This will ensure guests don't run out during their stay, and new guests will be ready to wash up once they enter in the door.

This also means replenishing drink sachets such as coffee and tea, and any other items that you offer on the counter or in the mini-bar. Depending on your policy, it's important to log which items are missing so that guests can be charged accordingly.

Next, wash and dry all used cutlery and cups – depending on what's available in the room. The sink will need to be left clean and tidy afterwards too.

10. Final Check

Before leaving the room, check that all windows are closed and doors shut. This will ensure the room temperature returns to normal before your next guest arrives. If there is any scent remaining in the room, you can use air freshener to help this. Finally, 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.

Question no: 1(b)

What is the sequence of making a bed?

Answer to the question no :1 (b)

Bed-making is the act of arranging the bedsheets and other bedding on a bed, to prepare it for use. It is a household chore, but is also performed in establishments including hospitals, hotels, and military or educational residences. Bed-making is also a common childhood chore.

You've probably heard it from your mother a million times, but making your bed every morning is a must. It makes the entire bedroom look neater and more organized, and slipping between the sheets will seem far more inviting come bedtime. Making your bed may sound like a simple task, but doing it neatly and correctly actually involves a little know-how. So start with Step 1 below to learn how to make a bed perfectly.

Clear the bed. Whether you're making your bed after getting up in the morning or after washing your sheets, the first thing to do is to clear the bed. Be sure to take off pillows, stuffed animals, comforter, e.t.c.

- Take the duvet/blanket off, the top sheet and any pillows and set them aside (preferably not on the floor).
- You can leave the fitted sheet (the one with the elasticated corners) on the bed.

Put the fitted sheet on. If the fitted sheet is not already on the bed, you will need to put it on. Do this by tucking the elasticated ends of the sheet around the corners of the mattress.

- Make sure the sheet is tucked tightly around the corners of the mattress - you may need to lift the mattress slightly to achieve this.
- Make sure the fitted sheet sits smoothly on top of the mattress, without any creases or wrinkles.

Put the top sheet on. Next, take the top sheet and spread it over the bottom sheet. Remember that the side with the large hem should go at the top of the bed and the hem should be aligned with the head of the mattress.

- If your sheets are patterned, the patterned side should face down (so you can see the pattern when the top of the sheet is folded back).
- Make sure the top sheet is spread evenly over the mattress, with the same length of sheet hanging over both sides of the bed.

Make hospital corners. The term "hospital corner" refers to a specific method of folding the end of the top sheet tightly under the mattress. It is the trickiest step in making a bed, but is also the part which will make your bed look neatest.

- To make a hospital corner, tuck the end of the top sheet between the mattress and box springs at the foot of the bed. Don't just stuff it in though, make sure it is smooth and wrinkle free.
- On one side, grab a piece of the top sheet approximately 16 inches (40.6 cm) away from the foot of the bed. Lift it up and fold this section of sheet over the top of the mattress, so it forms a 45 degree angle from the corner of the mattress.
- Holding the folded piece of sheet in place on top of the mattress, tuck in any sheet hanging below the mattress on that side of the bed. Do this as neatly as possible for best results.
- Now, let the folded piece of sheet on top of the mattress drop down. If you prefer looser sheets, you can stop here. But if you prefer to tuck your sheets tightly, you can tuck the hanging edge of sheet smoothly between mattress and box springs, all the way along the side of the bed.
- Repeat on the opposite side of the bed. For more detailed step-by-step instructions and pictures on how to make hospital corners.

Place the duvet or comforter on top. Once the top sheets is tucked in place, you can lay your blankets, duvet or comforter on top.

- Make sure the duvet is spread evenly over the bed, with the same amount of overhang on each side of the bed.
- The top edge of the duvet/comforter/blanket should be about 6 inches (15.2 cm) away from the edge of the top sheet at the head of the bed.

Fold the top sheet and duvet down. Take the edge of the top sheet at the head of the bed and neatly fold it back over the top edge of the duvet, blanket or comforter. Notice how you can see the pattern on the inside of the sheet now?

- If you're using a blanket or thin comforter, you can fold the blanket and sheet back together, so the hem of the sheet is no longer visible. Duvets are usually a little too thick to fold.
- If you like, you can tuck the edges of the folded blanket and sheet underneath the mattress for a very neat and tightly-made bed. This is how they do it in the military.

Fluff the pillows. Grab your pillows and give them a good fluffing before you place them of the bed. To fluff a pillow, grab it on either side and squeeze the sides together before releasing - kind of like playing an accordion.

- Smooth out the pillow cases then lay each pillow flat at the head of the bed, to fill the space between the folded over duvet and the headboard.
- If you have more than two pillows (on a queen bed) stack the extra two pillows directly on top of the bottom ones.

Add the finishing touches. Now your bed is almost complete!

- To finish it off, take any decorative cushions or pillows you might have and place them in an upright position at the head of the bed, leaning against the sleeping pillows for support.
- If you have an additional blanket, quilt or throw blanket that you like to keep on your bed for aesthetic purposes (or in case it gets cold!), fold it neatly in half and lay it evenly over the bottom half of the bed.

Question no: 2(a)

What are the public areas of a property?

Answer to the question no :2 (a)

Public property is property that is dedicated to public use. The term may be used either to describe the use to which the property is put, or to describe the character of its ownership (owned collectively by the population of a state). This is in contrast to private property, owned by an individual person or artificial entities that represent the financial interests of persons, such as corporations. State ownership, also called public ownership, government ownership or state property, are property interests that are vested in the state, rather than an individual or communities.

There are many cases where public property is available for use by the general public. A couple of prime examples are libraries and parks, in which the property owned by the library in the form of books, audio equipment, and visuals can often be used by the public and many times be borrowed for a certain period of time. Parks are another form that serves a public purpose by enhancing the quality of life for area residents and visitors.

Public Property can be defined as any place or anything which can be used by all the people. Public Property can be considered as the common property of everyone. Public properties can be broadly divided into two parts- Public utilities and Historical Monuments. Public utilities target the well-being of all citizens. Whereas, historical monuments need our preservation and maintenance.

Examples of Public Property:

1. Water facility at home.
2. Gas supply.
3. Roads.
4. Railways.

Here are some other examples of public property areas:

Airports

Beaches

Parks

Playgrounds

Public Buildings

Public Hospitals

Public Housing

Public Infrastructure

Public Schools

Public Squares

Question no: 2(b)

Point out the activities done by a lobby attendant while cleaning a lobby?

Answer to the question no :2 (b)

A lobby attendant is an entry-level employee that works in the lobby of a large building. Anyone can find lobby attendant jobs in many different locations, including theaters, office buildings, and hotels. Its primary duties are to greet the public at the front door and keep the lobby looking neat and presentable.

LOBBY ATTENDANT DUTIES AND RESPONSIBILITIES:

1. Cleans and maintains all lobbies and public restrooms.
2. Sweeps and mopes carpets, lobby entrance.
3. Empties ashtrays and urns.
4. Polishes furniture and fixtures.
5. Vacuums and polishes elevators.
6. Keeps the front of the hotel free from trash.
7. Polishes the lobby floor during Night.
8. Keeps the Back area of Front desk neat and clean.
9. Keeps all public areas neat, vacuumed and dusted.
10. Clean and maintain lights.

11. Makes sure mirrors, furniture, floors, ashtrays, elevators and doors are clean and mark-free.
12. Removes all trash from areas.
13. Periodically checks all lobby restrooms / wash rooms.
14. Inspect condition of furniture for tears, rips, and stains and report damages.
15. Restocks all supplies including toilet paper, soap and hand towels in the lobby wash rooms.
16. Makes sure all surfaces are clean and tidy.
17. Arrange all cushion properly on lobby sofa.
18. Responds to guest requests and inquiries while in the lobby.
19. Assist guest with their questions and direct them to the areas they want to go.
20. Take care of all cleaning equipment's used in lobby.

Cleaning of Lobby:

The lobby is an area provided as a common meeting point near the front office. Its appearance can play a vital role in creating a favorable impression on a new arrival or a conference planner/tour operator who is deciding on a venue for the conference or a group of tourists.

The lobby area is subject to the most wear and tear. Lobby floor/floor covering must withstand a steady stream of foot walls and the effects of snow, rain, sand or mud. Suitcases and luggage trolleys roll through all day. Guest and visitors leave behind a rumpled newspaper, paper waste and empty cups of tea and coffee.

It is the duty of the Housekeeping staff deputed for cleaning of the lobby to carry out all cleaning activities without disturbing the guest or visitors.

Day Cleaning: The following activities are carried out during the day cleaning operations:

- Cleaning/emptying of ash trays, sand urns and waste paper baskets. Removing of all debris from a lightweight basket.
- Cleaning of the entrance throughout the day. Mopping, dusting of the entrance should be carried out at regular interval throughout the day.
- Straightening of furniture moved by guest as and when required.
- Placing of flower arrangement at appropriate locations at the front office/lobby.
- Emptying of waste paper basket as and when required during the day.

Overnight Cleaning: Most of the cleaning activities in the lobby are carried out during the night time when traffic is low. The night cleaning activities include the following:

- Dusting, vacuuming and cleaning of elevators/escalators after taking them out of service.
- Vacuuming cleaning of all carpeted areas.
- Spot cleaning of carpets/shampooing of carpet.

- Dusting of all furniture and front office area.
- Emptying and cleaning of all ash trays
- Polishing of all guest elevators, cleaning of elevators floors and walls.
- Cleaning of all glass surfaces/mirrors.
- Removing of fine marks and spots from walls and woodwork.
- Polishing of metal handles, rails and door knobs.

Part B (Short question)

Question no: b (1)

Specify the activities related with swimming pool and exercise room done by an attendant.

Answer to the question no: b (1)

Pool Attendant:

One of the main duties of a pool attendant is to maintain the pool and the pool area. Throughout their shift they will clean and maintain the pool deck, pool bathrooms, and skim the pool.

The job of Swimming Pool Attendant is done for the purpose/s of maintaining an attractive, sanitary and safe swimming pool for students, staff and public; controlling swimming pool chemicals; maintaining required logs; ensuring availability of equipment and/or supplies; and complying with health and safety requirements.

Here the activities are done by a swimming pool attendant:

- Cleans assigned school facilities (e.g. swimming pool, pool deck, equipment areas, locker room, showers, etc.) for the purpose of maintaining a sanitary and safe condition.
- Inspects swimming pool, deck, mechanical equipment, etc. for the purpose of ensuring that it is suitable for safe operations, maintained in an attractive and clean condition, and/or identifying necessary repairs.
- Evaluates equipment function for the purpose of maintaining facilities and/or complying with mandated health requirements.
- Maintains pool, including proper chemical and PH rate for the purpose of complying with mandated safety and health requirements.
- Assists in maintaining swimming pool equipment (e.g. backwashing filters, pump equipment, etc.) for the purpose of ensuring equipment is in proper working condition.
- Maintains records for the purpose of providing an up-to-date reference trail and/or complying with mandated requirements.

- Monitors inventory levels of chemicals and other pool maintenance supplies for the purpose of ensuring the availability of supplies as needed.
- Performs minor repairs to swimming pool equipment and facilities for the purpose of maintaining facilities and equipment in safe operating condition.
- Assists with setup and/or movement of equipment (e.g. starting blocks, benches, etc.) for the purpose of ensuring availability for special events, etc.
- Prepares purchase orders for the purpose of securing needed supplies.
- Responds to inquiries from students, staff, public, County Health Department, etc. for the purpose of conveying information regarding swimming pool operations, etc.
- Stocks chemicals and other supplies for the purpose of maintaining adequate quantities and security of items.

Exercise/ Gym attendant

A gym attendant works at a gym, fitness center or recreation center and oversees operations, including gym front desk management and facilities usage by patrons. Educational requirements and pay vary by location and facility type.

A gym attendant works at a gym or a fitness and recreation center where they oversee the maintenance of the exercise areas and provide assistance to patrons. The duties in this career also include interacting with clients who are seeking information about gym equipment, classes, and other subjects. Gym attendant responsibilities consist of keeping the facility clean by wiping down equipment, mopping the floor, and replacing towels, water, and other items. As a gym attendant, you may be responsible for ensuring that the visitors adhere to all wellness and safety policies while working out.

Gym attendant responsibilities

Provide daily care and cleaning of all equipment.

Enforce all Fitness Center policies and procedures in a consistent manner.

Attend all staff meetings and trainings.

Provide assistance to all members in a safe and helpful manner on basic use of equipment and interpretation of Fitness Center policies.

Question no: b (1)

Write briefly the process of bathroom cleaning?

Answer to the question no: b (1)

Bathroom cleaning

Clean Bathroom Countertops, Walls, and Ceilings

Then wipe down all surfaces with a clean cloth. To reach high spots, use a clean, dry microfiber mop. Wipe the tile floor, too, but only after you've finished the rest of the dirty work. For stubborn mold and mildew, try a mold remover.

The process of bathroom cleaning

- 1. Remove all items from their usual spots.**
For best results, do this step for the entire bathroom at once, instead of as you go. Remove all of your products from the shower and/or bathtub. Toss all used towels and rugs outside the room. Move any items from the counters outside the bathroom, as well. Don't forget to grab any trash cans.
- 2. Dust and sweep.**
To get rid of dust, grab your duster with a long handle to remove any cobwebs in corners, on light fixtures or in vents. If you still can't reach the cobwebs, pull in a stepladder to get up high. Once done, sweep or vacuum the floors to pick up hair and other debris that may have accumulated on the floors.
- 3. Apply cleaner to shower and bathtub.**
Apply an all-purpose cleaner if you clean regularly or an acid-based cleaner if you have serious buildup to your shower. Don't forget the shower track and inside the shower door, if applicable. Let it soak.
- 4. Tackle other surfaces.**
Spray the all-purpose cleaner on your cleaning device (i.e. microfiber cloth, sponge, etc.) and wipe down any towel racks, shelves, baseboards, doors, blinds and windowsills. Work in sections from the top of the room to the bottom, and left to right.
- 5. Mix cleaning solution for floor.**
Fill a bucket with warm water and the recommended amount of all-purpose cleaner.
- 6. Hit the shower and bathtub.**
At this point, the cleaner will have done much of the work for you, allowing you to lightly scrub away loose dirt and buildup. Get all walls, floors and other surfaces clean before rinsing.
- 7. Finish the shower and bathtub.**
Replace all items you removed, wiping them if necessary as you go, then close the

shower curtain or door. If you do have a shower door, use glass cleaner to give it a streak-free finish.

8. Clean the vanity area.

Spray the all-purpose cleaner on the sink, faucets and countertops, then wipe with a clean cloth. If you have buildup in the sink or in a soap dish, use a scrubby sponge to loosen before wiping clean. Use the glass cleaner on your mirror. A cloth dampened with water will remove dust from cabinet faces.

9. Clean the toilet.

If you scrub inside your toilet regularly, the all-purpose cleaner should get the job done. Spray or sprinkle a toilet-specific cleaner if buildup exists, then scrub with a toilet brush before flushing. Spray the outside of the toilet with the all-purpose cleaner, then wipe with a clean cloth.

10. Mop the floor.

Submerge your mop into the bucket of cleaning solution, squeeze out excess water, then clean the bathroom floor. Once the floor is dry, replace the trash can and your freshly laundered rugs.

Best Way to Clean a Bathroom

The best way to clean a bathroom is by keeping it tidy between cleanings. While the above tips will help you clean your bathroom fast and efficiently, follow the tips below to keep it consistently clean:

- Keep a hand-held vacuum in the bathroom for daily pickup of hair and other debris on the floor.
- Install a hair-catcher in your drain to avoid buildup. When water doesn't drain as it should, it leaves behind an ugly ring around the shower or bathtub.
- Squeegee shower walls after use to keep water marks at bay.
- Keep smaller items in bins and baskets to avoid clutter creep.

How to Clean a Bathroom Floor

Of all the surfaces in the bathroom that require cleaning, the floor is one of the most important. The best way to clean a bathroom floor is by following these steps:

1. First, clear the floor of all items, such as baskets, towels, toilet plungers, etc.
2. Second, sweep up any dust that collected on the floor, especially in the corners.
3. Third, use a vacuum to remove any remaining debris.
4. Fourth, mix warm water and an all-purpose cleaner in a bucket, and mop the floor.
5. Finally, keep everyone out of the bathroom long enough to allow the floors to dry.