

## HOUSEKEEPING PROCEDURES

### CLEANING A ROOM FOR A NEW ARRIVAL



This method of work allows to avoid inefficient and tiresome procedures. This ensures that a hotel conforms to H.A.C.C.P. (Hazard Analysis Critical Control Point) security and hygiene regulations and limits risk of contamination.

#### Phase 1

- Air out the room by opening the windows, turn off the air conditioning system
- Wash your hands and put on disposable gloves
- Empty out the trash cans / bins
- Strip the bed and remove dirty linens

#### Phase 2

- Move on to the bathroom
- Remove dirty towels (bath towels, hand towels, face towels)
- Spray the cleaning products necessary for disinfection
- Remove your gloves

#### Phase 3

- Make the bed (see specific procedure)

#### Phase 4

- Dust all surfaces such as bedside table, desk, chair, TV.../...
- Check TV, Air Conditioning, lights...to make sure they function properly

#### Phase 5

- Clean the bathroom (see specific procedure)

#### Phase 6

- Replace all free hotel products such as brochures, mints, shampoo, soap...
- Vacuum the room
- Check over the room and make sure that everything is in place

## CLEANING A ROOM DURING A GUEST'S STAY




**Objective:** Create a clean and orderly atmosphere in the client's room

1. Fold clothes and either put them on the bed or on a nearby chair
2. Check to make sure that all equipment in the room is in working order such as TV, air conditioning, lights...
3. Clean the room as previously directed

Note: follow the bathroom cleaning procedure. Be careful with the guest's personal belongings.

### A few critical points

Risks	Risk prevention
Handling the trash	Handle cautiously and wear disposable latex gloves
Contamination of clean linen	Wash your hands before handling clean linens
Toxic cleaning products 	Read labels carefully and follow directions
Using the wrong product on the surface	Businesses generally use color codes to distinguish the purpose of each product
Excess fatigue and back pain	Make sure to stand with proper posture (e.g. adopt crouching position when making the bed)