



REPUBLIC OF TURKEY
MINISTRY OF CULTURE AND TOURISM
Directorate General of Research and Training



HOUSEKEEPING





**REPUBLIC OF TURKEY
MINISTRY OF CULTURE AND TOURISM**

Directorate General of Research and Training

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PRINTING HOUSE

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PREFACE

This book is prepared and issued for developing knowledge and skills of room attendant and houseman, considering that the book will be useful for the employees of the sector based on the needs in accommodation and food & beverage sectors identified through the research conducted by the Directorate General of Research and Training of Ministry of Culture and Tourism.

Directorate General of Research and Training

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1. HOUSEKEEPING DEPARTMENT IN ACCOMMODATION AND FOOD & BEVERAGE SECTOR

1.1. DEFINITION OF HOUSEKEEPING SERVICES DEPARTMENT

Adhering to standards and financial goals of the business, this department performs cleaning and maintenance functions in all areas of the facility with special emphasis on hygiene, sanitation and aesthetics. Housekeeping department is a support unit, which does not directly yield money. Although it is recognized as a support department behind the scenes, the department undertakes a responsibility which extends to guest bedrooms. Therefore, it has the power to influence the impressions of guests about the business in a positive or negative way.

- **Contribution to savings in depreciation:** Depreciation is a monetary value corresponding to the estimated wearing-out of an asset after one-year use. During work, use of tools and materials for their intended purposes will make contribute to depreciation saving. For example, if economic life of a carpet, which is not maintained well, is two years, it will be longer for a carpet, which is regularly and carefully cleaned and maintained.
- **Contribution to increase in income:** Increased income implies income gained by the business due to guest satisfaction. Regularity and compliance with standards in cleaning-maintenance works will directly affect service quality. In the long run, guest sustainability will be ensured as a result of positive word-of-mouth by guests in their environment.
- **Contribution to saving in general:** Saving refers to correct and intended use of the money invested for constructing a trade facility and equipping the facility with necessary tools and materials. When employees of housekeeping department use electricity, water and cleaning materials as required, wastage will be prevented and thus, a contribution will be made to the saving.
- **Contribution to the budget:** Budget refers to money reserved in the cash deposit of the business at an amount equal to the following year's projected requirements, based on expenditures of previous years. Adherence to intended use of tools and materials in services provided by housekeeping department will make a positive contribution to the budget. Contrarily; using more than required amount of cleaning material, for instance, will have a negative impact on the budget.

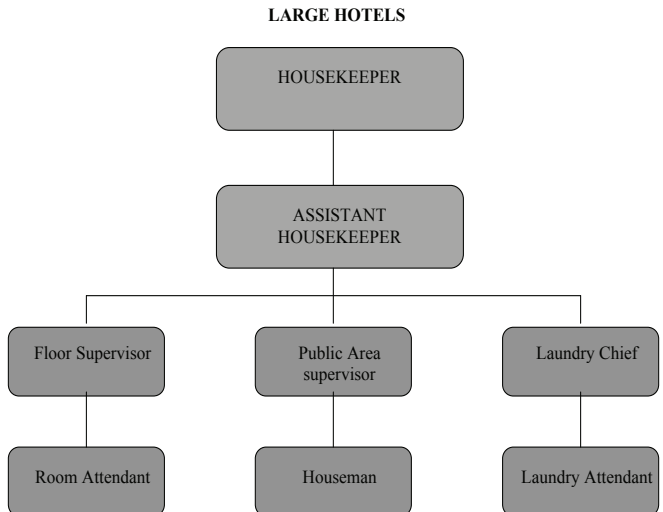
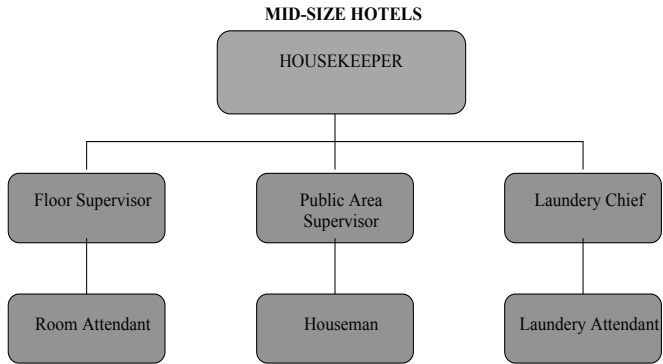
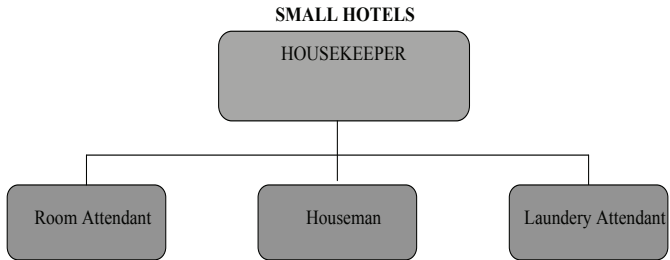
• **Contribution to public relations:** Public relations department introduces and markets the business and its services to agencies and related companies. When housekeeping department performs duties as required and hosts guests in the appropriate fashion, duties of public relations will be facilitated and thus, a contribution is made for developing business relations.

2. QUALIFICATIONS, DUTIES AND RESPONSIBILITIES OF ROOM ATTENDANT AND HOUSEMAN

2.1. QUALIFICATIONS OF ROOM ATTENDANT AND HOUSEMAN

- « Diligent,
- « Environmentally conscious,
- « Attentive to details,
- « Vigilant,
- « Reliable and honest,
- « Team orientated
- « Energetic,
- « Polite,
- « Taking initiative,
- « Careful in public relations
- « Disciplined,
- « Working in accordance with business policies
- « Decisive,
- « Caring for individual hygiene,
- « Visionary,
- « Practical,
- « Patient,
- « Even tempered,
- « Open-minded (innovative),
- « Good in time management,

2.2. HOUSEKEEPING SERVICES ORGANIZATION SCHEMES SMALL HOTELS



Note: If required, in hotels with such capacity, a position of floor supervisor may be added.

Housekeeper: As the senior manager of housekeeping department, he/she works under supervision of General Director. Housekeeper has adequate knowledge and skills to manage housekeeping services in line with the business goals of the accommodation facility, so as to maximize guest satisfaction.

Assistant Housekeeper: works in cooperation with the housekeeper. He plans operations in accordance with the business goals of the accommodation facility. He ensures these operations are carried out efficiently and effectively with appropriate auditing and training programs. Housekeeper has adequate knowledge and skills to keep guest satisfaction at the maximum and to undertake duties and responsibilities of the housekeeper in his absence.

Floor supervisor: is responsible to Assistant Housekeeper that cleaning and maintenance works of floors under his responsibility are performed in accordance with the business goals of the accommodation facility. He/she is also responsible for auditing subordinates.

Public Area Supervisor: is responsible to Assistant Housekeeper that cleaning and maintenance works of areas other than guest rooms are performed in accordance with the business goals of the accommodation facility. He/she is also responsible for auditing subordinates..

Room Attendant: refers to the staff with knowledge and skills to perform cleaning, and maintenance duties of guest rooms, corridors, staircases, elevator and floor offices in accordance with the business goals of the accommodation within a particular time schedule with special emphasis on hygiene and sanitation rules.

Houseman: refers to the staff with knowledge and skills to perform cleaning works such as dusting, removing stains, sweeping, wiping, mopping, polishing, washing, varnishing and rubbing in accordance with the business goals of the accommodation with special emphasis on hygiene and sanitation rules.

Laundry Chief: is responsible to the Housekeeper. He ensures that business linens, guest linens and personnel uniforms are cleaned (washing, ironing, dry cleaning, and maintenance-repair) and business organization is realized at highest level of standard.

Laundry Attendant: He performs duty orders received from the chief in accordance with the pre-defined standards.

2.3. DUTIES AND RESPONSIBILITIES OF HOUSEMAN

- ~ Follow legal and workplace-specific rules on occupational health and safety, to participate to trainings and exercises,
- ~ Learn about environment protection methods in accordance with the environment protection regulations and to make efforts to decrease environmental risks,
- ~ Have permanently good relations with subordinates and superiors,
- ~ Work in a timely manner with a clean and ironed uniform, showing care to personal hygiene,
- ~ Follow instructions received from first supervisor,
- ~ Deal with VIP guests pursuant to the instructions received from first supervisor,
- ~ Ensure cleanliness, tidiness and maintenance of areas under his responsibility,
- ~ Report all suspicious-looking individuals seen within the responsibility area,
 - » Establish eye contact.
 - » Identify his/her appearance.
 - » Contact security or superiors.
- ~ Polite in his behaviors against guests
 - » Be genial
 - » Be clean
 - » Be aware of importance of apologizing.
 - » Be respectful
 - » Use correct way of addressing
- ~ Report complaints of guests to the superior
 - » Listen
 - » Take Notes
 - » Try to find ways to resolve the problem
 - » Do not promise what you may not be able to realize
 - » Keep your word
 - » Inform the guest if the problem cannot be resolved
- ~ Assist material counting
- ~ Keep guest belongings in correct order
- ~ Ensure all tools and materials under responsibility are clean, tidy and operable,
- ~ Be as quiet as possible during work.
- ~ Observe hygiene rules,
- ~ Report damages and deficits on assets on his responsibility to superiors,
- ~ Use time and energy in correct manner,
- ~ Follow safety and security rules,
- ~ Observe etiquette,
- ~ Issue reports in correct format and content,

ROOM ATTENDANT REPORT

Floor No:			Room			Date:		
Time:			Status			Day:		
Room No	Room status	Number of guests	Room No	Room status	Number of guests	Room No	Room status	Number of guests
VAC Vacant			V.I.P. Very Important Person			Comments:		
OCC Occupied			C/O Check-Out					
OOO Out of Order			C/IN Check-In					
S/O Sleep Out			DND Do Not Disturb					
N/B No Baggage			COMP Complimentary					
						Name Surname		
						Signature		

~ Issue report for lost and found properties and deliver the report to the supervisor

LOST ITEM CARD

Lost Item Card			No:
Place found	Date and Time	Definition of item	Name, signature of person found
			Name, signature of person delivered

~ Keys rece

KEY CHECKING BOOK

Key No.	Serial	Place related with the key	Delivery Date/Time	Name/signature of staff who delivers keys	Name/signature of staff who receives keys	Return Date/Time	Name/Signature of staff to whom keys are returned	Name/signature of returning staff

~ Report other works required to be completed within the day

INTER-SHIFT COMMUNICATION BOOK

Date:				
Room No	Shift	Time	Operation	Confirmation

~ Report malfunctions occurred in areas under responsibility

MALFUNCTION NOTIFICATION FORM

Date:	Hour:	Serial No.
Type of malfunction		
Location of malfunction		
Requesting Department		
Department Chief		Signature
TECHNICAL SERVICE		
Duty Date and Time:		
Technician Assigned:		
Details on malfunction		
Details about repair		
Technician		
Signature		
Technician		Technical Service Manager
Signature		Signature
CHECK		
Malfunction is removed after check		
Manager of Requesting Department		Technical Service Manager
Signature		Signature

- ~ Clean linens of guests in accordance with operational procedures
- ~ Clean dirty linens of guest rooms in accordance with operational procedures

2.4. SERVICE FIELDS OF HOUSEKEEPING DEPARTMENT

ROOM DEPARTMENT	PUBLIC AREA	LAUNDRY
Guest Rooms	Lobby	Washing Unit
Floor Offices	Restaurants	Ironing room
Corridors	Bars	Storage
Staircases	Staircases	Maintenance/Repair
Unit	Administrative offices	Dry cleaning unit
Fire-exit staircases	Elevators	Elevators
	Personnel areas	
	Healthy life unit	
	Public toilets	
	Shopping areas	
	Garage-Parking area	
	Pool and beach	

ROOM DEPARTMENT

- **Guest Rooms:** These spaces are prepared not only for resting requirements of the guest, but also for other needs such as working, reading, watching TV, listening to music, keeping belongings, bathroom, and toilet.
- **Floor Offices:** It refers to places where supplies and equipments used in cleaning and in service to guests are stored.
- **Corridors:** Places that allow passage to guest rooms, elevators and other places.
- **Staircases:** Places composed of stairs which are used for going up and down the floors .

In larger establishments, they are used in two forms as guest and personnel staircases.

- **Fire escape staircase:** This structure provides entrance and exit during fire. It is necessary that entrance and exit doors are always kept open.
- **Elevators:** Mechanical equipments providing ascending and descending. In larger establishments, they are used in two forms as guest and personnel elevators.

PUBLIC AREA DEPARTMENT

It refers to places other than guest rooms.

- **Lobby:** Here it is where the guest is welcomed when s/he enters the establishment for the first time, and where s/he can wait and rest.
- **Bars:** Areas where alcoholic and non-alcoholic beverages are served to the guests.
- **Restaurants:** Areas where food & beverages are served to the guest.
- **Administrative Office:** Working areas where administrative personnel of the facility perform relevant duties.
- **Elevators:** Mechanical equipments that performs ascending and descending functions. In large scale facilities, they are used in two forms as guest and personnel elevators.
- **Personnel Areas:** These spaces are reserved only for the use of personnel and have different sections for various needs.
- **Healthy life unit:** This division includes sauna, baths and other sports areas open to guests.
- **Pool and beach:** Here, guests can swim, sunbathe, etc.
- **Public toilets:** Toilets outside of guest rooms.
- **Shopping areas:** In these areas apparel, souvenir, etc. is sold to guests inside the facility.
- **Garden:** Green outdoors areas decorated with various plants.
- **Garage (Parking Area):** It refers to indoors outdoors areas where guests park their vehicles.

LAUNDRY ROOM DEPARTMENT

This department offers cleaning, maintenance and repair works of guest linens, personnel uniform and all other linens used for providing service to guests in all departments in accordance with hygiene rules.

- **Washing unit:** Dirty linens of the facility and guests are washed here.
- **Ironing Room:** Place where laundries of the establishment and guest are ironed.

- **Dry Cleaning Unit:** Here, linens of facility and guests are ironed with dry cleaning system.
- **Storage:** Linens used to serve guests and personnel uniforms in all departments are stored here.
- **Maintenance-Repair Unit:** Linens used to serve to guests and personnel uniforms and guest laundries in all departments are maintained and repaired in this unit.

3. HOUSEKEEPING DEPARTMENT IN RELATION TO OTHER DEPARTMENTS

Successfully carrying out the activities of housekeeping department is possible only by establishing effective relationships within the department and with other departments.

3.1. FRONT OFFICE – HOUSEKEEPING

Front office is a department which rents rooms, sells services to guests and provides concierge services.

Rooms are under direct responsibility of both departments. Both departments exchange information consistently in terms of daily room reports, coming-going rooms, VIP rooms, maintenance-repair, occupancy rate of rooms and groups. Front office takes measures in order to prevent revenue loss and prestige of facility via information flow about the demand, interpretation and behavior of guest from housekeeping services.

3.2. TECHICAL SERVICES – HOUSEKEEPING

Technical service is a department which does maintenance-repair works in order to troubleshoot failures occurring in all departments of the facility.

Routine maintenance-repair works must be done in order to prevent major repair. Planned repairs are actualized with cooperation of both departments, within shortest time and in a way uncompromising to guest satisfaction. Annually planned repair works are done pursuant to common plan of housekeeping services, technical service and front office.

3.3. LAUNDRY ROOM – HOUSEKEEPING

Laundry room is a department which performs cleaning, maintenance and repair works of laundries used for serving guests in the all departments, personnel uniforms and guest laundries in accordance with hygiene rules.

3.4. FOOD AND BEVERAGE – HOUSEKEEPING

Food and beverage department is the operational unit which meets the food and beverage needs of guests staying in the facility and gives dining services.

The relationship between both departments is intended for providing service and cooking uniforms, supplying restaurant laundries, cleaning and maintenance of

food and beverage zones. Food and beverage department is responsible to separate mishandled blotchy table napkins and table clothes and to deliver them to the laundry room for special cleaning. Good communication is needed between housekeeping service and room service in order to take empty services and carts of restaurant from guest floors without delay.

3.5. SECURITY – HOUSEKEEPING

Security is the department in charge of the protection of guests, employees and their properties.

Based on their job description, housekeeping personnel operates in a wide range throughout the business. The personnel will notify security whenever he is aware of or evidences extraordinary conditions, suspicious looking individuals or packages. Thus, housekeeping services personnel will contribute to security of guest, personnel and the facility.

3.6. ACCOUNTING – HOUSEKEEPING

Accounting is the department which undertakes financial affairs related to the business and personnel and also carries out inventory works of departments affiliated to the business.

Accounting department needs collaboration of housekeeping services for signing invoices in a timely manner, personnel attendance schedules are prepared timely for payment of wages to the personnel and preparing periodical tables. In order to compare with front office reports, empty and full bed capacity reports should be delivered by housekeeping services in a timely manner.

3.7. PURCHASING – HOUSEKEEPING

Purchasing is the department which meets equipment and material needs of all departments in the business and also performs storage works.

The department purchases all materials required for guest rooms including cleaning materials. Purchasing department and housekeeping department should exchange views about quality and cost of materials required to be purchased.

4. CODE OF PROFESSIONAL ETHICS

Professional Ethics: It is the entirety of attitudes and behaviors suitable for the profession.

Code of Professional Ethics: They are the rules determining attitudes and behaviors suitable for the profession. We can explain these rules under following titles.

- Address the guest with a proper language

If the language of the guest is known, talk to the guest in his/her own language,

If the language of the guest is not known, say “good day, good evening” in the language you know,

For loyal guests, serve according to their preferences,
Abide the rules of speech, while talking to the guests,

Show interest,
Talk clearly and understandably,
Address the guest with his/her name,
Look at the guest,
Be genial,
Pay attention to the guest,

- Help the guests,
- Give accurate information to the guests,
- Do not ask personal questions to the guests,
- Do not argue with the guests, and do not try to correct mistakes,
- Do not be in expectation of tip,
- Do not enter into improper relations with the guests,
- Do not make use of the services offered to the guests,
- Respect the personalities and professions of all the employees,
- Behave according to the business policy of the facility,
- Accept gifts given by guests according to the procedures of the facility,
- Do not take equipments belonging to other employees without informing them,
- Do not make noise in work areas,
- Do not smoke in work areas,
- Do not make improper talks,
- Do not disturb and use the belongings of the guests,
- Keep the room door open while working,
- Do not leave the work place without permission,
- Say “sorry” and “thank you” when necessary.

ITEM CHECK-OUT FORM

NAME OF THE BUSINESS:	Date:/...../.....
NAME AND SURNAME OF THE PERSON CHECKING-OUT: DEPARTMENT OF THE PERSON CHECKING-OUT: REGISTRY NO OF THE PERSON CHECKING-OUT: DEFINITION OF THE ITEM AND REASON FOR CHECKING-OUT SIGNATURE OF THE PERSON CHECKING-OUT: SIGNATURE OF THE SUPERVISOR:	

5. PERSONAL APPEARANCE AND HYGIENE

Hygiene: It is the science of health preservation & promotion.

Personal Hygiene: It refers to personal health and clean-up. It also involves fully conforming to the cleanliness rules in order to be healthy.

RULES OF PERSONAL APPEARANCE AND HYGIENE

• Pay attention to hand washing,

Wash your hands frequently with liquid soap,
Use gloves when cleaning wet areas (shower, bathtub, lavabo, floor etc.),
Do not leave the gloves used dirty, wash inside and outside of the gloves with warm water, dry them, and leave them by powdering inside,
Use hand cream,
Have medical treatment if there is a wound, skin disease, chap etc. on hands,
Pay attention not to have nicotine stains (yellowing) on the hand,
Use single-use handkerchief in case of common cold and flu, throw the handkerchief to the bin and wash your hands after use,
Avoid handshaking, kissing in case of common cold and flu,
Close your mouth with handkerchief or hand while coughing, then wash your hands,
Clean your nose in the bathroom not around other people, and wash your hands afterwards,

• Pay attention to body cleaning,

Take showers frequently,
Change your underclothes frequently,
Use different types of deodorants etc,
Do not use overpowering perfumes,

• Pay attention to nail care,

Keep your nails short and clean,
Use shiner of an appropriate color,
Do not bite nails,

• Pay attention to hair care,

Ensure that your hair is clean and neat,
Do not use attention grabbing hairpins,
Have treatment for hair loss, greasy hair and hair diseases,
Do not use hair equipments belonging to others,

- **Wear suitable shoes,**

- Keep your shoes clean and polished,
 - Do not wear them outside work,
 - Use low-heeled shoes, in which feet can be comfortable, which do not slip, and which grabs the feet,

- **Pay attention to foot care,**

- Keep your nails well-cared,
 - Wash your feet every day,
 - Have treatment in case of fungus, over-perspiration and foot smell,
 - Change your socks every day, do not wear socks that cause perspiration and smell,

- **Pay attention to teeth and mouth care,**

- Brush your teeth following each meal,
 - Pay attention to teeth health,

- **Have treatment in case of wounds, fever blister etc. in mouth,**

- **Pay attention to skin care,**

- If there is over-perspiration in the body, take showers more frequently and use deo dorants in order not to smell bad,
 - Do not use items belonging to other people, and do not let other people use yours in order to take prevent the spread of skin diseases,

- **Pay attention to make-up and jewelry,**

- Do not apply too much make-up,
 - Do not use any jewelry except wedding rings and watches,

- **Pay attention to uniforms,**

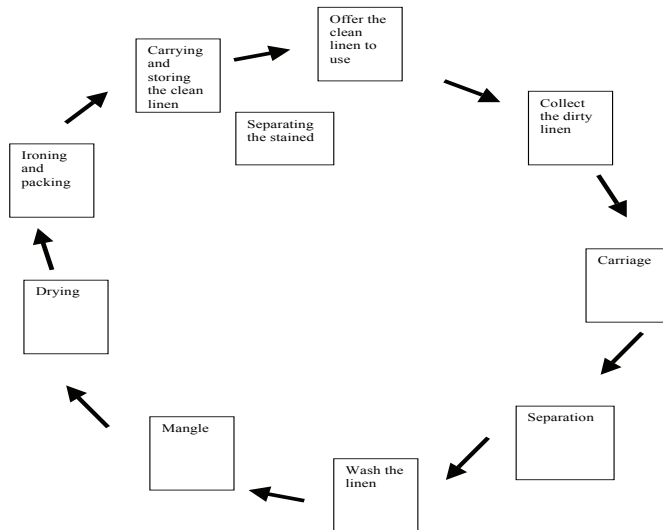
- Always wear clean uniforms,
 - Pay attention not to wear ripped or torn uniforms,
 - Do not wear stained or wrinkled uniforms,
 - Wear name tags with the logo of the establishment,
 - Check whether the zips and buttons are firm or not.

6. HOUSEKEEPING HYGIENE

It is the entirety of measures taken for the health of guests and the personnel.

RULES OF HOUSEKEEPING HYGIENE

- Do not use equipments utilized in cleaning out of their intended purposes,
- Do not perform cleaning with dirty tools,
- Use gloves while cleaning wet areas,
- Keep your hands and uniforms clean while working,
- Keep the wipes and cleaning equipments clean and dry after use,
- Ventilate rooms, corridors and housekeeping offices frequently,
- Collect garbage by separating them according to their types, in line with the procedures of the facility,
- Report infestations immediately,
- Mark the items belonging to sick guests and send them to the laundry separately,
- Use the cleaning supplies according to their instructions.



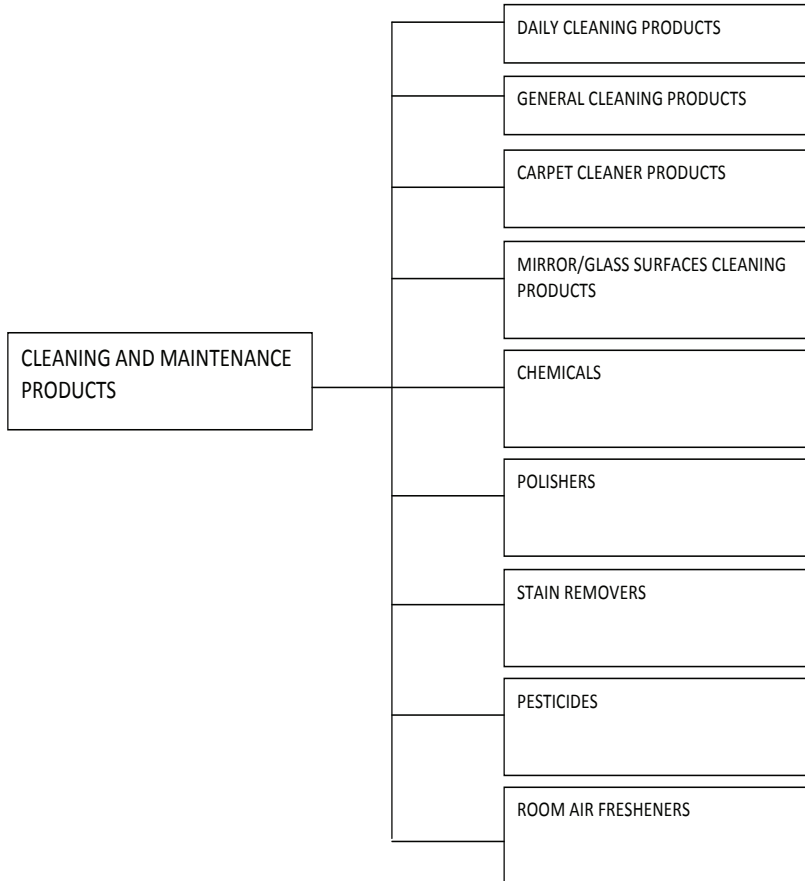
6.1. LAUNDRY HYGIENE

It is cleaning (washing, drying and ironing), carrying, keeping and offering the laundry for use in accordance with the cleaning and hygiene rules.

RULES OF LAUNDRY HYGIENE

Never keep clean laundry together with dirty laundry,
Do not keep laundry together with cleaning equipments,
Keep all the laundry in a dry area,
Have the laundry from rooms of sick guests and the stained laundry cleaned separately and send them with chute system,
Cover the clean laundry on shelves with a clean cloth,
Do not leave dirty laundry messy,
Clean the laundry separately according to their types, colors, fabric, purposes.

7. CLEANING PRODUCTS AND EQUIPMENT USED IN THE HOUSEKEEPING DEPARTMENT



7.1. CLEANING SUPPLIES

They refer to entirety of the disposable materials.

Daily Cleaning Supplies: They are the materials used in daily cleaning.

General Cleaning Supplies: Cleaning and up keeping performed periodically.

Carpet Cleaner Products: Materials used in cleaning carpets and armchairs.

Cleaner Products for Mirrors and Glass Surfaces: Materials used in cleaning glass surfaces, which have alcohol contents.

Chemicals: Materials used in killing the microorganisms on surfaces.

Polishers: Materials which make floors and surfaces look shiny and well-kept.

Stain Removers: Whole materials used in removing the stains on surfaces.

Pesticides: They are materials used in preventing the growth of pests or terminating them when detected.

Room Air Fresheners: They are scented materials used in removing unwanted smells in rooms and areas.

RULES FOR USING CLEANING EQUIPMENTS

- Use them by abiding the directions for use,
- Use them according to their intended use,
- Use gloves, and wear masks if necessary,
- Do not use them by means of mixing,
- Use them in appropriate amounts,
- Close their covers firmly after use,
- Abide the storage rules,
- Use acids in airy mediums,
- Perform rinsing appropriate to Ph (acid and alkali) degrees,
- Rinse with cold water adequately if acidic materials splash on skin or eyes,
- Do not pour them directly on the surface,
- Keep those with combustible characteristics in a place separate from others,
- Do not leave volatile and combustible materials under sun and use them in small amounts,
- Use the materials without any labels by labeling them first,
- Do not use disinfectants on dirty surfaces.

7.2. REMOVAL OF STAINS

Stain is the deterioration of surfaces due to outer factors. Stains on the surfaces deteriorate the appearance of the surface and hides the cleaning done. For this reason, the employees need to detect the stains and attend to them immediately. Since stain removers are chemical materials, it is very important that the directions for use are observed in order to completely remove the stains and to inflict the least harm to the surface.

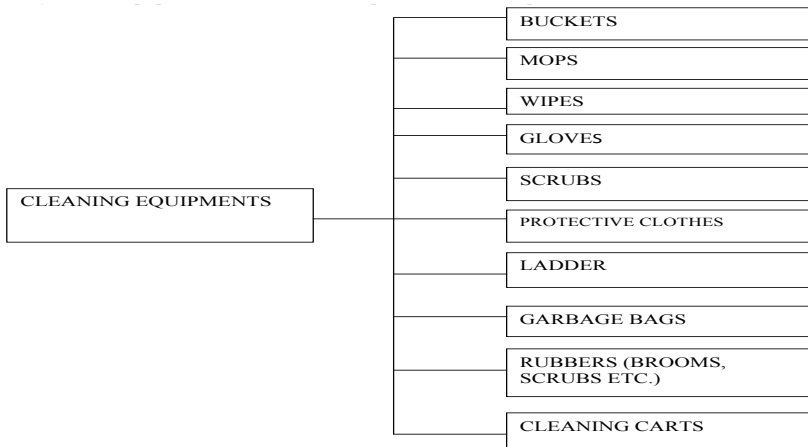
RULES TO BE OBSERVED IN STAIN CLEANING

- ~ Abide the safety and hygiene rules,
- ~ Remove the stain in the shortest time possible,
- In order to completely remove the stain without giving harm to the surface,
- ~ Determine the type of the stain,
- In order to select the most appropriate stain remover

- ~ Determine the type of the surface with stain,
- In order to select the stain remover most appropriate to the surface,
- ~ Select the appropriate stain remover material,
- ~ Test the stain remover material on an out-of-sight part of the surface,
- In order not to give harm to other parts of the surface,
- ~ Do not wash the surface before the stain is removed,
- ~ Apply the stain remover starting from the outer parts of the stain towards its center,
- ~ Use one of the methods of buffering, vacuum pumping, and steaming according to the type of the stain in order to remove the stain,
- ~ Use the stain remover materials in an airy medium,
- ~ Do not apply if the type of the stain and stain remover method is unknown,
- ~ If the stained material can not be cleaned in its own place, take that material to a place where stain removing can be performed and take it back to its own place after this process is completed.

7.3. CLEANING EQUIPMENTS

They are the equipments which are not disposable (which depreciate).

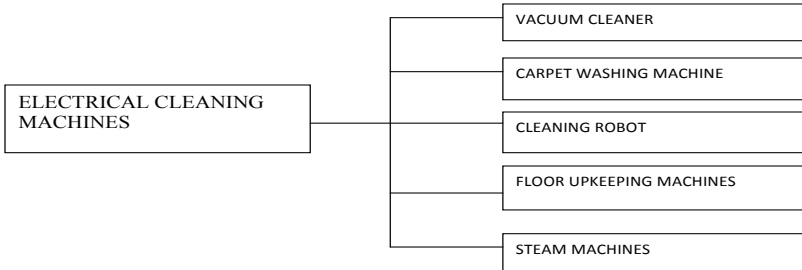


RULES FOR USING CLEANING EQUIPMENTS

- Pay attention to the safety rules,
- Use them according to their intended use,
- Clean them according to their structure after use,
- Keep them in separate and dry places according to their types,
- Have the cloth-type cleaning equipments (like wipes, mops etc.) washed in the laundry,
- Do not leave the cleaning equipments damp or sloppy.

7.4. ELECTRICAL CLEANING MACHINES:

They are the machines operating with electricity.



RULES FOR USING ELECTRICAL CLEANING MACHINES

- Pay attention to the safety rules,
- Use them according to their use purposes,
- Use apparatuses appropriate to the work to be performed,
- Wind and unwind cables correctly,
- Perform their daily maintenance,
- Do not leave water inside them,
- Clean them according to their types,
- Keep them in a dry condition and in dry areas.

8. HOUSEKEEPING OFFICE ORDER

FLOOR OFFICE

Housekeeping office is the place where the materials used in cleaning services and the materials required by the guest which cannot be placed inside housekeeping cleaning cart are stored.

PUBLIC AREA OFFICE

Public area office is the place where all the equipments and materials used in the cleaning of public areas are stored. In order to ensure that equipments and materials are used regularly and that the service is performed according to the required standards, storage should be performed according to the rules.

RULES TO BE OBSERVED IN OFFICE ORDER

- o Keep the office clean and organized,
- o Air-condition the office continuously,
- o Do not leave damp or sloppy materials,
- o Place the materials according to use circulation,
- o Apply the method “first in, first out,”
- o Place the materials according to their types and sizes,
- o Do not keep unrelated materials,
- o Keep the office doors locked,
- o Keep the electrical machines in clean and dry condition,
- o Ensure that the other cleaning equipments are kept according to their types.

9. FLOOR CART

Floor cart: It is the wheeled vehicle in which the materials necessary during the daily cleaning service are placed. It is necessary that some rules are observed in order to ensure that equipment and materials are used regularly and that the service is performed according to the required standards.

RULES TO BE FOLLOWED IN FLOOR CART ORDER

- ☒ Keep it clean and organized,
- ☒ Be sure that the cart is in good condition,
- ☒ Place the materials according to their intended use,
- ☒ Use the laundry bag in a manner that the dirty materials do not overflow,
- ☒ Do not place materials in the cart over its capacity,
- ☒ Place the cart in the corridor in a manner so as not to prevent the passage of others and not to close the fire exits,
- ☒ Pay attention in order not to give harm to the environment while carrying the cart from a place to another.

10. TYPES OF GUEST ROOM

In accommodation facilities, rooms are classified according to their bed features and physical structures. The names of the rooms are generally known with their English equivalents.

10.1. ROOM TYPES ACCORDING TO BED FEATURES

SINGLE ROOM	: A room with a single bed.
DOUBLE ROOM	: A room with a double bed.
TWIN ROOM	: A room with two separate single beds.
TRIPLE ROOM	: A room with three separate single beds or a single and a double bed.
QUAD ROOM	: A room with a bed for four persons. Rooms with four separate single beds, with a double and two single beds, two separate double beds are named as double-double room.

10.2. ROOM TYPES ACCORDING TO THEIR PHYSICAL STRUCTURES

CONNECTING ROOM : Rooms which are adjoining and which have connection doors between them. They can be combined by opening the connection doors when necessary. At the same time, they can also be used as two separate rooms by closing the connection doors. Connection doors are double, and there is voice isolation between them.

ADJOINING ROOM : Rooms which are adjoining and which do not have connection between them.

SUITE ROOM : Rooms with a bed room and a dining room, which are furnished more comfortably and more luxuriously than the other rooms. They have different names according to their sizes. **These are;**

Junior Suite Room: Small suite room which is smaller in size and dining room and bed room of which can be separated by a paravane.

Presidential Suite Room: Room with one or more bed rooms, a large dining room, bar and kitchen, which is extra furnished.

King Room, President Room names can also be used.

STUDIO ROOM : Room arranged as work room. It is preferred that it is furnished with furniture like armchairs and canapés which can transform into beds, in order to ensure that it can also be used as a bed room when necessary.

APART ROOM : A room with a full kitchen.

HANDICAP ROOM : A room which is specially designed and furnished for handicap ped guests.

11. PREPARATION OF ROOM ATTENDANT REPORT

11.1. ROOM ATTENDANT REPORT

It is the report prepared by the room attendant, showing the room condition and number of persons. Generally, it is prepared twice a day, once in the morning and once in the evening, using the determined symbols. The reports prepared by the room attendants are given to the 3rd level floor supervisor. **Housekeeper** report is prepared on the basis of these reports.

RULES TO BE OBSERVED IN PREPARING THE ROOM ATTENDANT REPORT

- Do not confuse room numbers,
- Prepare the report by certainly checking the room,
- Prepare the report on time, making sure that it is readable and complete,
- Know well the symbols used in the preparation of the report and use them correctly,
- Do not forget to put date, name and signature on the report,
- Specify the abnormal room conditions in the comments part of the report.

11.2. SYMBOLS INDICATING ROOM CONDITION

VAC.	: Vacant room.
V.D.	: Vacant Dirty.
OCC.	: Occupied
O.O.O.	: Out Of Order.
C/O	: Check Out.
C/OK	: Check Out Okay.
C/IN	: Check In.
S/O	: Sleep Out.
H/U	: House Use.
D.N.D.	: Do Not Disturb.
COMP.	: Complimentary.
D/USE	: Day Use.
EXT.	: Extension.
ARR.	: Arrival.
N/B	: No Baggage.
V.I.P.	: Very Important Person.

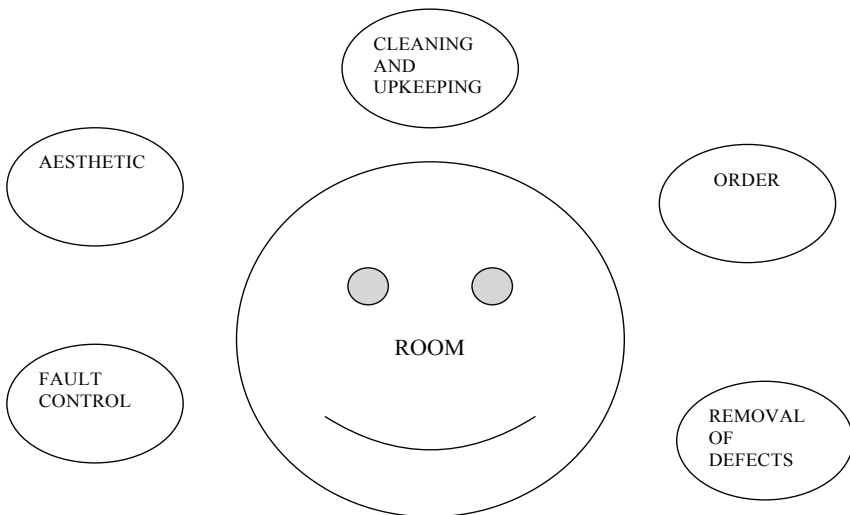
Note: Room Attendant Report can be seen on page 5.

12. CLEANING THE GUEST ROOMS

GUEST ROOMS

Guest room is a place which is furnished to meet the requirements like working, reading, watching television, listening to music, storing belongings, bath, toilet as well as the sleeping and resting. In order to ensure that the guest is comfortable and feels at home, some rules have to be observed while performing cleaning works.

ELEMENTS OF A COMPLETE ROOM RULES TO BE OBSERVED DURING ROOM CLEANING



- Keep the room door open (except rooms like apartments,, suites, etc.),
- Do not answer the room phone if it rings,
- Take care of the guest laundry without delay,
- Carry out checks for fixture damages and forgotten stuff,
- Do not operate electrical vehicles at early hours in the morning,
- Perform the cleaning tasks following a certain order.

TASK STEPS

- Knock the door according to the 3x3 method and if the guest is not in the room, enter room using pass key, keep the room door open during the time you work in the room,

- If the guest is in the room (Occupied/OCC), ask for permission, enter inside, and attend to the requests and complaints of the guest,
- Deliver the clothes prepared by the guest for laundry to the related unit (if laundry and dry cleaning list is filled),
- Open the curtains if they are closed, close the windows if they are open,
- Turn off the air conditioner if it is on,
- Check if the guest has left any stuff to be given to the laundry, check for damage and forgotten items if the room is checked out,
- Empty ashtrays and throw the garbage to the related bin according to their types and facility standards, by abiding Work Health and Safety rules,
- Collect the service items in the room and deliver them to the service area,
- Open the windows in order to ensure that the room is aired,
- Collect the used, dirty bedding,
- Clean the balcony and the furniture if there are any,
- Make the bed,
- Close the windows,
- Dust the room and check if there are any faults,
- Complete the materials such as toiletries, stationery, etc.,
- Clean the bathroom,
- Clean the room floor according to its type,
- Perform insect control, act according to the instructions given by the superior and inform the superior,
- Do the last control.

12.1. ROOM CHANGE

The process in which the guest moves to another room from the room he/she is staying for various reasons is called room change. This process should follow certain rules.

RULES TO BE OBSERVED IN ROOM CHANGE

- Do the room change within the guest's knowledge and by filling the room change form,
- Check the new room given,
- Do the room change following a certain order,
- Carry the belongings systematically,
- Keep each room's doors closed while carrying the belongings.

TASK STEPS

- Enter the room and check the preparation,
- Start the carrying process from the heavy items,

- Control the check-out room,
- Notify that the room change is completed,
- Prepare the check-out room,
- Do the last control,
- Notify that the room is ready.

12.2. DUSTING

Dust is matter like rock, sand, soil, etc. in fine particles.. It deteriorates the appearance of the surface and threatens human health. Dust is cleaned from surfaces by dry or wet methods, abiding certain rules.

RULES TO BE OBSERVED IN DUSTING

Dust according to a sequence of order (Start from the point closest to the door, do it top down and the end point should also be the point closest to the door),

- Use separate equipment and materials according to the type of the surface in dusting,
- Apply different methods according to the type of surface,
- Always clean the cleaning equipments after use,
- Choose the duster in appropriate sizes according to the surfaces,
- While dusting electrical vehicles, cut its connection to electricity first.

TASK STEPS

- Dust with appropriate movements according to the shape of the surface,
- Wash frequently the duster getting dirty,
- Collect the equipments and clean them as necessary after the dusting process is finished,
- Do the final control.

13. BED MAKING

Whether the guest will have a positive or a negative impression when he/she enters the room for the first time depends on the general appearance of the bed. Bed is the first to appeal to the eye within the room. Within this context, it is aesthetically important. Comfortable use of the bed is also important in addition to its aesthetic aspects. In order to ensure these; bed is made according to certain rules.

RULES TO BE OBSERVED IN BED MAKING

- Collect the dirty bed clothing carefully,
- Keep hands and uniforms dry and clean,
- Be sure that the materials used in bed making are clean, ironed, without any wear or stain,
- Fold over the corners evenly in an envelope or triangle shape,
- If a blanket is used, place it so that the label is beneath and at the foot side of the bed,
- Send the pillow case straight and the bedding inside-out to the laundry,
- While putting the pillow into pillow case, do not let it touch to the uniform and do not clench the case under the chin,
- Place the open part of the pillow case in a manner so that it will not be seen when one enters the room,
- Place the bed cover evenly according to its model.

TASK STEPS

- Change the direction of the bed according to its type,
- Pull the bed forward,
- Place the clean mattress pad,
- Place the lower sheet,
- Place the upper sheet,
- Place the blanket or the duvet,
- Place the pillow inside the pillow case and on the bed,
- Place the bed cover,
- Put the bed in its place and stabilize it,
- Do the final control.

13.1. TURN DOWN SERVICE

The process whereby the bed and the materials to be used by the guest before going to sleep are made ready for the guest is called “**turn down**” service. Turn down service is performed upon the request of the guest or according to certain rules in accordance with standards of the facility.

HOTEL

EVENING SERVICE

Please inform
the Housekeeping department if you would like a turndown service
between 17.00 and 23.00.

Thank you.

RULES TO BE OBSERVED IN TURN DOWN SERVICE

- Perform the turn down service according to the rules of the facility,
- Place the bed clothing carefully,
- Take the garbage, empty trays, etc,
- Close the curtains properly,
- Check the neatness of the furniture in order to provide a good appearance.

TASK STEPS

- Remove the bed cover,
- Lay the bed as required,
- Place the bed clothing properly,
- Place the slippers,
- Place the compliments the facility considers appropriate,
- Close the windows and the curtains,
- Check the ashtrays, garbage, empty trays, etc.,
- Check the neatness of the furniture,
- Check the bathroom,
- Ensure that there is sufficient lighting in the room,
- Spray air freshener in the room if necessary,
- Do the last control.

14. BATHROOM CLEANING

Bathrooms are places where the guests satisfy their personal cleaning and toilet needs. Bathroom cleaning, which is important for human health, shall be performed in compliance with hygienic measures. Cleaning the bathroom in a short period of time by spending a low level of energy depends on the completeness of instruments used in cleaning and the order followed in cleaning.

RULES TO BE OBSERVED IN BATHROOM CLEANING

- Comply with the hygienic measures and rules of sanitation,
- Collect the bathroom cloths (bathroom towels, bathrobes, etc.) by checking their inner parts and pockets, taking into consideration the environment card practice,
- Control the flaws and send for repair,
- Perform the cleaning procedure in a certain order,
- To disinfect the floor drain.

TASK STEPS

- Put on gloves,
- Flush the toilet,
- Pour the cleaner in the toilet and close the lid,
- Control the flaws and report if there is any,
- Disinfect the bathtub or shower-tub and their equipment,
- Disinfect the washbasin and bidet,
- Clean the mirror and glass surfaces,
- Clean the spots on the door and the wall,
- Take off gloves,
- Place guest materials and toiletries,
- Put on gloves,
- Clean the floor,
- Clean and place the dustbin,
- Remove the instruments used,
- Perform the final check

14.1. MOPPING

It's the wet cleaning of all the floors, with the appropriate instrument, in compliance with the rules determined.

RULES TO BE OBSERVED IN WET MOPPING

- Initially sweep the area to be mopped,
- Place warning signs at the beginning and end spots of the area to be mopped,
- Wash the mop, replace the mop water frequently,
- Perform the mopping by starting from the spot farthest from the exit,
- Mop wide staircases in two parts,
- When mopping always keep the cleaning instruments behind you.

TASK STEPS

- Place the warning sign,
- Put on gloves and sweep the floor,
- Do the mopping,
- Remove the warning sign,
- Remove the instruments,
- Check that furnishings are in place,
- Perform the latest check

15. GENERAL CLEANING

These are the cleaning and maintenance works performed periodically in order to protect the general appearance of the establishment and the invested materials, besides the daily cleaning and maintenance works. The periodical intervals are determined according to the structure of the establishment. The general cleaning organization is performed by the housekeeping manager in line with certain rules, by contacting with all departments.

RULES TO BE OBSERVED IN GENERAL CLEANING

- Pay attention to rules of safety, sanitation and hygienic measures,
- Comply with the work schedule,
- Avoid disturbing the guests,
- Perform the cleaning in a certain order,
- Immediately report faults,
- Put the environment under protection during repair and maintenance works,
- Perform the cleaning after the completion of repair and maintenance,
- Label the unstabilized furniture,
- Protect other furniture by covering them during the repair and maintenance

TASK STEPS

- Render the room 'out of order',
- Collect necessary guest materials and toiletries,
- Collect the beddings and curtain,
- Protect the movable furniture by gathering them in a place,
- Protect the immovable furniture by covering them,
- Keep electrical appliances in a locked storeroom
- Ensure that the maintenance and repair works are done by related departments
- Perform the necessary cleaning procedures after the completion of repair and maintenance works,
- Clean the removed furniture and place them accurately,
- Place the necessary guest materials and toiletries,
- Remove the cleaning instruments used,
- Perform the final check.

15.1. POLISHING THE SURFACES MANUALLY OR USING A MACHINE

Floors to be polished are usually made of expensive materials. Within this context, the polishing procedure shall be periodically performed by complying with certain rules, in order to ensure the neat appearance of the floors and protect the investment made.

RULES TO BE OBSERVED IN POLISHING THE SURFACES MANUALLY OR WITH MACHINE

- To comply with the safety rules,
- To remove the old polish from the floor and clean the floor,
- To use instruments and materials appropriate for the floor,
- To avoid making the polishing procedure before the floor is dry,
- To apply the polish in thin layers,
- To apply polish until achieving the desired brightness
- To apply at least three layers of polish on marble floors,

TASK STEPS

- To place the warning sign,
- To empty the area,
- To perform the basic cleaning of the surface,
- To cover the glasses,
- To perform the polishing procedure by starting from the spot farthest from the exit,
- To brighten the floor,
- To remove the warning sign,
- To remove the instruments and the materials,
- To place the furnishings,
- To perform the final check

15.2 CLEANING OF GLASSES

The cleanliness of the glasses in the guest room is directly proportional to the service quality. Within this context, the cleaning shall be performed in compliance with certain rules in order to receive the desired result from the cleaning of the glasses

RULES TO BE OBSERVED IN GLASS CLEANING

- To put the floor under protection,
- To obey the safety rules,
- To pull the curtains and furnishings which may get damaged,
- To clean the frames in accordance with their types,
- To wash the dirty instruments and replace the dirty water frequently,
- To perform the cleaning from outside to inside and from top to bottom,
- To check the logos, stickers, etc., used to get the glasses distinguished and to replace the worn ones.

TASK STEPS

- To appropriately pull the furnishings,
- To protect the floor,
- To put on gloves,
- To clean the frames,
- To clean the glasses,
- To remove the floor protection cover,
- To place the furnishings,
- To remove the instruments,
- To perform the final check

15.3 CLEANING OF METALS

We encounter different kinds of metal frequently in accommodation establishments, just as in our daily lives, in many objects from furnishings to handrails, ashtrays to window frames, knickknacks to kitchen devices. Different kinds of metal have different properties, and they have to be cleaned and maintained differently according to their properties.

RULES TO BE OBSERVED IN METAL CLEANING

- To pay attention to protection and safety rules,
- To choose a cleaner suitable for the metal,
- To use the cleaner in small amounts, by keeping its lid closed,
- To thoroughly rinse the cleaner before use,
- To clean the movable metal object through taking them to the suitable area,
- To definitely avoid leaving the articles damp.

TASK STEPS

- To put on gloves,
- To protect the floor,
- To remove the dry dust of the whole surface from top to bottom,
- To apply the metal cleaner,
- To brighten the whole surface with dry cloth,
- To put the brightened metal to its place,
- To remove the instruments and materials,
- To perform the final check.

15.4. CLEANING OF THE CARPETS, FABRIC COVERED FURNISHINGS AND TEXTILE MATERIALS

Carpets, fabric covered furnishings and textile materials are always the most important and expensive materials in the establishment. They have to be periodically cleaned, in compliance with determined rules, in order to keep their appearance desirable and also to protect the investments made.

RULES TO BE OBSERVED IN CLEANING OF THE CARPETS, FABRIC COVERED FURNISHINGS AND TEXTILE MATERIALS

- To remove the movable furnishings and materials in the area,
- To test the cleaning material in an unexposed part of the material,
- To determine the spots and to remove them before washing,
- To use instruments suitable for the cleaning materials,
- To avoid placing the cleaned materials before they dry up

TASK STEPS

- To empty the area,
- To vacuum the surfaces,
- To determine the and remove spots if there are any,
- To clean the surface by washing,
- To wait for the surface to dry up,
- To vacuum the carpet and fabric-covered furnishings with vacuum cleaner, after the dry up
- To clean the dust of the removed objects and to put them in their places,
- To perform the final check

16. WORK SAFETY IN HOUSEKEEPING DEPARTMENT AND SAFE WORKING METHODS

SAFETY: Protection from the dangers which may create material and moral damages

WORK SAFETY: Measures to be taken required by the performed work. The management and the staff are responsible from protecting themselves and others from accidents. Work safety is ensured when all working staff performs their tasks in compliance with the determined safety rules.

HOUSEKEEPING SAFETY RULES

To report the faults without delay:

The failure to report the faults in time causes them to worsen and the repair to become more challenging. It creates other faults and may cause various accidents. For example, a small rip on a carpet may expand if not repaired in time, causing people to trip and fall

To take the necessary safety measures in the working area:

The failure to place warning signs on an area where washing, wet mopping, polishing, etc. is performed may cause the guests and employees to slip and fall. It may cause economic losses alongside accidents. For example, if a newly-polished surface is stepped before it dries up, the polish becomes spoiled and it has to be re-polished. Re-polishing is both a time and energy loss in addition to an economic one.

To use the instruments in compliance with the instructions for use

Especially if the using methods of electric cleaning devices are unknown, and if the instructions for use aren't adequately clear and understandable, the superior shall be consulted for assistance. The chemical materials have to be placed in the correct place and in adequate amounts.

To take preventive measures against all kinds of risks which may cause accidents

Accidents come without warning. Individuals shall act consciously, take necessary measures and be careful in order to avoid accidents. Self-training, instead of waiting to be trained against accidents, is the most efficient way in avoiding accidents.

Being trained about safety rules:

Practices and interventions which lack consciousness may increase the risk against human life even more. Continuity in training is as important as being trained.

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