

# **Cabin Attendant**

## **CLEANING THE GUEST ROOM**

### **CLEANING STEPS**

The following steps are involved in the cleaning of a guest room. Although listed is the suggested order of completion actual step- by- step procedures may vary slightly from hotel to hotel.

1. Properly enter guest room,
2. Prepare the room for cleaning;
3. Remove all linen and trash;
4. Clean the bathroom;
  1. basin and vanity
  2. kleenex and toilet tissue holder
  3. vinyl and mirror toilet tile
  4. tub/ shower
  5. chrome
  6. floor
5. Replenish all needed supplies in the guest bathroom and amenity basket.
6. Check the closer.
7. Make the bed
8. Dusting:
  1. window sills
  2. furniture
  3. pictures
  4. television
  5. light fixtures
9. Replenish guest room supplies
10. Water jug and glasses
11. Telephone
12. Spot-clean walls
13. Vacuum
14. Review for final inspection.

### **ENTERING A GUESTROOM**

After arriving on the assigned floor, the housekeeping attendant should first check make-up rooms. Unless the instruction of the housekeeping supervisor differs the order of priority:

cleaning is

1. early make- up rooms
  2. check outs;
  3. stay- over.
- Clean and dry the toilet seat/lid and tank.
  - Clean the bathtub, shower curtain and liner, shower curtain rod, or shower stall, with all purpose cleaning solution. Note any build- up of soap residue. Always rinse with hot water to assure a clean surface.
  - Wash the bathroom walls and tiles with all purpose cleaning solution. Dry with a clean cloth to avoid spotting.
  - Check that all bathroom fixtures are in proper working order.

- Polish and shine all chrome fixtures, PO not leave water spots ( usually a dry cloth will provide the best results)
- Map the bathroom floor with sanitze solution .

## **REPLACING BATHROOM SUPPLIES**

### **BATHROOM TOWELS**

- Three bath towels ( size 30"X 52") to be placed either on the towel rack or, preferably, on towel bar next to the bathtub.
- Three hand towels (size 18"x 32") to be placed on the towel bar ring near wash basin
- Three washcloths ( size 12"x12") are to be placed on top of the vanity, next to the amenities.
- One bath mat size 22"x34"
- Sample are, available through Hyatt International Corporation Purchasing

### **AMENITIES**

- Two different soaps (one for the basin and a larger size for the bath / shower), one shampoo, one bath gel or bath crystal one shower cap, one lint mitt, one shoe mitt, one sewing kit and one shoehorn;
- Hotels with a high average rate shoe add to the above list of amenities the following; hair conditioner, hand cream and / or moisturizing lotion, shoe polish, talcum powder, sachet or potpourri, cologne;
- Hotels located in areas where flights arrive in the middle of the night, may add a disposable razor, toothbrush, toothpaste and comb to the bathroom amenities.
- High average rate hotels should include a green plant in the bathroom
- Bathroom amenities are to be placed in a attractive receptacle, such as a basket, ceramic bowl or other local product. The receptacle is to be placed on the vanity counter.
- Amenities must be replaced as used.

### **CLEANING THE CLOSETS**

- Dust the closet shelves
- Clean the mirror doors
- Note the location and supply of lamp dry and valet bags.
- Note all hangers and replace if necessary ( minimum two hangers)
- Check for an extra pillow of non- allergic material
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## **MAKING THE BED**

- Pull the bed out
- Place the matters pad properly on the bed
- Place the first sheet on the bed (right side up)
- Miter the upper left comer of the sheet
- Miter :he upper right corner of the sheet
- Miter the lower left corner of the sheet
- Miter the lower right corner of the sheet
- Put the second sheet on the bed (wrong side up)
- Put the blanket on top of the second sheet (approx. 8" away from the head of the bed)
- PUT the third sheet on top of the blank (right side up) in line with the blanket
- Turn the second sheet over the blank
- Tuck both second and third sheet with blanket along the side of the bed
- Miter the send and third sheet with blanket at the foot of the bed
- Place the pillows at the head of the bed
- Place the bedspread over the third sheet and tuck in, folding pillows under bedspread

## **ROOM DUSTING**

Dust the room completely, starting with the entrance door and frame

Work around the room, dusting all doors, door frames, pictures, window sills, frame and baseboards.

Dust furniture and furnishings, including the bed headboards, lamp shade and bases, television set, radio and other dust collecting fixtures.

Polish any special finishes, ice glass and metal fixtures, by using correct cleaning agents  
While dusting the room, make mental note of all used guest supplies that need to be replaced.

## **REPLACING GUEST ROOM SUPPLIES**

The following items should be check daily and refilled if necessary;

- Room folder, containing a Hyatt Worldwide Directory, stationery supplies and advertisements
- Service directory, room service many and current hotel display cards.
- Check the telephone and wipe clean, fee that there U a note pad and pen and dialing instructions
- Water jug and water glasses
- Water all green plants

## **CARPET VACUUMING**

Vacuum the floor thoroughly

Work: from the far end of the room, vacuum under ail furniture, making sure nothing is left underneath

Vacuum close to baseboards, to the center of the room

Vacuum under the bed up to the door

**VACUUM CLEANER** -A vacuum cleaner comes in two basic models

### **1. CWISTER MODEL**

The canister model generally has a long and flexible plastic hose attached to the canister. Attached to this is a mouthpiece with adjustable attachments for flat surfaces and pile rugs. Attachments include;

- crevice tool for comers
- curtain or upholstery tool
- high dusting tool, which is usually with a soft brush

### **2. UPRIGHT MODEL**

An upright vacuum cleaner has a motor, with its mouthpiece in its 3 body . This kind of model may have a rotating brush/ pile lifter. The dust bag is hooked on the back. Some models may have attachments similar to the Canister Model.

## **BEFORE LEAVING THE ROOM**

Close the day curtain/ Venetian blinds

Make a final check to ensure that air conditioning / heating is adjusted to low and that all lights, T, V,, and radio are switched off. Ensure that the clock is in good working order and is showing the correct local time.

Ensure the furniture and fixtures are in the correct place

Freshen up the room with air- freshness whenever necessary

Make a final check in the bathroom to ensure that everything is in order

Clean the outside of the door and door frame

Make a final visual check of the room and make sure a "Do Not Disturb" sign is hanging on the back of the door

Leave the room making sure that the door is properly locked

Report the room ready for inspection

If the guest agrees, proceed with service.