

7: Cleaning Procedure of a Guest Room

This chapter will help you to:

- Understand the cleaning procedure and the principles of cleaning.
- Evaluate the frequency of cleaning and their types, understanding the differences between them.
- Review the selection and trends in guest room cleaning post Covid-19, understanding cleaning for safety.
- Learn about the application of cleaning checklists.

Cleaning is the basic requirement of a hotel guest. A clean, hygienic room and bathroom leads to the customer satisfaction and therefore hotels need to ensure that they use the right cleaning products and equipment, train their staff in cleaning and supervise efficiently to reduce customer complaints.

Cleaning is defined as the process of the removal of dirt from things and surfaces, typically using water and detergents.

Principle

Some of the basic principles of cleaning that should be followed by staff to get consistency in the cleaning are:

- While cleaning the effort should be made to extract all the dust and dirt from the surfaces ensuring no damage to the surface is made.
- The order of cleaning needs to be strictly maintained, for example sweeping and dusting before mopping.
- Effort should be made to use mild cleaning solutions and restore the appearance of the surfaces.
- Cleaning must be carried out from high to low to achieve the maximum efficiency.

- Cleaning should start with complete planning and organisation, ensuring one has all the required cleaning agents and equipment to avoid the wastage of time.
- Clean the less soiled areas first, and then move to the more heavily soiled areas. For example, while cleaning a guest room an attendant must clean the room first and then the bathroom.
- Housekeeping staff must consider the safety while cleaning and equip themselves with all the necessary safety gear.
- While mopping, staff should move backwards from the surface that is mopped to avoid the soiling of the surface with footmarks. Clean the farthest area first and then move to the exit while cleaning.
- After the cleaning is over, all the equipment needs to be cleaned and stored for next use. For example, the vacuum cleaner's dust bag should be emptied, the dusters should be sent for washing, etc.
- The housekeeping trolley, while working, must be parked so that it does not obstruct the way, and needs to be sufficiently stocked but not over-stocked.
- Cleaning agents should be replenished from the store before the end or at the start of the shift. Never begin cleaning without checking the cleaning caddy and ensuring you have all you need for the cleaning.

Frequency

The frequency of cleaning sets the repetition of the task at a configured time and interval. As the housekeeping department is responsible for cleaning all the hotel guest rooms and public area, it is important to schedule periodic cleaning tasks. Therefore, the housekeeping department prepares a cleaning schedule which includes the frequency (number of times) at which a particular surface and area requires cleaning. The frequency depends on the amount of traffic in an area, level of soiling, and the cleaning standards set by the hotel. The cleaning schedule needs to be given to the housekeeping attendants to follow and should be pasted in the floor pantry and the public area pantry for the staff to refer and follow.

Frequency of cleaning are of two types:

- **Daily** includes cleaning and servicing of the items like the guest rooms, bathrooms, cleaning floors etc.
- **Periodical** cleaning is carried out weekly, monthly, once in six months, or annually. It complements the daily cleaning and is often planned by