

# Chapter 5

## Cleaning Guestrooms

## Objectives:

- ❖ The types of Bed.
- ❖ Procedure of bed-making.
- ❖ Procedure of bed-making of occupied room.
- ❖ Activities of Linen room .
- ❖ Types of Linen and Linen cycle.
- ❖ Uniforms.

## Procedure for Bed-Making

- ❖ Stripping the Bed.
- ❖ Check the mattress pad for stains and damage.
- ❖ Smooth out any wrinkles.
- ❖ Notify your supervisor if stains or damage to mattress.
- ❖ Centre the bottom sheet right side up on the mattress, there should be equal amount of sheet hangover each side of the bed.
- ❖ Miter the bottom sheet at the upper corner of the bed.
- ❖ Miter the bottom sheet at the lower corner of the bed.

Cont...

- ❖ A Guest walks in to hotel with an objective to spend time in a comfortable environment. An environment which is hygienic, arranged, properly backed with room service and overall homely.
- ❖ Thus making the housekeeper much tougher to create and maintain good will in the mind of the guest.
- ❖ A clean and nicely arranged bed wins heart of any guest.
- ❖ His search for happy stay ends with a neat and clean bed with proper lighting and aromatic environment.

## Bed Making:

- ❖ Learning the proper procedure for making a bed helps to ensure the client's comfort and sense of well-being. The bed is an important part of client's home environment.
- ❖ Some clients will spend most of their day in bed. Other clients are able to be out of bed most of the time.
- ❖ While a clean and wrinkle-free bed is important for all clients, it is especially important to the client who spends many hours of the day in bed.

## Key Points in Bed Making:

- ❖ Linens should be changed as needed to ensure cleanliness. The bed must be neat and wrinkle free.
- ❖ Check linens for dentures, hearing aids, jewelry, glasses face tissue or anything else before stripping the bed.
- ❖ Remove soiled linens from the bed without shaking them. Be careful not to bring them in contact with your face or uniform.
- ❖ When placing a case on the pillow, pull the case over while grasping the pillow.

## Types of Bed

1. A Murphy bed.
2. An air bed.
3. A box bed.
4. A day bed.
5. A futon bed.
6. An adjustable bed.
7. A pallet bed.
8. A platform bed.
9. A roll-away bed.
10. A vibrating bed.
11. A water bed.

## Procedure for Bed-Making

- ❖ Stripping the Bed.
- ❖ Check the mattress pad for stains and damage.
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- ❖ Notify your supervisor if stains or damage to mattress.
- ❖ Centre the bottom sheet right side up on the mattress, there should be equal amount of sheet hangover each side of the bed.
- ❖ Miter the bottom sheet at the upper corner of the bed.
- ❖ Miter the bottom sheet at the lower corner of the bed.

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## Procedure for Bed-Making

- ❖ At the head of the bed, place the second sheet on the bed, wrong side up.
- ❖ Place the blanket on top of the second sheet about 6 to 8 inches.
- ❖ Place the top sheet, two inches over the blanket, and then fold the two inches inside the blanket to have a neat look appearance.
- ❖ Turn the second sheet over the top sheet and blanket.
- ❖ Tuck the sheets on the sides.

## Procedure for Bed-Making

- ❖ Miter the top sheet, second sheet and blanket at the lower corner of the bed.
- ❖ Tuck in top sheet, second sheet and blanket along the sides of the bed.
- ❖ Make sure the second sheet, blanket and top sheet are tucked in neatly along the sides and foot of the bed.
- ❖ Center the bedspread. Make sure the seams and patterns of the spread are straight.
- ❖ Fold the bedspread down from the head, leaving enough room to cover the pillows.

## Procedure for Bed-Making

- ❖ Slip the cases over the pillows.
- ❖ Place the pillows at the head of the bed and bring the bedspread over them. Tuck in the bedspread beneath the pillows.
- ❖ Take a moment to check the bed for smoothness both up close and from a distance.
- ❖ Smooth out any wrinkles.

## Linen

- ❖ Linen is the most important recycled inventory item under the executive housekeeper's responsibility. Next to personnel linen costs are the highest expense in the housekeeping department.
- ❖ Different fabrics have different properties making them appropriate for use in varying situations.
- ❖ All fabrics are collectively called 'Linen' in hospitality jargon, even though the material may be made of fibres other than linen.

## Types of Linen

- ❖ **Bed Linen:** Bed sheets, Pillow cases, Blankets, Bedspreads, Mattress, Protector Duvet covers, Electronic blankets Quilts slippers.
- ❖ **Bathroom Linen:** Face towels, Hand towels, Bath-towels, Bath mats, Bath robe, Shower curtain.
- ❖ **Table linen (food & Beverage):** Napkins, Table cloths, Slip cloths, Table skirting, Underlay, Chair slips, Conference baize.
- ❖ **Others:** Cushion covers, Loose covers, Curtain/drapes, Blinds, Shades.

## Uses of Linen and fabrics

- ❖ Add colour
- ❖ Provide warmth.
- ❖ Provide privacy.
- ❖ Add texture and pattern.
- ❖ Exclude sunlight.
- ❖ Assistant in sound-proofing.

## The Linen Cycle

Dealing with laundry is a fact of life for hotels. Hotels have several choices:

- ❖ Use disposable products where possible.
- ❖ Rent clean linens from a commercial laundry.
- ❖ Buy their own linens from a commercial laundry.
- ❖ Buy their own linens and use a commercial laundry.
- ❖ Buy their own linen and use a centralized laundry.
- ❖ Buy their own linens and use an on premise laundry.
- ❖ Use a combination of these alternatives.

## The Linen Cycle

Movement of linen throughout the Hotel:

1. Use of linen.
2. Transport of linen to linen room.
3. Counting and sorting of linen.
4. Washing of linen.
5. Drying linen.
6. Pressing and folding.
7. Storing linen.
8. Issuing linen.

Executive housekeeper has to maintain both focus on financial and quality control.



## Washing of Linen :

At washing stage, when loading, the machines should not be too empty or too full and the operator should :

- ❖ Ensure the correct laundry chemical is used and the right quantity for the load/weight.
- ❖ Ensure the wash temperature is correct.
- ❖ Ensure colors are not mixed.

Many large machines now a days are computerized and the chemical and washing temperatures are calculated automatically.

## Issuing Linen

- ❖ Linen is issued from the linen room to Housekeeping porters, room attendants and other departments throughout the day.
- ❖ Most linen rooms practice some form of control at this stage, such as employees signing for any linen types and quantity received.
- ❖ Other hotels may have a system whereby housekeeping porters and room attendants restock their linen pantries as and when required.
- ❖ The important element is tracking who has taken what linen and to which area.

## Activities of Linen Room

1. Collection and Transportation
2. Sorting and Counting.
3. Packaging.
4. Dispatch.
5. Deliveries.
6. Checking and Inspection.
7. Storage.
8. Distribution to units.
9. Monogramming.
10. Repairs and Alteration.
11. Stock taking and Records.
12. Security.
13. Uniforms.

## Checking and Inspection:

- ❖ Checking the quantity to ensure that the amount of laundered linen tallies with the amount of soiled linen articles sent.
- ❖ Inspection of the quality of wash i.e. stains and dirt removed no damages, no loss of shape or color. No blue streaks or patches from the optical brightener, properly ironed.
- ❖ It is also possible that articles belonging to other hotels have been inadvertently delivered, so the checking is essential.

## Monogramming

- ❖ The name or logo of the establishment is put onto the linen item for identification.
- ❖ The supplier may do this or the establishment, by embroidering, printing or embossing either directly on the fabric or on labels which are attached to the linen articles.
- ❖ In special cases, the logo/name may actually be incorporated in the weave by the manufacturer.
- ❖ To judge the lifespan of an article, the date it was first put into circulation may be indicated on the article.

## Location of the Linen room

- ❖ Adjacent to the laundry if on-premises, usually with an interconnecting window between the rooms.
- ❖ Near the service entrance if the laundry is off-premises.
- ❖ Near the service elevator for easy transportation to various units.
- ❖ Away from the food production area to avoid a fire hazard as well as prevent linen from absorbing food odors, smoke, soot and dampness.

## Control of Linen

Linen is a hotel asset and needs to be controlled and this is one of the main functions of the executive housekeeper, ensuring the linen stock level is maintained. When linen stocks reduce this is referred to as shrinkage and can occur due to:

- ❖ Employee misuse.
- ❖ Poor treatment, washing and drying methods.
- ❖ Misplaced in external laundry.
- ❖ Customer or employee theft.