



SEASON READY



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# SeasonREADY: WorkBased Methodology for Seasonal Hospitality workers

## Training material for the up skilling of seasonal hospitality workers

### Module 6: Housekeeping





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## Explanation of Symbols

For the facilitation of your study the icons below are introducing to you some different activities in this document

	Theory – Information
	Think about it
	Additional information from external resources
	Video
	Reflection exercise
	Apply what you have learnt



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	Solve a problem with peers
	Self assessment exercises
	Review



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### Introduction

After the end of this module you will be able to:

- Recognize the role and exercise the duties of a housekeeping employee in SMHE
- Recognize the standard operation procedures in housekeeping
- Clean a room and shared spaces of SMHE with diligence and patience in the minimum possible time
- Exercise the profession following health and safety rules
- Greet guests in a foreign language

### Subunit 6.1: The standards of housekeeping

Housekeeping is the backbone in the tourism industry, as helps visitors to shape their first impression of a hotel and its quality distinguishing it from others in the same category. Housekeeping is way more than just cleaning a room using dusters and brooms. Housekeeping has the “power” to enhance or ruin the reputation of a tourism establishment. Therefore, there is a whole “strategy” and responsibilities in it and in this sub unit you will be able to learn all the “tips” that will enable you to exercise the profession effectively and efficiently.



#### The appearance of a housekeeper

The appearance/ presentation of the Housekeeping staff should reflect the cleanliness of the hotel (Sheikh, 2016). Moreover, housekeeping staff’s presentation has a lasting impression on the guest and it is important that this impression be of the highest standard at all times. Therefore, housekeepers must always be clean and well-presented, wearing uniforms that suit them well demonstrating their professionalism. How housekeepers stand and move reflects on the image of the establishment, posture, body language and the speed of movement, demonstrate a housekeepers commitment to the professionalism of the job (Andrews, 2013). Some of the grooming standards are presented below:

- ✓ clean uniform that fits well and is well pressed
- ✓ Neat and tidy hair and tied back, if appropriate
- ✓ Hands must be clean and well cared all times
- ✓ Good dental health
- ✓ Manicured nails with natural colored polish
- ✓ Basic jewelry
- ✓ Deodorant lightly scented
- ✓ Low heel and sturdy shoes



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*A short introduction in personal Hygiene and grooming for staff working in the tourism industry.*

### **Personal Hygiene and Grooming**



### **The procedure of cleaning a room**

There is no unique method (Jones, 2007) or strategy to be followed when cleaning a guest's room. Many factors play role in this procedure such as the routine that has been set according to the hotel's objectives and experiences, the personal experience that housekeeping staff has developed over the years etc. However, a more systematic procedure on how to clean a guest's room effectively and efficiently is presented below:

1. Remove used linen and rubbish
2. Clean the balcony furniture
3. Wipe and sponge the balcony
4. Make the bed
5. Dust all surfaces of the room
6. Wipe the room
7. Clean the bathroom where hygienic items are soaked, the glasses are washed, the facilities are renewed and the floor is sponged
8. Knobs, remote control, telephone and any hand-held device are cleaned with disinfectant liquid
9. Thoroughly check the room and the bathroom for damage to the equipment (lights, air conditioning, hydraulic, etc.)
10. Spray the room with aromatic spray
11. Curtains are closed, leaving a gap in the center of the window or the balcony door



*Here is a useful article for strategies that you can use when cleaning a guest's room in order to be quicker and more efficient*

### **How to clean a hotel room - A guide for housekeepers and travelers**



*A helpful video about the basic procedure that housekeeping staff follows when cleaning a guest's room*

### **Efficiently Cleaning a Guest Room**



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*At this point, you should think of any strategies that you have personally developed at your hotel for cleaning a room. Do you follow the steps presented above?*

*If not, describe briefly what you do and then compare it to the abovementioned steps. Do they help you to organize better your work?*



### Decoration Techniques

Decoration techniques give an extra identity to the hotel's premises. Within this framework, housekeepers have an extra role: not only to maintain the special decorations and keeping them clean, but also to create decoration objectives mostly with towels and other parts of the basic equipment of the hotel (bed runners, linen etc.).



*This video provides useful tips and ideas on how to make origami animals out of towels.*

**Folding Towels Art DIY How to Make Elephant Dog Swan & More from Towel Hotels Room Service Thailand**



*This interesting video gives you some interesting ideas on how to decorate the beds.*

**Decorating Tips- How to Decorate Long Bed Runner/Throw-Bed Runner tutorial How to make hotel bed**



### Common Housekeeping Errors

No matter how much experience one may have, sometimes some certain types of mistakes seems to be unavoidable for housekeepers due to numerous reasons such as heavy workload, lack of time, stressful conditions. Such neglected spots, for instance are:

1. The area between and the nightstand
2. The surface below all lamps and other accessories
3. The top edges and back of doors



*For more details regarding neglected spots you can read the following article*

**Commonly Neglected Cleaning areas in Hotel Guest Rooms**



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### Housekeeper's trolley

In the housekeeping department different category of tools and materials are used such as electrical and non-electrical equipment, chemical agents and material, means for self-protection (gloves, masks, aprons etc.). But one of the most significant is the housekeeper's trolley. It is organized in such a way, in order for housekeepers to deliver their tasks on time, with the maximum efficiency and quality of services (Jagmohan, 2013).



*This is a very helpful article that provide you with details regarding the housekeeper's trolley, its usefulness and the basic requirements that it should have when used during cleaning.*

### What is Maid's Cart used in Hotels



*A short video that describes in detail how you can pack and organize your trolley.*

### Housekeeping trolley packing



*Now, think how you organize your trolley.*

*Do you follow the same rules as explained in the abovementioned articles and sources? If not, try to do so and write down the pros and cons in terms of efficiency and time effectiveness.*



### Linen Closet and Laundry

The organization of the Linen closet, the management of the linen in combination with the laundry, are of the most critical operations within a hotel establishment (Andrews, 2013).

Below you will find some suggestions on how linen should look like:

- ✓ White and fluffy to the touch.
- ✓ Excellent in form and shape.
- ✓ Having a pleasant fragrance.
- ✓ Waxed and beautiful folded.



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*Watch a short video that briefly describes the needs of a hotel in linen according to its size, how it is organized and what housekeepers should have in mind when they are dealing with clean and dirty linen*

### **What is Linen Room in Hotel - Meaning, Position, Inventory, Linen Keeper Job**



*Here you will find a useful article with regard to the laundry operations within a hotel*

### **Hotel Laundry Operation and Laundry Flow chart**



### **Cleaning Shared Spaces of the hotel**

The shared spaces in a hotel (lift, corridors, lobbies, restaurant, bar etc.) are of high importance equally to the guest rooms (Andrews, 2007). Some rules that housekeepers should have in mind are as follows:

- ✓ The cleaning of shared areas should be done in hours that do not hinder or disturb hotel guests and/or the smooth operation of the other departments.
- ✓ Public spaces must be refreshed per hour or more often, especially in the case of conferences and events.
- ✓ They have to have good ventilation.
- ✓ Doors with glass surfaces must always be retained clean.
- ✓ There must be at least one synthesis with fresh flowers or a decorative synthesis at the lobby, which must be constantly renewed.

When it comes to specific shared areas, such as corridors and hallways:

- ✓ There should be no dirty linen left on the floor.
- ✓ No Room Service trolleys or trays.
- ✓ The housekeepers' trolley and the vacuum cleaners are always neat and do not obstruct the passage of customers.
- ✓ Walls and corners must be protected so as to avoid being damaged by the trolleys.
- ✓ Emergency signs must be at prominent points as well as fire doors.
- ✓ Ashtrays must be empty and clean
- ✓ All the lamps should be checked and burnt light bulbs should be replaced
- ✓ The carpets should be in good condition and without stains



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### Quality Inspection

A quality control (Beittel Miller, 1981) is actually “an inspection procedure, where it encompasses a system of visual inspection in the cleaned areas”. The basic information on this list may include:

- 1) When the inspection is conducted and by whom
- 2) Different categories for inspection (e.g. bed, bathroom, windows etc.)
- 3) The standards of the establishment and if they are followed in this case
- 4) Additional comments



*Watch the following video for further details on how to create such list on your own.*

**Create Hotel or Hospitality Guest Room Inspection Checklist**



### Reporting issues to maintenance

Housekeeping staff are the ones to know better each room since they clean it at least twice per day. Therefore, they have one more responsibility: To report any damages or deficiencies they see to the maintenance department (Shiells- Jones, 2014).

The maintenance work of guest’s rooms concerns three specific types, presented as follows:

- 1) **Routine Maintenance** – It is about simple, small-scale activities associated with regular and general upkeep of the building, equipment, machine, plant, or system against normal wear and tear (Business Dictionary, nd)
- 2) **Preventive Maintenance** – It consists of systematic inspection, detection, correction, and prevention of incipient failures, before they become actual or major failures. Contrasted with corrective maintenance (Business Dictionary, nd)
- 3) **Schedule Maintenance** – It regards the level of maintenance that requires planning, allocation of significant amount of time, and high degree of coordination between different departments, and is typically initiated through a work order (Business Dictionary, nd)



*A very useful article regarding on how to communicate any possible maintenance of the guest room equipment to supervisors.*

### Communicating Maintenance Work in housekeeping department



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### Managing Lost Items

As it is quite normal, there are many circumstances under which housekeeping staff may find items that guests possibly have lost or forgotten in the room. In order to be sure that the items will be treated as they should, specific procedures should be followed (Jones, 2007):

- ✓ Report the item to the housekeeping control desk
- ✓ Classify the lost item
- ✓ Inform the front office
- ✓ Send the item to the housekeeping control desk
- ✓ Fill the appropriate registration sheet describing in detail the item



*A very helpful article concerning the procedure you should follow when you handle lost and found items.*

### SOP – Housekeeping – Lost and Found procedures



#### Reporting to Front Office

The Reception Department must inform Housekeeping department about extraordinary night arrivals or Departures. In addition, The Reception Department must indicate the number of rooms needed for the morning Arrivals. On the other hand, the housekeeping department should prepare a report to the Front Office in order to confirm the occupancy status (Andrews, 2007).



*In your hotel how is the reporting between Front Office and Housekeeping achieved? What kind of means are used (e.g. written reports, excel forms, oral communication, lists, via online program etc.)*

*Does this method seem to be effective? Would you suggest any different approach?*

*Write down all your answers and discuss them with your colleagues.*



#### Rules to be followed when entering a guest's room.

Qualitative housekeeping services contain a wide spectrum of activities. They do not only concern cleanliness, but they do also refer to the appropriate way that housekeeping staff is addressed to customers when they have to deal with them (e.g. when they enter the guest's room in order to clean it). In fact, it is a matter of trust among the administration, the guests and the housekeepers that the latter will



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safeguard their belongings (Andrews, 2007).



*This is a very useful video that provides you with the rules to be followed when you enter a guest's room.*

### How Housekeeper or Room Attendant or Maid Enter Guest Room in Hotel



*Exercise on how to enter a guest's room with your teammates*

*Pretend that you are a housekeeper and your teammates are the guests. A third group of teammates might be observers. By using role playing, try to figure out different scenarios where the guest provides you with different answers during your effort to enter the room, following of course the instructions given by the tutorial video. During the whole procedure the observers should write down and comment what went wrong and what was right, indicating in such a way the practices that seem to work better. After the first round, teammates should change roles and further practice the different scenarios that have arisen.*



### Basic Terminology in Housekeeping.

There are basic terms from chemistry and biology (Jagmohan, 2013) and common working terms as well that each housekeeper should be aware of, since this knowledge is required for a better understanding of all that the cleaning process entails.

Some of the basic chemical and biological terms are: microorganisms, bacteria, hygiene, acids, aerosols, chemical compounds, chlorine, and pesticides. While some common terms that all housekeepers use are: master key, frequency schedule, out- of-order, room inspection, deep cleaning.



*Here follows a very useful article that contains over 60 words that you may find in housekeeping terminology.*

### Basic Terminology of cleaning In Housekeeping Department



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Here you will find a short catalog with the most common terms that are used in the housekeeping department in Hotels.

### Key terms used in the hotel Housekeeping department



#### Real Case Scenario: Without Linen

Anna is working in a seaside 4 \* hotel seasonal hotel in a Greek island named Skopelos as a housekeeper.

The hotel did not bought linens but rented them out of an external laundry headquartered in Volos. Every day the hotel hand over the used linens to a ferry boat that make the route Volos - Skopelos and receives the clean linen that has previously ordered. One Sunday the laundry did not send the linen and the hotel was in deadlock because it was 100% full having equally a large number of departures with a relevant number of new arrivals.

What would you suggest Anna should do in that case?



#### Review

In this subunit it was made clear what are the main duties of a housekeeper, what is the connection with the other hotel departments, what are the main tools and means that a housekeeper use when exercising this profession and the desirable skills, knowledge and competences that she/he should have in order to provide qualitative services to the guests effectively and efficiently.



#### Assessment

1. When you find a forgotten item in a guest's room the first thing that you should do is to inform the front-office
  - a. True
  - b. False
2. Which of the following are included in the housekeeper's trolley? (Choose more than one answers:
  - a. Pillow cases
  - b. Thrash bags
  - c. Leaflets and flyers
  - d. Hand tissues



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3. What is the most effective procedure when cleaning a guest's room?
  - a. Clean the bathroom, dust all surfaces, remove used linen and rubbish, make the bed, and spray the room
  - b. Remove used linen and rubbish, make the bed, spray the room, clean the bathroom, and dust all surfaces.
  - c. Remove used linen and rubbish, make the bed, dust all surfaces, clean the bathroom, and spray the room.
  - d. Remove used linen and rubbish, clean the bathroom, dust all the surfaces, make the bed, and spray the room.
  
4. The term "Germs" refers to:
  - a. Metal or non-metal substances that cannot be further divided into two or more substances.
  - b. A positively charged ion (atom) that would be attracted to the cathode in electrolysis.
  - c. Insects or other small animals that are harmful or cause damage
  - d. Bacteria, or Single-celled microorganisms that can exist either independently or as parasites
  
5. Which of the ones presented below, belong to the most neglected areas in a guest room?
  - a. The mini bar
  - b. The railings of the sliding doors and windows
  - c. The bathtub
  - d. The area under the toilet seats
  - e. The tops of all picture frames hung on walls

The correct answers should be given at the end of the module

### Subunit 6.2: Quality and safety in housekeeping

One significant part of housekeeping is the delivery of the service itself. Most people have in mind that housekeeping belongs in the handwork professions where employees have just to clean some areas, surfaces, rooms and they have no other kind of responsibilities or even dangers. Well, this is not the case when it comes to housekeeping! The image of the hotel and the impression that guests receive of it derives mostly from the cleanliness and the qualitative level of it! Therefore, quality consists of a term that all employees in services industry should have in mind and be aware of how to accomplish it during their working routine.



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In this subunit health, safety rules and hazards that might be faced during housekeeping are also introduced, which are mostly related with the means, tools and chemical agents that are used during cleaning. The most crucial is the introduction of small tips and ideas that may help to avoiding injuries and facilitating maximum results.



### Basic Principles of Quality

The term “quality” is well known in business. It is connected with high standards and excellent job performance “. *both stated and implied at a price the customer can afford to pay or is willing to pay*” (Gupta & Kant, 2001).

However, you have to keep in mind that:

- ✓ Quality never happens accidentally! It is a combination of good intentions, sincere efforts, intelligent direction and skillful execution
- ✓ Satisfaction is one of the main indicators revealing that the service provided to those for whom it is addressed is actually efficient.



*In 2014 the European Commission proposed new tourism quality principles from which tourists and small enterprises are benefited. These principles entail:*

1. *Training of all employees*
2. *Consumer satisfaction policy*
3. *Cleaning and maintenance plan*
4. *Clear, reliable and accessible Information available to consumers regarding local customs, heritage, traditions, products, sustainability etc.*

*[http://ec.europa.eu/growth/content/new-tourism-quality-principles-%E2%80%93-good-tourists-good-small-enterprises-0\\_en](http://ec.europa.eu/growth/content/new-tourism-quality-principles-%E2%80%93-good-tourists-good-small-enterprises-0_en)*

Source:



*Watch a very interesting video introducing the basic principles of quality management and their significance not only in tourism but in almost all business industries.*

### Seven Quality Management principles



### Handling Cleaning Appliances (Electric-non Electric)

Housekeepers are used to handle specific equipment according to the surfaces that they have to clean, electrical appliances such as vacuum cleaners, carpet pile filters, electric brooms etc, while they have also to use non- electrical equipment such as, mops, microfiber cloths, dusters, floor clothes, polish applicators etc. It is important to follow all the necessary rules while using the equipment.



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*For instance, when a vacuum cleaner:*

- ✓ it should be applied in cross ways
- ✓ The wire of power socket should be straight
- ✓ The dust bag should be cleaned thoroughly



*For further details on how to use cleaning equipment, either electrical or non-electrical, please watch the following video.*

**Cleaning equipment used by hotel housekeeping**



*In this article you will get ideas on how to handle and store the equipment you need for cleaning different surfaces.*

**Cleaning Equipments**



**Chemical Products and Detergents**

Chemical products and detergents consist of the main material for housekeeping. However, since they concern dangerous means, it is wise for housekeeping staff to know exactly how to use them and how to react in cases of emergency.

*For instance, one of the most common cleaning agent is water. When Water is used:*

- ✓ After rinsing dirty water must be replaced by clean water otherwise it will have a reverse effect
- ✓ soap must always be used with warm water
- ✓ Soft water is applied for normal cleaning
- ✓ Hard water has a tendency to remain in the cloth or in any materials



*For further details regarding the usage of basic cleaning agents that are used in hotel housekeeping watch the following video.*

**Cleaning Agents Used in Hotel Housekeeping: List Types**



*In this article you will find useful ideas on how to use and storage chemicals provided by an executive in the field.*

**Chemical Use and Storage**



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*This article provides you with some useful links on how to handle hazardous cleaning chemicals.*

### **Tips for the safe Handling of Cleaning Chemicals**



*Watch a very useful video that provides you with details of all the possible etiquettes that you may find in the chemicals and detergents you use during cleaning.*

### **Hazard Symbols and meaning in just 3 minutes**



### **Health and Safety Rules**

Health and Safety rules consist one of the most significant parts in the housekeeping occupation. There are numerous hazards that housekeepers are faced within their daily working routine (Apreh Shiw, 2018; Hsieh, Apostolopoulos & Sönmez, 2016; Abubakar, 2017).

Some useful tips for avoiding accidents during work in housekeeping are listed below:

- ✓ Workers should be able to identify sources of danger at work.
- ✓ Maintain cleaning machines in optimum condition.
- ✓ Ventilate, air-condition and illuminate the working spaces
- ✓ Place slip-resistant strips on slippery surfaces floors and stairs. Check for any damages.
- ✓ Use alert signs when the floor is slippery.
- ✓ Remove obstacles and waste directly from the work area.
- ✓ Provide employees with the appropriate non-slippery shoes.
- ✓ Distribute brochures and informative items such as posters, on accident prevention measures.
- ✓ Employees should take the appropriate body posture when working
- ✓ Employees should be able to choose the tool that makes their job easier.



*Here is a very interesting article that indicates the hazards that you face during housekeeping and provides you with tips on how to avoid them.*

### **Occupational Health and Safety Standards for Housekeepers**



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*Did you know that housekeepers are most vulnerable in specific body parts, especially due to bad body posture?*

- 40% is injured in the back
- 22% is injured in the hands/wrists
- 13% is injured in the shoulders
- 25% is injured in other body parts such as knees, neck etc.



*Injuries during working routine*

*Could you think of any moments when you have experienced any pains and/or injuries during work?*

*Where do you think that this pain or injury derived from? Was it something that you did false (e.g. bad body posture, selection of inappropriate tool for cleaning, wrong handling of electrical or non- electrical equipment).*

*Write down your answers and discuss them with your colleagues.*



*Good Practices for the Housekeeping Department (Regional Activity Centre for Cleaner Production (RAC/CP), 2006) (should change the sign)*

1. Avoid the most aggressive products and choose products with a neutral pH, which are biodegradable or have a low phosphate content. Avoid aerosols.

*Cleaning products contain components that can be very aggressive for the environment and therefore special care should be taken when they are used, avoiding those that contain components with a higher environmental impact. Products containing sulphates, phosphates or strong bleaches should be avoided.*

*Biodegradable products that respect the environment are available on the market, as are manual sprays that mean that aerosols are not required, as they are difficult to recycle.*

2. Use the correct amount of cleaning products.

*A higher quantity of product does not improve the result, but simply increases the pollutant load of the water.*

3. Follow washing machine programmes, only using them when they are full and with cold water whenever possible.

*Half filling a washing machine means consuming double amount of energy necessary. Hot water should only be used where necessary, in order to save energy. A temperature of 60°C is high enough for laundry to come out clean.*

*As a complementary energy-saving measure, wherever possible laundry should be dried outdoors.*



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- When waste has been separated by guests, it should be placed in the corresponding bag in the trolley.

*Provided that the corresponding equipment is available (cleaning trolleys with different compartments or bags), the room staff can follow the procedure of recycling products left in the rooms by clients.*

- Keep hazardous products in safe places, following the safety sheet for their correct use.

*This will prevent leaks that could pollute the environment or prove hazard for hotel staff or guests.*



### Assessment

- Suppose that a colleague of yours swallow detergent carrying one of the three evidences you see in the images. What you have to do;



- Drink plenty of water and consult a doctor immediately.
- Do not drink water or other liquid.
- Cause vomiting.

- Suppose that a colleague is in contact with detergent carrying one of the three evidence you see in the images and suffers intense skin irritation. What should NOT do;



- Immediately rinse with plenty of water and soap for at least 15 minutes.
- Remove contaminated clothing.
- Rinse with water for a few minutes.
- Show the label and the Safety Data Sheet to the doctor

- It is much better to use mops and dusters than microfiber cloths when we clean different kind of surfaces, such as glass, wood etc:

- True
- False



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4. *The provision of Qualitative services require:*
  - a. *Minimum efforts*
  - b. *Skillful execution*
  - c. *Interest on behalf of the worker just to finish the job*

The correct answers should be given at the end of the module



### Review

In this subunit the term of quality and how the provision of qualitative services affects the image of the hotel within which they are applied, were presented. In addition, critical equipment and chemical products and detergents were presented in order housekeeping staff to have an idea on how to protect themselves during their work having also the maximum job performance. Lastly, the basic health and safety rules to be followed were presented that reassure that the working environment will be safe or housekeeping staff and customers are safe as well.

## Subunit 6.3: Basic greetings in foreign languages

How many times housekeeping staff had to deal with guests during their working routine? Numerous! This proves that the impression that most people have that the housekeeping staff does not have to develop communicational skills, is false! In fact, housekeepers are the ones, who usually come face to face with guests and the ability to have clear answers or just to address to them in a polite way, is crucial for the whole image of the hotel and the services that it provides. Therefore, this subunit is dedicated to those little basic phrases that housekeepers need to say when they come in contact with guests. And of course, what is better than having an idea on how to pronounce them in seven different European languages!



### Basic greetings in foreign languages

What are the most basic phrases that housekeepers may need to use during their communication with guests? Below there is a table with the most common phrases/greetings used when they addressed to customers in 7 different European languages (English, Greek, Italian, Croatian, German, French and Spanish).



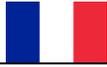
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## Basic Greetings for Housekeeping staff in Foreign Languages

<b>English</b> 	<b>Greek</b> 	<b>Italian</b> 	<b>German</b> 	<b>Croatian</b> 	<b>French</b> 	<b>Spanish</b> 
Hello!	Γεια σας!	Ciao	Hallo!	Dobar dan!	Salut!	Hola!
Good Morning	Καλημέρα	Buongiorno	Guten Morgen	Dobro jutro	Bonjour	Buenos dias
Good Evening	Καλησπέρα	Buonasera	Guten Abend	Dobra večer	Bonsoir	Buenas tardes
Good Night	Καληνύχτα	Buonanotte	Gute Nacht	Laku noć	Bonne nuit	Buenas noches
Good Afternoon	Καλό απόγευμα	Buon pomeriggio	Guten Tag	Dobar dan	Bon après midi	Buenas tardes
How can I help you?	Πώς θα μπορούσα να σας βοηθήσω;	come posso aiutarla?	Wie kann ich Ihnen helfen?	Kako Vam mogu pomoći?	Comment puis-je vous aider?	¿Cómo puedo ayudarte?
Housekeeping	Υπηρεσία Καθαριότητας	Servizio di pulizia	Reinigungsservice	Čišćenje soba	Service de nettoyage	Servicio de limpieza
Sorry to disturb you Sir/Madam	Συγγνώμη που σας ενοχλώ κύριε/ κυρία	Mi spiace disturbarla signore/signora	Es tut mir leid, Sie zu belästigen, Herr / Frau	Ispričavam se na smetnji, gospodine/gospođo	Je suis désolé de vous déranger, Monsieur / Madame	Lamento molestarlo, señor / señora
The time for check –out is at 11.00	Η ώρα για την αναχώρηση είναι στις 11.00	L'orario del check-out è alle 11:00	Die Abfahrt ist um 11.00 Uhr	Vrijeme odjave je u 11.00 sati.	L'heure de départ est à 11h00	El horario de salida es a las 11.00.
It's my Pleasure/ I'm happy to..	Είναι ευχαρίστηση μας/ Ευχαρίστως να..	Piacere nostro/ sono felice di ...	Es ist unsere Freude / wir sind sehr angenehm ..	Drago mi je	C'est notre plaisir / agréable à ..	Es nuestro placer / Agradable para ..



## SEASON READY



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Welcome!	Καλώς ήρθατε!	benvenuto	Herzlich Willkommen!	Dobro došli!	Bienvenue!	Bienvenido
Thank you!	Σας ευχαριστούμε!	Grazie	Vielen dank!	Hvala!	Merci beaucoup	Muchas gracias
Is there anything else..?	Υπάρχει κάτι άλλο..?	C'è qualcos'altr o che posso fare per lei?	Gibt es noch etwas ..?	Trebate li još nešto?	Y a-t-il autre chose ..?	¿Hay algo más ..?
We are looking forward to having you again as our guest	Ανυπομονούμ ε να σας έχουμε ξανά ως πελάτη	Non vediamo l'ora di averla nuovamente qui	Wir freuen uns, Sie als Kunden wieder zu haben	Radujemo se Vašem ponovnom dolasku.	Nous sommes impatients de vous revoir comme client	Esperamos tenerte nuevamente como cliente.
We apologize	Σας ζητούμε συγγνώμη	Ci scusiamo	Wir bitten um Entschuldigung	Ispričavam se!	Nous nous excusons	Nos disculpamos



*This is a very interesting training material that provides you with knowledge regarding how to greet and communicate with guests in English in your hotel.*

### **Start conversations and develop good relations with guests**



*It's a tutorial video where real life conversations between housekeeping staff and guests are taking place.*

### **5 Real Life Hotel Housekeeping Dialogues English Conversation**



*It's the second part of a tutorial video where real life conversations between housekeeping staff and guests are taking place.*

### **3 Real Life Hotel Housekeeping Dialogues English Conversation**



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### Decision Making Scenario



*John is working as seasonal staff in a 5-star hotel in Rome. The hotel is full and the rooms to be emptied today have already been booked for new arrivals. During his shift, at 10.30 am the front-office informs him that the customer in Room 312 has not checked out yet and instructs him to inform him that the procedure should be done by 11.00.*

*John goes to the room and the client explains that he has overslept and that he would prefer to make a late check out because he will not be ready at 11.00. How John should handle it?*



### Assessment

1. *When you meet a guest at the hotel's corridor, you are NOT obliged to greet him/her.*
  - a. *True*
  - b. *False*
2. *When you come in contact with a guest what else you should have in mind?*
  - a. *Your body posture*
  - b. *To end the conversation because you have work to do*
  - c. *to smile and to look interested in what they are saying*
3. *Match the answers to the appropriate day of time in different languages:*

<i>Καλημέρα</i>	<i>Good afternoon</i>
<i>Guten Abend</i>	<i>Good night</i>
<i>Bonne nuit</i>	<i>Good evening</i>
<i>Buenas tardes</i>	<i>Good morning</i>



### Review

In this subunit there was an introduction to the basic phrases that housekeeping staff may use when it comes in contact with guests. Furthermore greetings in seven different European languages were provided while additional material and videos provided extra dialogues and exercises for further practice.



# SEASON READY

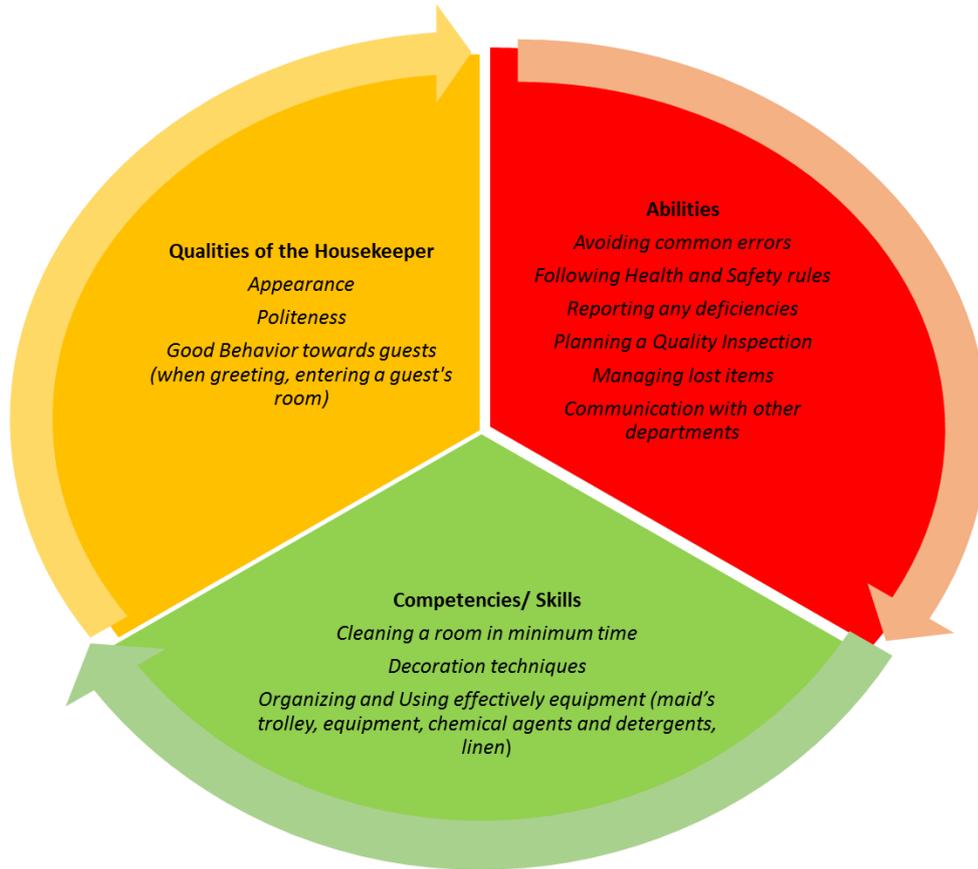


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## Interconnection activity

### Housekeeping Staff





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## Final activity for application

Sophia is working in a small guesthouse in a famous rural area, called “Ancient Olympia”. The hotel is working seasonally from April to October and it has 12 rooms. Apart from the guest rooms it has a lobby and a small dining room and kitchen for the provision of breakfast to the customers.

Sophia is working in housekeeping together with Tania, and both of them are sharing the shifts. Due to low tourism flow on the first months of the season (April- May), the guesthouse is working basically on weekends and after June is working in a daily basis.

It is Wednesday, 10.00 in the morning, end of April and the Mr. Jones, who is the hotel owner and works also as a receptionist, informs Sophia and Tania that a group of guests, 24 persons in total, will arrive to the guesthouse literally in a few hours (6) due to a misunderstanding with the previous hotel and they had no other option for accommodation in the area.

If you were in the place of Sophia and Tania how would you organize the cleaning of the hotel in such a minimum time?

Which areas would be the first to clean?

How would you split the tasks?

Which would be the first thing to check in order to be sure that you will be able to perform under these circumstances (e.g. spare linen and blankets, available chemical agents for cleaning, other materials needed for your task etc.)?

How would you communicate your progress to the reception?

Write down your work plan and then discuss it with your colleagues.



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## Answers to assessment activities

### Subunit 1:

Case Study:

Since there is an undoubtedly need for linen the best thing that Anna should do for the rooms that were addressed to the new arrivals are the following:

- She use the linen that was previously used for overlay as bedsheets,
- Since no linen for overlay are available she could use instead the summer pique blanket.

Assessment

1. a
2. a,b,c
3. c
4. d
5. b,d,e

### Subunit 2:

Assessment

1. a
2. a
3. b
4. b

### Subunit 3:

Decision making Scenario

First of all John has to answer politely to the guest that he has to ask the front –office, if this is feasible, due to the hotel fullness, and that he will inform him/her back immediately. Then John should inform the front-office about the client’s intentions to proceed with a late check-out. They will let him know if there is such possibility according to the time of arrival of the new guests in the room. Then John should go back to the room and inform the guest according to the answer he has received by the front office.

Assessment

1. b
2. c
3. Καλημέρα – Good Morning



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Guten Abend- Good Evening  
Buenas Tardes – Good Afternoon  
Bonne Nuit- Good Night



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