HOUSEKEEPING PROCEDURES

CLEANING A ROOM FOR A NEW ARRIVAL

This method of work allows to avoid inefficient and tiresome procedures. This ensures that a hotel conforms to H.A.C.C.P. (Hazard Analysis Critical Control Point) security and hygiene regulations and limits risk of contamination.

Phase 1
- Air out the room by opening the windows, turn off the air conditioning system
- Wash your hands and put on disposable gloves
- Empty out the trash cans / bins
- Strip the bed and remove dirty linens

Phase 2
- Move on to the bathroom
- Remove dirty towels (bath towels, hand towels, face towels)
- Spray the cleaning products necessary for disinfection
- Remove your gloves

Phase 3
- Make the bed (see specific procedure)

Phase 4
- Dust all surfaces such as bedside table, desk, chair, TV…/
- Check TV, Air Conditioning, lights…to make sure they function properly

Phase 5
- Clean the bathroom (see specific procedure)

Phase 6
- Replace all free hotel products such as brochures, mints, shampoo, soap…
- Vacuum the room
- Check over the room and make sure that everything is in place
CLEANING A ROOM DURING A GUEST’s STAY

**Objective:** Create a clean and orderly atmosphere in the client’s room

1. Fold clothes and either put them on the bed or on a nearby chair
2. Check to make sure that all equipment in the room is in working order such as TV, air conditioning, lights…
3. Clean the room as previously directed

*Note:* follow the bathroom cleaning procedure. Be careful with the guest’s personal belongings.

**A few critical points**

<table>
<thead>
<tr>
<th>Risks</th>
<th>Risk prevention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handling the trash</td>
<td>Handle cautiously and wear disposable latex gloves</td>
</tr>
<tr>
<td>Contamination of clean linen</td>
<td>Wash your hands before handling clean linens</td>
</tr>
<tr>
<td>Toxic cleaning products</td>
<td>Read labels carefully and follow directions</td>
</tr>
<tr>
<td>Using the wrong product on the surface</td>
<td>Businesses generally use color codes to distinguish the purpose of each product</td>
</tr>
<tr>
<td>Excess fatigue and back pain</td>
<td>Make sure to stand with proper posture (e.g. adopt crouching position when making the bed)</td>
</tr>
</tbody>
</table>