

# Facilitator Guide



Sector  
Tourism & Hospitality

Sub-Sector  
Hotels

Occupation  
Housekeeping

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Guest Service  
Associate  
(Housekeeping)  
(Divyangjan)



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And uploaded on NQR WWW.nqr.gov.in

The book caters to the job role aligned to the following disabilities as per the NQR codes mentioned below.

For LD- 2022/PWD/SCPwD/06056

For SHI- 2022/PWD/SCPwD/06055





**“** Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. **”**

**Shri Narendra Modi**

Prime Minister of India

## Acknowledgments

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## About this Guide

This Guest Service Associate - Housekeeping is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s. Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

A Guest Service Associate - Housekeeping at work cleans the guest rooms and public areas. The individual may also clean the carpeted areas or polish various floors and surfaces. The job requires the individual to have a service-oriented approach, attention to detail, and courteous behaviour. It also requires the person to be physically fit to perform housekeeping activities for long hours.

## Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

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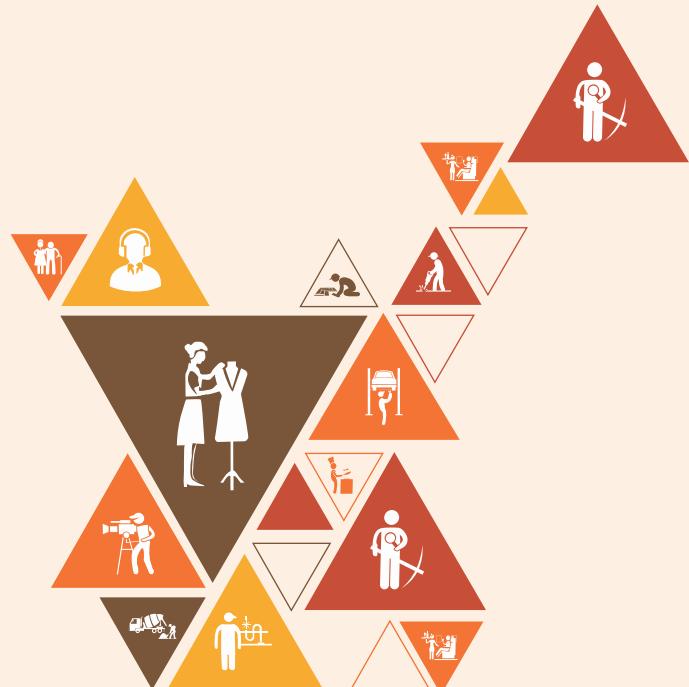
## Guidelines for the Trainer

As a Trainer, follow the below guidelines:

- **Understand your job thoroughly**
  - Reach the venue 15 minutes before the training session.
  - Please ensure you have all the necessary training tools and materials for the training session (learning cards, sketch pens, raw materials, etc.).
  - Check the condition of your training equipment such as laptop, projector and camera, relevant tools (depending on the training site).
  - Before starting any training program, the trainer should concentrate on the below crucial pointers,
    - Use best practices and methods of training.
    - Create awareness of the quality of work done.
    - Explain how to minimise waste.
    - Ensure that the participants practice safety measures and use proper PPE.
    - Make sure the participant adopts the basic ergonomic principles.
    - Create awareness of housekeeping at regular intervals.
    - Explain the influence of productivity as a whole.
    - Make the class as interactive as possible by adopting activity-based or scenario-based training methodology.
- **Understand your participants**
  - As a trainer, you will be conducting the training program for a certain period. Therefore, to improve the program's effectiveness, you should understand the mindset of the participants and create a good rapport with them. Therefore, it is always essential to maintain a good working relationship with the participants to achieve better results from the training program.
- **Adopt the basic etiquettes during training**
  - Greet the participant and introduce yourself.
  - Use a gentle pace of voice/tone while speaking with the participant.
  - Explain the need and use of the training program.
  - Ask the participants to introduce themselves to the group and help them with communication difficulties.
  - Clarify their doubts patiently, do not get irritated if a participant is asking the same doubt repeatedly.
  - Understand the level of participants and train them accordingly.
  - Watch the participants at work, note some pointers of performance.
  - Give some hints and easy thumb rules which can be easily understood and remembered.
  - Always use the three golden words, "Please", "Thank You", and "Sorry".
  - Be positive and professional while giving feedback to the participants, do not criticize or make fun of their performance.
  - Identify the faulty practices of the participants and rectify them as soon as possible.
  - Always be a good mentor and observer.
  - Do not forget to introduce topics to be covered in the next class.
  - Do not forget to recapitulate the topic covered in the last class.

# 1. Introduction to Hotel Industry and Housekeeping Activities

- Unit 1.1 - An overview of Skill India Mission
- Unit 1.2 - An overview of tourism & hospitality industry
- Unit 1.3 - Housekeeping department and layout of a hotel
- Unit 1.4 - Roles and responsibilities of a GSA-housekeeping



## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Discuss the objectives and benefits of the Skill India Mission
2. Describe the Tourism and Hospitality Industry and its sub-sectors
3. Elaborate on the hierarchy of the hotel and housekeeping department of different star categories
4. Elaborate on the job role and job opportunities as a Guest Service Associate in the tourism and hospitality industry Confidentiality of the Organization

## Icebreaker and An Overview of Skill India Mission

### Unit Objectives

**At the end of this activity, the participant will be able to:**

1. Building rapport with fellow participants and trainer.

### Icebreaker

#### Say

- My name is \_\_\_\_\_, and I will be the trainer for this session.
- Thank you all for your participation.
- Please take your respective seats.

#### Notes for Facilitation

- Add more details when introducing yourself, such as experience, native place, learning, likings etc.

#### Resources to be Used

- Use of any prop example flower, water bottle or pencil (optional)

#### Activity

- All participants were standing in a semi-circle.
- Ask the participant to introduce themselves one by one with actions.
- Participants may use any prop possible for their actions while announcing names.
- While the participant announces the name, the others will try to memorize the name and action.
- Then all participant with the trainer repeats the participant's name and copy the action too.
- Once all participants are done. The trainer shall call any random participant to name the other, with the actions done by the fellow participant.
- Encourage participants to provide general information about themselves and briefly introduce them.

## Notes for Facilitation

- Optionally, start the above activity by demonstrating with the example. Hello, I am Amber with raised or waving hands or any action (as an action sign).
- Encourage shy students to act along by introducing themselves.

Say 

- Now that we all are familiar with actions and names. Each one of you will introduce us to you in brief.
- Example. I am \_\_\_\_\_, came here from \_\_\_\_\_, like to \_\_\_\_\_, love \_\_\_\_\_ and \_\_\_\_\_.
- Now that we know something about each other. We will try to take only first names while speaking to each other for the rest of our sessions.
- Let us see how interactive we can make this discussion by working together.
- Now trainer will explain the objective of this module.

Ask 

- Welcome the participants and ask them if they know about each other.
- If not, then let them introduce themselves to each other.
- Ask the participant if they have undergone any training.
- Ask the participant to outline the benefits one would derive from training.

## Notes

## Unit 1.1: An Overview of Skill India Mission

### Unit Objectives



**At the end of this session, the participant will be able to:**

1. Explain the objectives and benefits of the Skill India Mission.

### Unit 1.1.1 Skill India Program- Objectives, Features & Advantages

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector, speaker and Laptop
- Pencil and paper (optional)

### Activity



Play the video of any skilled program from the internet and let students watch the video. Ask them to point out two observations from the video.

Brief them on the topics given in the participant handbook.

- Skill India Mission
- The main Skill India objectives
- Features of the Skill India Mission
- Sub-schemes that are part of the Skill India Mission
- The list of Skill India sources
- Explain The Skill India Mission and its features Sub-schemes that are part of the Skill India Mission
- The observation that is part of the video

### Say



- The Skill India Program enables the development by the ability to bring confidence, provides the scope of growth, and gives advanced training structure, Knowledge as it builds the concept
- With this, one can get core strategies of competent
- The importance of skills in the growth of an individual can be evaluated after understanding the techniques required
- The youth are educated, and the technical scope can be identified if close access to segments is explained with features that are pointed out in Skill India Mission

## Tip



A trained tailor makes a difference by getting scope in an area if his/her work is being marketed with the help of tools. Example- accessing the work of others through various online platforms. Since the market is open in social media, one can use it most if they know or learn about the tools.

## Summarize



Make them understand that skilled individuals can contribute to their lives and make a base of the country's economy.

Good for the growth of various sectors and the economy of India

Skilled India Mission helps to recognize new areas for skill development

## Objectives - Skill India Mission

- Will increase per capital income of a country
- Ensure growth opportunities for the development of the country
- Adequate investments for the sustainability of skill development
- To create a new rural India
- To fill the gap between skills required by the industry and people's skills for employment Sub Schemes- Skill India Mission
- The national skill development mission aims to ease decision-making across sectors and coordinate skill advances to accomplish high-quality skilling on a broad scale.
- The Pradhan Mantri Kaushal Vikas Yojana seeks to motivate the nation's youth to pursue relevant training in the industry.
- National policy for skill development and Entrepreneurship 2015 enables individuals to seek to shared standards and links skill sets to demand places.
- Promotion of micro firms, cluster development, and lending techniques for MSMEs are included in the list of skilled India sources (Micro, Small and Medium Enterprises)

## Notes



## Unit 1.2: An Overview of the Hospitality Industry

### Unit Objectives



**At the end of this module, the participant will be able to:**

1. Describe the Tourism and Hospitality Industry and its sub-sectors
2. Elaborate on the hierarchy of Hotel/Restaurants of small, medium and large establishments
3. Discuss various service departments in the hotel, like Food & Beverage, Housekeeping, etc.

### 1.2.1 Tourism and Hospitality Industry and its Sub-sectors

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Pencil and paper (optional)
- Scissors
- Pen

### Say



- The role and importance of tourism and tourism are vital for the success of many economies around the world
- Tourism can be defined as travelling to a place different from the home city or country for various leisure or business purposes and staying there for a considerable period.
- The tourism industry is a large group of these industries that provide a range of products and services to serve tourism and the needs of travellers or guests. Therefore, this group or chain also indicates and brings us to the value chain of the tourism industry



Fig 1.2.1 Services in the hospitality business

Do

- Show Video featuring various hotel brand groups of India., Presentation slides should have a list of all hotel brands in India and a brief content of each.
- Draw a chart showing the segments of the hospitality industry on the whiteboard.
- Show images of various types of accommodation centres in India and worldwide. (Heritage properties, luxury collection, business standard etc.)

Ask



- Ask students the reasons for travelling from one part of the world to another.
- What are the various types of service that one can observe during travelling?
- What are the basic requirements they may have during travel?

Explain



- With the help of questions that were asked and answers observed, define types of hotels and classify their service standards.
- Brief the various service standards followed in hotels as per their level of service.
- Types of hotels as per location and types of requirements in different locations.
- The hierarchy of large, medium and small hotels

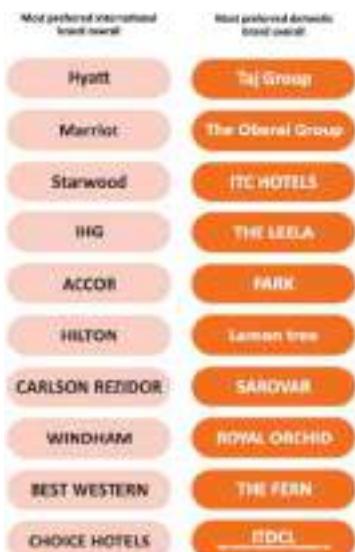


Fig 1.2.2. Top brands of hotels in India

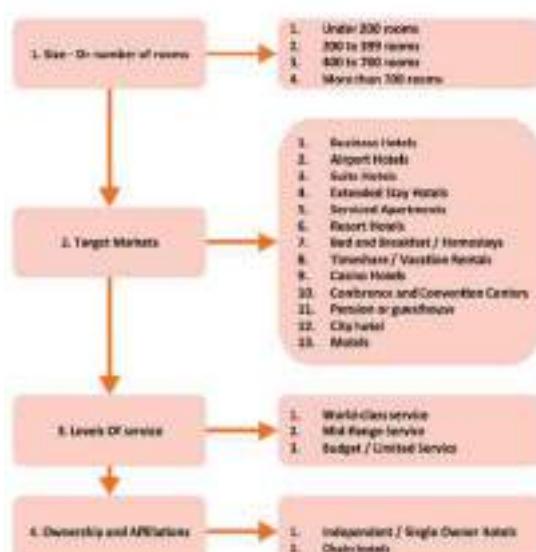


Fig 1.2.3. Constituents of the hotel categorisation

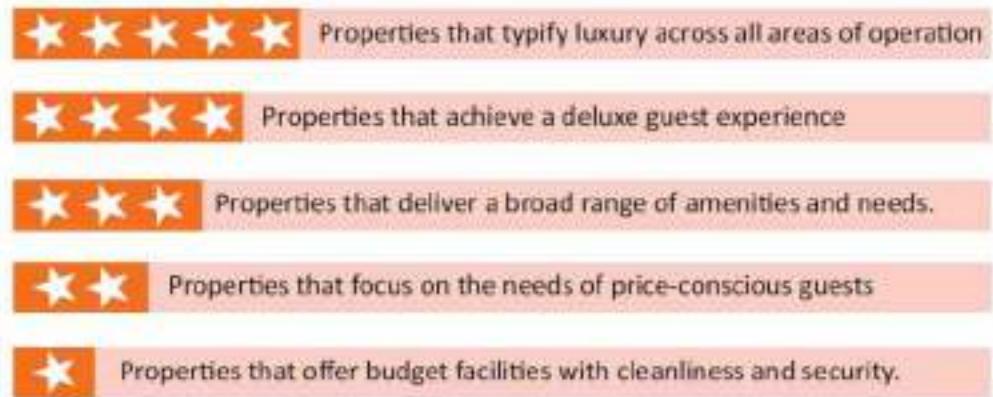


Fig 1.2.4. Hotel star ratings

## Activity

- Prepare some words to describe the elements of travel and hotels, write on some paper and place them in a bowl.
- Create small groups of 5 students each.
- Each group should pick up the chit provided in the bowl.
- Now let students decide the category of the hotel they fall in.
- For example- the chits picked by group A have words- penthouse, beach,. The answer that may be expected is – Resort property of a hotel with an upmarket level of service.
- This activity gives a quick go-through of the entire session.

Components in chit	Expected answers
Airport, layover, business client	Transit hotels
Complimentary newspaper, morning tea/coffee, small conference groups	Business Hotels
Highway, Car park, fuel station	Motels
Hotels on rivers or harbour	Flotels
For long-stay guests, offers kitchen amenities in the suite	Extended stay hotels
Theatres, Zoos, Art Exhibits	Recreational industry
Unit rented by management	Timeshare hotels

Table 1.2.1. Constituents of the hotel categorisation

## 1.2.2 Sectors Related to Hospitality Industry

### Resources to be Used

- Participant Handbook
- PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Pencil and paper (optional)
- Speaker
- Scissors, thumb nail
- Bulletin Board

### Explain

- The different sectors related to hospitality and tourism
- Lodging industry and its components such as :
  - Hotels
  - Vacation rentals
  - Bed and breakfasts
  - Motels
  - Flotels
- Recreation industry and its components such as :
  - Amusement parks
  - Campgrounds
  - Theatres
  - Museums
  - Zoos
  - Art exhibits
- Travel and tourism industry
- Meetings and events industry and its components such as :
  - Sporting events
  - Family reunions
  - Holiday celebrations
  - Business events
  - Trade shows
  - Farm shows
  - Conferences

- Food and beverage industry components such as:
  - Restaurants
  - Cafeterias
  - Catering companies
  - Cafes
  - Fast food restaurants
  - Pubs
  - Delis (A store where ready-to-eat food products, i.e. cooked meats and prepared salads, are sold)
  - Third-party delivery services

### 1.2.3 Departments of a Hotel



Fig 1.2.5. Departments of a hotels

### Resources to be Used



- Participant Handbook
- PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Pencil and paper (optional)
- Speaker
- Scissors, thumb nail
- Bulletin Board

Do 

Give the participant stars 1-5 and ask them to write down the descriptions in terms of hotel ratings

- 
- 
- 
- 
- 

Ask 

- Hotel star ratings
- Ask the student about different departments of the hotel if they know.
- Ask about the services that may be given to guests during their stay in the hotel.
- Ask the students to read the content from the participant handbook aloud

Say 

- The hotels have four major core areas as departments like Front office, Housekeeping, Food Production and Food & Beverage Department.
- The support departments are the departments that provide operational help to the core departments.

Explain 

- The Core departments of the hotel, i.e., the Front office department, Housekeeping Department, Food and beverage service department, Food production department
- The support departments of hotels are - Engineering and maintenance department, Accounts and credits department, Security department, HR department, Sales and marketing department, Purchase department, and Information technology (IT)/systems.

Activity 

- Let all the students mention the understood points in sketches and put them on bulletin boards with thumb pins.
- Each one will speak about the written word on sketches.
- This would help them to collect their understanding for the next session also.

- Show the below-given icons to the participants and ask them to identify them concerning the departments of a hotel (See *Fig 1.2.5. Departments of hotels*)

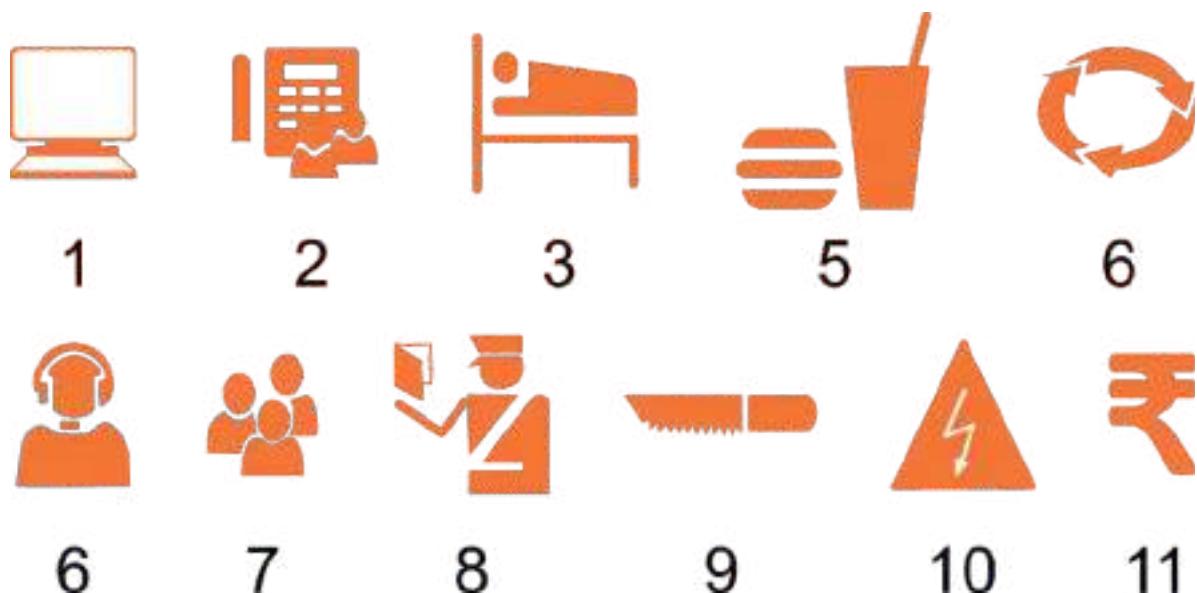


Fig 1.2.6. Departments of a hotel icons

### Notes for Facilitation



Define hotel rang

Describe Sectors related to the tourism/ hospitality industry

1. Lodging industry
2. Recreation industry
3. Travel and tourism industry
4. Meetings and events industry and Food and beverage industry

### 1.2.4 The Hierarchy of Large, Medium, and Small Hotels

#### Resources to be Used



- Participant Handbook
- PowerPoint Presentation with laptop
- Whiteboard & Duster
- Marker
- Projector
- Pencil and paper (optional)

## Say

- Like every commercial business, hotels have certain responsibilities, tasks, positions and structures for better service.
- Good organizations follow the structure, and so do hotels. Every organization establishes the parameters per its goal; this structure assigns responsibilities.
- Hotel owners or chairpersons run hotels. The board of directors sets the work procedure and regulations. The managing director oversees the company's business operations. A hotel manager oversees all operations, and an executive assistant manager assists the general manager. The room division manager and revenue manager make essential occupancy and income predictions.

## Explain

- Explain the hierarchy chart of a large hotel with the help of Fig 1.2.5 given in the Participant Handbook. Give brief responsibilities of each position mentioned in an organizational chart.
- Explain the hierarchy chart of a Medium hotel with the help of Fig 1.2.6 given in the Participant Handbook. Give brief responsibilities of each position mentioned in an organizational chart.
- Explain the hierarchy chart of a large small hotel with the help of Fig 1.2.6 in the Participant Handbook. Give a brief about the positions designated in small hotels.

## Notes for Facilitation

- Allow the candidates to answer the questions while giving the explanation
- Correct the candidates if they miss the correct flow of the charts

## Ask

Ask the candidates about

- The change in the tourism industry over the past few decades.
- The different types of tourism.
- The different roles and positions that different hotel categories have.

Team Acvit y 

- Give individual topics (Roles and responsibilities of different job roles) from the participants' handbook to the students for revision.

Designation/Position	Responsibilities
Financial Controller	In charge of preparing and managing the hotel's financial budget and implementation
Training Manager	Evaluates employees and identify training according to need
Security Manager	Manages and oversees the security of a hospitality property
Executive Assistant Manager	Manages and assists the overall operations in the absence of the General Manager.
Sales and Marketing Manager	Promote the hotel's existing brands and introduce new products to the market
Executive Housekeeper	Supervises staff, including interviewing, hiring, and training employees
System Manager	System Manager plans, deploys and manages software and hardware for overall information technology needs

Table 1.2 1 Roles and responsibilities of different job roles

## Summarize

- Conclude the various segments in tourism.
- The hierarchy of hotels/restaurants of small, medium and large establishments
- The Service departments in the hotel, like core departments (Food Production, Food and Beverage, Housekeeping, Front Office) and support departments (Finance & Accounts, Security, Maintenance, Human Resources & Training, Sales & Marketing, IT)

# Notes

## Unit 1.3: Housekeeping Department and Layout of a Hotel

### Unit Objectives

**At the end of this module, the participant will be able to:**

- Elaborate on the Organization Chart / Hierarchy of a housekeeping department in a hotel
- Elaborate on the basic functions of the Housekeeping Department

### Say

- Housekeeping is an important department of any organization and not just hotels.
- Can you name 5 housekeeping activities?

### Notes for Facilitation

- Collect information on the housekeeping department by visiting hotels.
- Collect some items from the chambermaid trolley, like small soap and shampoo bottles, to show to students

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Ask

- According to you, which is a hotel's most glamorous and least glamorous department?
- Can a hotel run smoothly without trained and skilled housekeeping staff?
- How do you rank the below from a guest's point of view in general, from Most Important to Least Important?
  - Cleanliness & Hygiene
  - Luxurious rooms
  - High-class amenities

**Explain** 

- Explain the key skills an aspirant needs to possess to make a career in housekeeping services.
- Discuss the Organization Chart / Hierarchy of a housekeeping department.
- Describe the range of opportunities and career paths available in this industry
- Define the Layout of a housekeeping department
- Reiterate on Housekeeping Service and Other departments of Hotels
- Emphasize the areas of the Housekeeping Department

**1.3.1 Organisational Chart of the Housekeeping Department****Elaborate** 

- Discuss and responsibilities of each position and the organisational structure of a housekeeping department with the help of Fig 1.3.1 Housekeeping department hierarchy Participant Handbook
- Various areas of the housekeeping department, with the help of the below figure

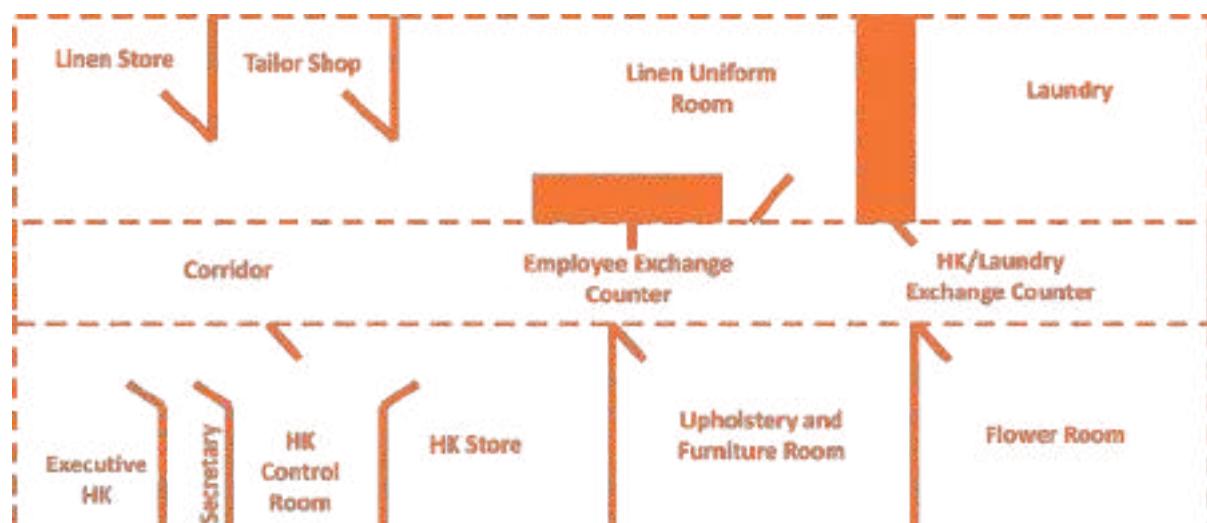


Fig 1.3.1: Various areas of housekeeping department

**Notes for Facilitation** 

- Update yourself on the latest trends in housekeeping
- Visit a few hotels and take your pictures to show to participants.
- Encourage participants to conduct visits to different hotels.

**Summary** 

- Summarize the scope for Guest Service Associate – Housekeeping in the Tourism and Hospitality Industry
- Summarize the Housekeeping department and its roles and responsibilities

## Notes

## Unit 1.4: Roles and Responsibilities of a GSA-Housekeeping

### Unit Objectives



**At the end of this module, the participant will be able to:**

- Elaborate on the job role and job opportunity for Guest Service Associate - Housekeeping in the Tourism and Hospitality Industry
- Elaborate on the basic terminology used in the hospitality parlance

### Say



- Cleanliness is next to godliness.
- Clean rooms, fresh air, and washed linen are every individual's requirements. A guest's priority is always hygiene.
- Housekeeping is the department which takes care of the property
- Do you remember any Housekeeping staff who has been well-mannered or ill-mannered?

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Explain



- Explain the meaning of Guest Service Associate.
- Skills required for Guest Service Associate.
- Describe the Key Competencies required for a GSA-Housekeeping.
- Define the main Job Tasks and Responsibilities of Guest Service Associate (Housekeeping)
- Enlist the Basic terminology used in Housekeeping.

### 1.4.1 Job Opportunities for Guest Service Associate

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- There are many facilities and amenities in a hotel that must be always maintained.
- The whole and sole responsibility of cleanliness and hygiene lie in the housekeeping department.
- The staff of this department is always working behind the scene. Guest hardly see them face to face unless required.
- Guest returns from the hotel, and when he returns, the fresh-smelling and looking room welcome him.

#### Do

- Start the class by showing a collection of pictures of well-maintained and dirty rooms of hotels which can be searched from various google links.
- Observe the participant's expressions.
- Discuss the reactions and why they feel so.

#### Elaborate

- A Guest Services Associate of the housekeeping department is responsible for always getting work done smoothly and in a perfect manner. He has to ensure that guest should feel comfortable at any given time.
- A GSA housekeeping performs multiple functions -
  - ✓ Provide guest information and services
  - ✓ Service guestrooms
  - ✓ Perform public area cleaning
  - ✓ Provides laundry services
  - ✓ Perform housekeeping services
- Duties of GSA Housekeeping
  - ✓ Replace guest amenities and supplies in rooms
  - ✓ Make beds and fold sheets
  - ✓ Remove trash, dirty linens and room service items
  - ✓ Greet guests and take care of requests
  - ✓ Straighten desk items, furniture and appliances
  - ✓ Dust, polish and remove marks from walls and furnishings
  - ✓ Vacuum carpets and floor care dues

- Other sectors where housekeeping associates can work are guest houses, MNCs, hostels, airports, shopping malls etc

### 1.4.2 Terminology Used in Housekeeping

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Explain



- For easy communication and no scope for confusion, specific terminology is used in the hotel industry in all the departments.
- A typical terminology used in housekeeping for room status is -

#### Room Status

Room status terminology	
Clean & Vacant	Room vacant, has been cleaned and can be assigned to guest
Occupied	Room registered to a current guest
On-Change	Room vacant but not yet cleaned
Do not disturb	Room is occupied but not yet cleaned, due to guest request not to be disturbed
Sleep-out	Room reported as occupied, but room was not used, and guest may have left
Stay-over	Guest will stay in room at least one more night

Fig 1.4.2: Terminology used for room status

#### Elaborate



Elaborate some more terminologies –

- ✓ Room status discrepancy
- ✓ Schedules maintenance
- ✓ Double-locked (DL)
- ✓ Turned down service
- ✓ Deep cleaning
- ✓ Sleeper
- ✓ Occupied
- ✓ Luggage rackBack of the house
- ✓ Master key:

- ✓ Skipper
- ✓ Skipper
- ✓ DND
- ✓ Floor par

### 1.4.3 Interdepartmental Coordination of the Housekeeping Department with Other Departments of a Hotel

Housekeeping must coordinate with the front office, Room service, maintenance & engineering etc., for smooth functioning.



Fig 1.4.3: Housekeeping with other departments

#### Explain

Coordination of housekeeping with –

- ✓ Food and beverage department
- ✓ Store
- ✓ Purchase
- ✓ Personnel
- ✓ Sales & marketing
- ✓ Maintenance department
- ✓ Security
- ✓ Accounts

## Notes for Facilitation



- Take a tour of the housekeeping department of a hotel and collect some videos & pictures to show to students.
- Collect tags, sign boards, leaflets etc., from a hotel.

## Activity



- Divide the class into 4 groups
- Distribute flash cards prepared on terms used in housekeeping
- Ask to explain each one by one.
- The group with the maximum number of correct answers is the winner.

## Summarize



- Summarize the attributes required for a Guest Service Associate - Housekeeping
- Summarize the role and responsibilities of a Guest Service Associate - Housekeeping
- Summarize basic terminology used in Housekeeping service

## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** The Government Policy 'Make in India' aims at:

- (A). Removal of bureaucracy
- (B). Reduction in cost of manufacturing
- (C). Build best in class manufacturing infrastructure in the country
- (D). All of the above**

**Question 2.** Servicing of the room while a guest is registered in the room is known as which of the following?

- (A). Turn down service**
- (B). Makeup
- (C). Frequency schedule
- (D). On-change

**Question 3.** The guest is not expected to check out today and will remain for at least one more night defines which of the following?

- (A). Stay over**
- (B). Due out
- (C). Sleep-out
- (D). On-change

**Question 4.** The National Skills Qualifications Framework is based on which of the following?

- (A). Competency**
- (B). Technology
- (C). Economy development
- (D). Evaluation

**Question 5.** The goal of life skill education framed by WHO is the development of:

- (A). Eco-friendly behaviour
- (B). Modifiable behaviour
- (C). Critical and questioning behaviour
- (D). Adaptive and positive behaviour**

**Question 6.** For the performance appraisal a Guest service Associate (Housekeeping) will coordinate with which of the following departments?

- (A). Personnel department**
- (B). Accounts department
- (C). Housekeeping department
- (D). Operations department

**Question 7.** A Public area is supervised by

- (A). Executive housekeeper
- (B). GRA
- (C). Public area supervisor**
- (D). None of the above

**Fill in the blanks**

**Question 1.** \_\_\_\_\_ is a person responsible for setting up a business.

- (A). Entrepreneur**
- (B). Businessman
- (C). Manager
- (D). Planner

**Question 2.** An induced entrepreneur is one who is induced to take up an entrepreneurial activity due to policy measures of the government to start a new venture.

- (A). True**
- (B). False

**Question 3.** Properies that achieve a deluxe guest experience are known as which of the following?

- (A). 5 star
- (B). 4 star**
- (C). 3 star
- (D). 2 star

**Question 4.** \_\_\_\_\_ is the term for, a room with a balcony usually overlooking garden or water.

- (A). Lanai**
- (B). Pent house
- (C). Cabana
- (D). Inter connecting rooms.

**Question 5.** 'Front of the house' areas such as the entrance, lobby, guest corridors, and so on are called as \_\_\_\_\_.

- (A). Public areas**
- (B). Floor areas
- (C). Pantry
- (D). Stores

## Notes

**Scan the QR Codes to Watch the related Videos**



## Introduction to Hospitality Industry



## Organization Structure of Housekeeping Department



## Introduction to Housekeeping Department

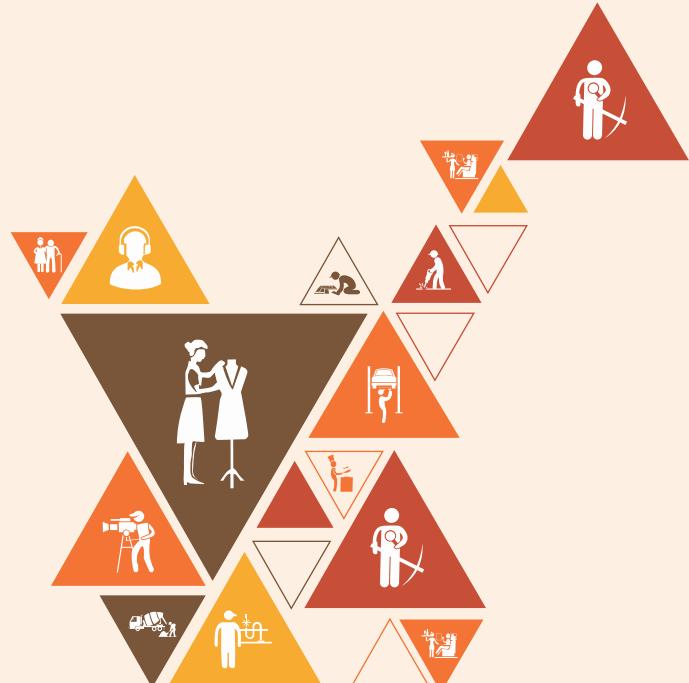




## 2. Perform Cleaning Operations for Carpet and Upholstery

## Unit 2.1 –Various cleaning solutions, equipment, and carpet types

## Unit 2.2 –Activities involved in cleaning and drying



## THC/N0240

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Explain the different types of cleaning solutions, supplies and equipment
2. Describe the importance of inspecting the carpet/upholstery that needs to be cleaned
3. Explain the importance and steps to clean furniture, upholstery, carpet, etc.
4. Identify various types of stains
5. Describe various cleaning methods along with the precautionary measures to be taken while cleaning
6. Discuss the importance of using a brush/scrubber while cleaning
7. Describe the importance and methods of drying the carpet

## Unit 2.1: Various Cleaning Solutions, Equipment, and Carpet Types

### Unit Objectives

At the end of this module, participants will be able to:

1. List different types of cleaning solutions, supplies and equipment
2. Explain the importance of inspecting the carpet/upholstery that needs to be cleaned
3. Elaborate on the importance and steps to clean furniture, upholstery, carpet, etc.
4. Distinguish between various types of stains

### 2.1.1 Cleaning Equipment

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Let us understand the tough job and hardship of the housekeeping department.
- Which are the different types of cleaning equipment used in the housekeeping department

#### Elaborate

- Importance of cleaning
- Classification of Cleaning equipment
- Selection criteria for cleaning equipment

#### Notes for Facilitation

- Show pictures of different types of carpets used in the hotels
- Collect videos and literature on carpet weaving

#### Manual equipment

- Types of brooms
- Brushes
- Mops
- Types of a damp mop
- Types of clothes

- Containers
- Boxsweeper

### Mechanical equipment

- Vacuum cleaners/suction cleaners
- Different vacuum cleaners
- Care and storage of vacuum cleaners
- Floor maintenance machine
- Wet extraction machine
- Shampooing machines
- Power sweeper
- Scarifying machines

Say



- Cleaning is the main operation of the housekeeping department
- You must know that guests never accept a dirty room
- Cleaning being a tough task needs equipment to get results

Ask



- Can you define cleaning?
- What are the major activities in a cleaning procedure?

Elaborate



Classification of types of equipment with the help of the following figure

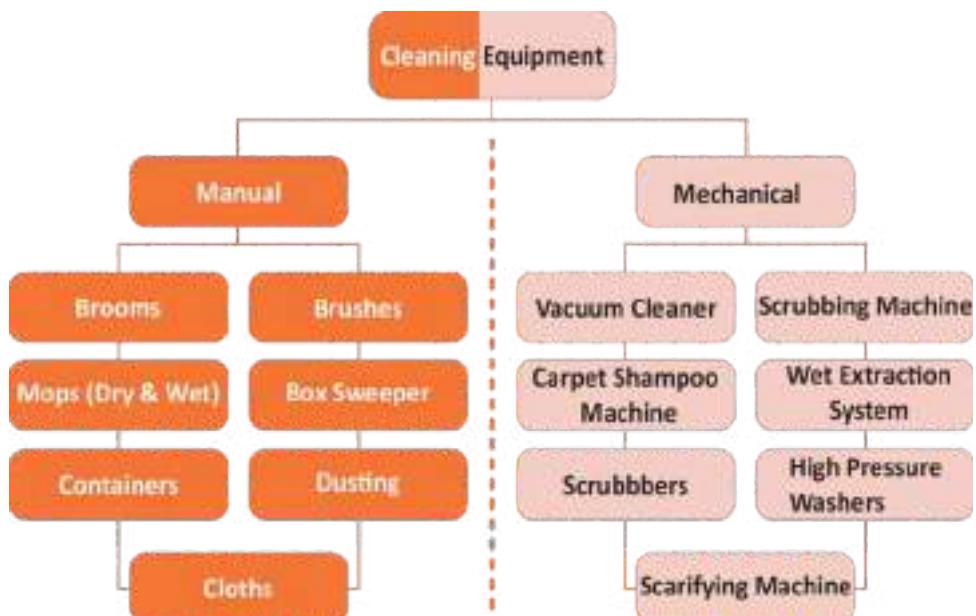


Fig 2.1.1 Cleaning Equipment Categorization

Do



**Ask the participants questions related to the selection criteria for equipment**

- Safety in operation
- Suitability to the type of area, surface, work, amount of operation
- Versatility in doing various types of cleaning
- Work performance in terms of the capacity of the machine
- Durability, sturdiness and life of the equipment
- Noise level of equipment
- Servicing, availability of spares
- Protective design without sharp edges etc

## 2.1.2 Selection of Cleaning Equipment for Housekeeping

Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Say



- Unless technical support is taken, any work cannot be done effortlessly.
- As you all know, housekeeping is a hard task and needs much workforce. This can be made easier with the help of suitable equipment.
- Selection of equipment requires some basic study or homework, so it gives returns of money, effort and time spent.

Explain



The selection of cleaning equipment needs to be done wisely. Selection can be made on major criteria like -

- Productivity: how many square feet of carpet area can be cleaned in one hour.
- Work performance in terms of capacity and machine and consumer reports on performance.
- Ease of handling in terms of size, weight and height of the machine and ease of manoeuvring and operation.
- Appearance
- Accessories
- Refill Procedure
- Regular maintenance and care
- Safety in operation and maintenance.
- Suitability: the type of area, surface, work, amount of obstruction and cleaning frequency.

## Activity

- Arrange a visit to a hotel's housekeeping department on a not-so-busy day and suitable time.
- Before taking them on a visit, brief them on how they can watch and take notes.
- Let participants understand the work by talking to the staff.

## Ask

- Once the visit is over, ask participants to prepare a short report on the visit.
- Ask them to use pictures or drawings wherever possible.
- Can you list the manual cleaning equipment used in your house cleaning?
- What do you think is easier to use, manual or mechanical equipment?

## Notes for Facilitation

- Encourage participants to observe the cleaning done in their house and prepare a short report on PPT using pictures and videos taken by them.

## Summarize

- With the help of pictures, summarize the types of manual and mechanical cleaning equipment.

## 2.1.3 Importance of Inspecting Carpets/Upholstery

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say

- if not maintained properly can completely get destroyed.
- If not cleaned regularly, it collects dirt and moisture and often develops fungus.
- Musty and smoky carpets can be harmful to guests' health.
- It isn't easy to clean the big and long carpets, especially those that cannot be removed and taken outside the building.

## Do



- Bring in the class sample pieces of different types of carpets, which you can get from the carpet shop on request ( If they have any set in duplicate)
- Let participants guess the type of carpets by touching them.

## Elaborate



- Proper commercial carpet maintenance
- Strategic commercial carpet maintenance
- Frequent cleaning of entrances and high-traffic areas

## 2.1.4 Types of Carpets and Floor Cleaning Equipment

## Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Ask



- Does anyone have a carpet at home?
- Have you seen your mother or maid cleaning the carpet at home?
- It is a tough task to clean carpets.

## Elaborate



- Wet Extractors
- Hot-water extraction machines
- Solvent extraction machines
- Wet Vacuums
- Rotary Floor Machines
- Cylindrical-brush dry-foam machines
- Rotary-brush wet-shampoo machines
- Small rotary-brushes wet-shampoo machines
- Scrubber-drier-sweepers:
- Power sweepers
- High-pressure washers
- Scarifying machines

Do



- Show videos on carpet equipment cleaning carpets.
- Take participants to any hotel to see the actual carpet cleaning process using machines.

## 2.1.5 Types of Carpets and Their Uses

Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

Say



- Do you know which countries are famous for carpets?
- Carpets are considered luxurious and are found majorly in rich people's houses.
- Hotels, especially 4/5-star hotels, have wall-to-wall carpets.

Explain



There are different types of carpets, and depending on the place, it changes. There are many types of carpet fibres, but the most common are nylon, polyester, polypropylene, acrylic, and wool.

**Different types of carpets**

- Woollen
- Tufted
- Woven
- Needlefelt
- Knotted
- Symmetrical
- Asymmetrical

**Uses of carpets**

- Carpet Adds Beauty and Style
- Carpet Improves Indoor Air Quality
- Carpet Provides Warmth and Comfort
- Carpet Soothes Slips and Falls
- Carpet Reduces Noise

## Ask

- What are various types of carpet weaving patterns?
- Why are carpets used more in hotels?

## Team Activity

- Give students a survey activity to visit carpet shops and collect information.
- Divide students into groups of 2 each.
- Ask them to prepare a presentation on carpets from the hotel industry, the history of carpets and world-famous carpets.

## 2.1.6 Appropriate Cleaning Agents

## Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say

- Cleaning is a routine in every commercial place like hotels offices
- Cleaning using the correct cleaning agents is a wise thought
- When you stay in a hotel, what do you expect in cleanliness, like in toilets, linen, furniture etc.? What is your priority?

## Elaborate

- Cleaning agents come in a variety and chemical compositions. It is important to select one wisely with the help of the following image
- Different types of brushes used in housekeeping with the help of Table 2.1.1 Brush types in the participant handbook



Fig 2.1.8 Cleaning agents

Do 

Ask the participants to explain the properties and usage of:

- Water
- Vinegar
- Bathroom cleaners
- Surface sanitizers
- Toilet cleaners
- Degreaser
- Floor cleaners
- Laundry cleaners
- Carpet cleaners

**Types of brushes used in housekeeping**

- Scrub brushes
- So brushes
- Carpet brushes
- The floor brush is also known as a deck brush
- Toilet brush

Activity 

- Divide the class into 2 groups
- Give them brushes and ask them to identify and tell about them in 2 sentences.
- Compare and declare the winner with the maximum number of correct answers.

Summarize 

- Process of selection of cleaning equipment for the housekeeping department
- Different types of carpets and their uses
- Floor cleaning equipment used in hotels
- Types of brushes, mops and cleaning clothes used in housekeeping
- Types of containers, bins and trolleys used in housekeeping

Notes 

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## Unit 2.2: Activities Involved in Cleaning and Drying

### Unit Objectives



At the end of this module, the participant will be able to:

1. Elaborate on various cleaning methods along with the precautionary measures to be taken while cleaning
2. Explain the importance of using a brush/scrubber while cleaning
3. Describe the importance and methods of drying the carpet

### 2.2.1 Cleaning and Maintenance of Carpet

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- When you look at any hotel room, can you decide how clean it is, good or bad?
- Carpets are the most expensive part of a hotel to maintain.

#### Elaborate



**Carpet performance depends on many factors.**

- Specifications
- Carpet colour
- Installation
- Maintenance

**Carpet performance is most effectively enhanced with**

- Cleaning unwanted material
- Constant attention and effective use of chemicals and machines for cleaning.
- Consider the type of carpet, design, activity and ventilation

**Five elements for maintenance planning and scheduling with the help of Table 2.2.2 Cleaning Schedule Frequency in the participant handbook**

- Soil containment
- Vacuuming
- Spot and spill removal system
- Interim cleaning
- Restorative cleaning

## Notes for Facilitation

Ensure the following topics are covered thoroughly in the class-

- Carpet maintenance
- Vacuuming
- Spot removal
- Interim cleaning
- Restorative/Deep cleaning

## 2.2.2 Carpet Cleaning Types

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required
- Vacuum Cleaners

### Say

- Carpet cleaning is a tough task.
- Carpets being expensive, need to be cleaned with great care.
- Carpets can easily get spoiled if not cleaned properly.

### Elaborate

- Hot Water Extraction Cleaning
- Carpet Shampooing
- Encapsulation
- Bonnet Cleaning
- Dry Carpet Cleaning

## Notes for Facilitation

- Ask the candidates to understand the cleaning procedures conducted in a hotel.
- Collect information on the latest equipment used in hotels and some brand names.
- Collect videos on cleaning procedures followed in various categories of hotels worldwide.

### 2.2.3 Vacuum Cleaners for Carpet Cleaning

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Carpets being very expensive, needs to be maintained regularly.
- Carpets get dirty quickly and smell bad if proper care is not taken.

#### Explain

- It is a difficult task to clean carpets, so the housekeeping department needs to plan it properly and devote much time.

## Notes for Facilitation

- Carpets are good at hiding dirt, and that is exactly what makes them so hard to clean. Not every vacuum is up to the job.
- Use the given images to explain the different types of equipment



## Ask

- What are the various types of vacuum cleaners for carpet cleaning?

### 2.2.4 How to Dry Carpet after Cleaning

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Leaving the carpet wet after cleaning or water leakage could ruin your carpet and flooring.
- The carpet might look OK on the surface, but you will find the problem when looking at the padding. When the area between the padding and the floor stays damp, it creates a perfect environment for mould and mildew to grow.
- It only takes 24 to 48 hours for a mould infestation to develop in this small area. It is hard to eliminate the such infestation, especially if it attacks a big space.

#### Elaborate

Methods to ensure that your carpet is completely dry. Here are a couple of practical ways to dry out your carpet successfully

- Leave windows open
- Turn on ceiling fans
- Wet or dry vacuum
- Weather conditions
- Available space to spread carpet for drying

#### Ask

What is the most effective method for drying a washed carpet?

## 2.2.5 Various Types of Stains

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Do

- Start the class by showing slides on PPT related to various types of stains.
- Ask them to identify the stains.

### Explain

Stains may be classified into different groups, and a single stain may fall into more than one class

- Animal stains – These are caused by animal products such as blood, eggs, milk, meat etc.
- Vegetable stains – These are caused by plant products, like tea, coffee, juice, tomato, gravy etc.
- Grease- These stains are from grease or some pigmented matter with a grease base. This class includes stains such as butter, curry, oil paint, varnish etc.
- Mineral stains are caused by writing ink, medicines, rust, etc.
- Acidic stains include stains from vinegar, medicines containing nitric acid and so on.
- Natural dyes- This class includes stains from henna, betel leaf, tobacco chocolates etc.
- Oil stain, varnish stain, water-based stain, gel stain, blotching, lacquer stain, water soluble dye stain, metal complex dye stain

### Notes for Facilitation

#### Some common stains and removal methods

1. Ballpoint-ink- Rub lightly with a cotton ball soaked in spirit. An old ballpoint ink may be soaked in glycerin to soften it and then treated.
2. Betel leaf- Bleach with 1% potassium permanganate (the fabrics turn brown). Then soak it in 1% of oxalic acid and dissolve it in water (it the brown colour disappears). Launder.
3. Blood- Soak in cold water for about an hour, then transfer to lukewarm water containing detergent, soak for 30 minutes, then launder.
4. Candle wax- Scrap off the surface with a blunt knife; place the stains within two sheets of tissue paper or blotting paper and press it with a warm iron.
5. Chewing gum- Remove the surface gum with a blunt knife; apply ice to the stains, allows to soak in cold water, then launder.
6. Chocolate/cocoa- Same treatment as blood.
7. Tea coffee - Pour boiling water over the stain, apply borax solution and allow them to dry. Pour boiling water over it and then launder.

8. Curry stains – Apply soap and then bleach in sunlight. If the stain has not disappeared, wet it and put it back in the sunlight again.
9. Egg- Soak in detergent water and warm salt solution. Then launder.
10. Fruit/ Fruit juices- Soak in warm borax solution, then launder.
11. Ghee/ oil- Rub french chalk on the stain, then brush off
12. Henna- Soak in warm milk for half an hour, then launder.
13. Ice-cream milk- Rinse through with cold water, then launder.
14. Lipsck – Soften the stain by rubbing glycerin into it. Apply methylated spirit and then launder
15. Shoe- polish- Sponge with liquid detergent. Steep the stain in Carbon tetrachloride wash in cold water

## Summarize



- Five elements for carpet care
- Different types of carpet cleaning
- Different types of vacuum cleaners for carpet
- Types of stains

## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** The person who cleans the guest rooms.

- (A). Laundry supervisor
- (B). laundry department staff
- (C). Assistant housekeeper
- (D). Guest service associate**

**Question 2.** High-performance hot water extraction should be done at which frequency if a hotel's traffic level is heavy?

- (A). Annually
- (B). Twice a year
- (C). Quarterly**
- (D). Minimum Monthly /Weekly

**Question 3.** Which of the following manages the inspectors and the room attendants?

- (A). Assistant housekeeper**
- (B). Laundry supervisors
- (C). Sorters should
- (D). Room Attendant

**Question 4.** Which department is responsible for protecting guests from infections and illness, the largest staff in the hotel, and Major function (keeping clean - sanitary - and attractive)?

- (A). Housekeeping department**
- (B). Room Attendant
- (C). Consumables
- (D). Laundry supervisors

**Question 5.** Which among the options is not a carpet type?

- (A). Wool
- (B). Nylon
- (C). Polyester
- (D). Wood**

**Question 6.** Which among the options is not a carpet style?

- (A). Cut Pile
- (B). Loop Pile
- (C). Cut-Loop Pile
- (D). Pile**

**Question 7.** Mops are of two types:

- (A). Wet and dry**
- (B). Red and white
- (C). Yellow and green
- (D). Black and White

**Question 8.** Pick the correct statement(s)

- I. Scrubbing can be done either with a scrubbing brush or with a scrubbing pad (black) that is attached to the disc that cuts the soil.
- II. Stripping can be done with a wire brush.

- (A). Both statements are correct**
- (B). Both are Wrong
- (C). Statement I is correct, and II is wrong
- (D). Statement I is Wrong, and ii is correct

**Question 9.** Equipment which helps in the cleaning process by directly using the manual energy of the employees is -----.

- (A). manual Equipment**
- (B). so bris tle brooms
- (C). automac Equipment
- (D). robot

**Question 10.** Which type of vacuum cleaners are used to groom the long carpet piles?

- (A). Carpet Pile lifters**
- (B). Wet-and-dry vacuum cleaners
- (C). Centralized vacuum cleaners
- (D). Upright vacuum cleaners

## Notes

**Scan the QR Codes to Watch the related Videos**



## Types of vacuum cleaners



## Cleaning equipments



## Manual Cleaning Equipment

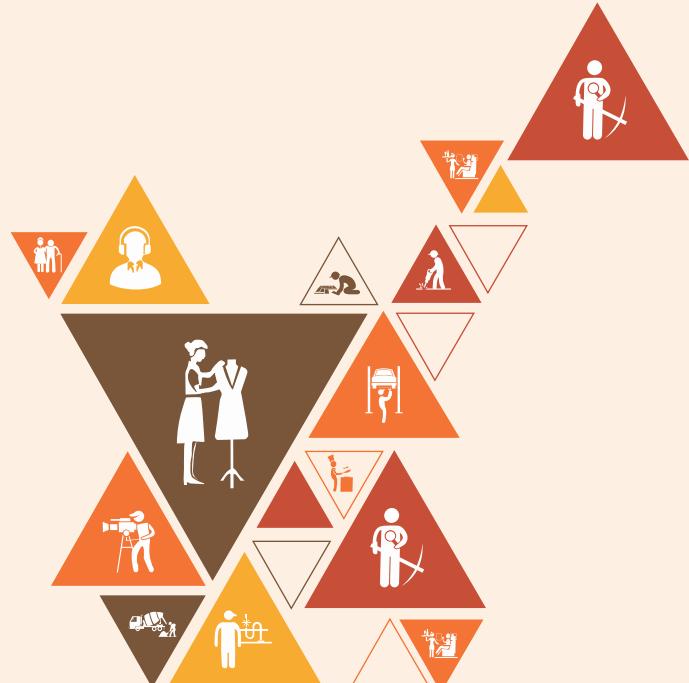




### 3. Perform Post-Cleaning Activities

Unit 3.1 – Various chemicals and solutions, like moth repellent, colour protective, stain preventive solution, etc.

## Unit 3.2 – Performing Tasks to clean tools and equipment



## THC/N0240

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Identify the standard arrangement of the furniture in the room
2. Discuss the importance of cleanliness and maintenance of the upholstery/carpet
3. Explain the importance of using various chemicals, like moth repellent/stain preventive solutions, deodorizers, colour protective solutions, etc
4. Describe the basic repairing technique of carpet and upholstery
5. Discuss the importance of maintaining the tools and equipment

## Unit 3.1: Various Chemicals and Solutions, Like Moth Repellent, Colour Protective, Stain Preventive Solutions

### Unit Objectives

At the end of this module, the participant will be able to:

1. Identify the standard arrangement of the furniture in the room
2. Discuss the importance of cleanliness and maintenance of the upholstery/carpet
3. Explain the importance of using various chemicals, like moth repellent/stain preventive solutions, deodorizers, colour protective solutions, etc.

### 3.1.1 Chemicals and Solutions, like Moth Repellent, Colour Protective, Stain Preventive Solutions

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Say

- We all know that sinking feeling when you splash tomato sauce or curry on your favourite top or a clumsy friend splashes red wine on your carpet.
- Today we are going to understand the importance of maintenance
- How many times deep cleaning takes place in your house? Like on festivals, some special events at home may be.

### Elaborate

- Cleaning solutions
- Removal procedure and identification of stains
- General rules of stain removal
- Guidelines for the elimination of unknown stains
- Physical and Chemical stain removal method

### Notes for Facilitation

Use Fig 3.1.1 Stain and cleaning agent in the participant handbook to explain the various cleaning agents and Classifications of Stain Removers

## Ask



- Which stains are tough to remove?

## Team Activity



- Divide the class into small groups
- Distribute stained cloth pieces and chart papers to the participants
- Ask them to study, identify and prepare a stain removal procedure on a chart paper.
- Let them give the presentation.

## 3.1.2: Arranging Furniture Rules

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say



- Have you ever felt that you are not feeling good about the furniture arrangement in your living room?
- Perhaps it's the sofa not kept properly, the coffee table that's out of reach, or maybe the placement or size of the area rug that's supposed to bring everything together.
- But even after you finally put your finger on what's wrong, you don't know how to switch things up. Rearranging furniture can be intimidating if you don't know where to start.

## Elaborate



### Find the focal point

- Avoid pushing furniture up against walls
- Establish conversation hubs
- When arranging furniture, strive for balance
- Think about traffic flow
- Use rugs of the correct size
- Place a coffee table
- Place tables at a safe distance

### Some common furniture arrangement mistakes

- Too much seang – Lot of furniture pieces for seang
- Wallflower syndrome – Pushing every item towards the wall
- Frustrating flow – Very poor flow path. No space to move freely

- Eyeline eyesores - Keeping the view across a room and out the windows clear improves the sense of space, so think low in the centre of a space and high around the perimeter.

## Activity

- Show pictures of some furniture arrangements in the living room or the layout of the classroom students are seen in
- Ask participants to find mistakes or think about a better layout.

## Notes for Facilitation

- Use Fig 3.1.2 Isometric view of a well-arranged guest room's furniture in the participant handbook to explain furniture arrangement rules

### 3.1.3 Repairing Damaged Carpet

## Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say

- Carpets are delicate things and tend to tear because of the traffic of people, dragging suitcases etc.
- Footwear like pencil heels can damage carpets in hotels.

## Ask

- Do you know how to stitch a patch on torn clothes?

## Elaborate

- Assess the Damaged Carpet.
- Find the Donor Carpet.
- Mark the Damaged Section.
- Cut Out the Damaged Section.
- Obtain the Donor Carpet.
- Decide on Nap Direction and Test Donor Piece
- Apply the Carpet Tape

- Place Patch Down and Blend

### 3.1.4 Repairing Damaged Upholstery – Patching, Stitching, Stain Removal.

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Carpets are delicate things and tend to tear because of the traffic of people, dragging suitcases etc.
- Footwear like pencil heels can damage carpets in hotels.

#### Ask

- Do you know how to stitch a patch on torn clothes?

#### Elaborate

- Stitching patches, removing damaged or stained portion
- Measure the damaged area of the carpeting. Use the tape measure to identify the patch size that will be extracted from the surrounding carpet. This will make it easier to cut a replacement patch to size.
- Tape off the area to be removed. Use duct tape to outline a square section to be removed. Check the position of the tape with the measurements taken previously to ensure the inside edge matches those dimensions.
- Remove the damaged section of the carpeting. Use a utility knife or a carpet-cutter tool to gently cut along the inside edge of the duct tape. Apply enough pressure to cut through the surface of the carpet and the backing but not enough to damage the underlying layer of padding. Once the section is completely cut, lift it off the carpet surface.
- Measure and cut the replacement patch. Turn a carpet remnant face down and measure a patch for the carpeting, using the measurements obtained earlier as a guideline. Mark the patch lines with the pencil, and then use a utility knife or carpet cutter to cut out the patch.
- Prepare the carpeting to receive the patch. Neutralize the disk temporarily by putting a small amount of water on it. Lift the edges of the carpeting around the hole and slide the adhesive disk underneath, with the adhesive side facing upward.
- Move the carpet patch into position. Groom away any loose carpet fibres from the edge of the hole. Check the fit before applying any glue. Then, put a thin layer of carpet glue along the edges of the adhesive disk. Place the patch into the hole, taking care to make sure the fit is

snug and even. Press lightly to allow the backing on the patch to come into contact with the underlying tape and adhere properly.

- Smooth the pile of carpeting to hide the seams of the patch. Depending on the pile type, this may be accomplished by brushing the fingers around the patch's perimeter or using a carpet brush to train the pile on the patch to move in the same direction as the rest of the carpet pile.

## Notes for facilitation



- Collect videos on repairing the damaged carpet.
- Share with participants.

## Summarize



- Chemicals and solutions, like moth repellent, colour protective, and stain preventive solutions.
- Cleaning of hotel carpets.
- Repairing damaged carpets
- Repairing damaged upholstery

## Notes



## Unit 3.2: Perform Tasks To Clean Tools and Equipment and Do the Necessary Repair Post-Cleaning

### Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss performing tasks to clean tools and equipment and do the necessary repairs post-cleaning

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Say

- Cleaning of cleaning tools and equipment is more important because they ensure the cleaning of surfaces
- If you do not understand the purpose of cleaning, you cannot achieve it
- What do you expect in cleaning when it is your room?

### Explain

- Performing the maintenance required to ensure good product quality and the equipment's maximum usable life
- Maintaining thorough records of every equipment's maintenance
- Compiling me and information about the completed service
- Recording the inspection's findings, including any flaws or repairs found
- Recording all actions taken and keeping a database of certification documents
- Keeping the property up to date with technical requirements
- For the necessary service specifications and information on the things to be serviced, the GSA (Housekeeping) must consult service methods, processes, or manuals
- Planning and carrying out routine maintenance following industry standards, including lubrication, cleaning, and calibration
- Arranging and coordinating the provision of services by internal or external service groups, such as facility services, maintenance, and modifications
- Explain performing tasks to clean tools and equipment and do the necessary repairs post-cleaning.

### Elaborate

Describe the use and care of vacuum cleaners

## Elaborate

1. The ps & tri cks for clean hotel rooms.
2. Discuss the advantages of cleaning equipment:
  - The cleaning equipment is advantageous in multiple ways –
  - Equally effective for general as well as tougher cleaning tasks.
  - High cleaning capability.
  - Reduce work fatigue and increase productivity.
  - Save the time of the hotel housekeeping staff.
  - High manoeuvrability. They can reach any corner or height of the room; otherwise difficult to reach.
  - Eco-friendly, widely available, and easy to operate.
  - They protect from injuries while cleaning when handled using proper instructions.

## Summarize

- Performing tasks to clean tools and equipment and do the necessary repairs post-cleaning.
- Use and care of vacuum cleaners.
- Tips & tricks for clean hotel rooms.

## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** To prepare pre-soak solution, mix 1 teaspoon enzyme pre-soak (Axion, Biz, etc.) with how much warm water?

- (A). 1 cup
- (B). 2 cups
- (C). A bucket
- (D). 2 buckets

**Question 2.** Which among the options are the advantages of cleaning the equipment?

- (A). Reduce work fatigue and increase productivity.
- (B). Save the time of hotel housekeeping staff.
- (C). Eco-friendly, widely available, and easy to operate
- (D). All of the above**

**Question 3.** Which among the given options indicates proper cleaning and storage of equipments?

- (E). To be stored under lock & key
- (F). Electrical equipment should be kept in a dry place.
- (G). Broom's mops to be clean well.
- (H). All of the above**

**Question 4.** Step ladders are used for cleaning which of the following surfaces.

- (A). Upper**
- (B). Lower
- (C). Wet
- (D). Dry

**Question 5.** Kerosene and turpentine come under which category of stain removers?

- (A). Petroleum based**
- (B). Hydrocarbon
- (C). Acids
- (D). Alkalies

**Question 6.** Which of the following does not come under the upkeep of equipment?

- (A). Calibration
- (B). Servicing
- (C). Lubrication
- (D). Replacement of the equipment**

**True false type questions**

**Question 7.** Cleaning equipment will render maximum efficiency when they are maintained well.

- (A). True
- (B). False

**Question 8.** For the necessary service specifications and information on the things to be serviced, the GSA (Housekeeping) must consult service methods, processes, or manuals.

- (A). True
- (B). False

**Question 9.** The most effective way to prevent an infestation and inhibit growth is to clean textile furnishings. Spills should be removed immediately.

- (A). True
- (B). False

**Question 10.** Before cleaning the carpet, the furniture and objects in the area to be washed should be removed.

- (A). True
- (B). False

## Notes



**Scan the QR Codes to Watch the related Videos**



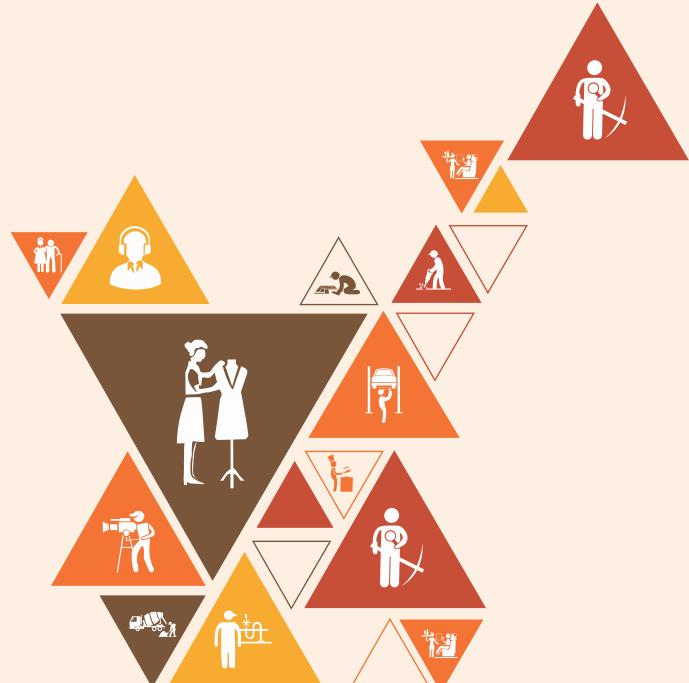
## Care and Maintenance of Cleaning Equipment





## 4. Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces

## Unit 4.1 – Cleaning agents, equipment and stains removal



## THC/N0241

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Elaborate on various types of surfaces, and appropriate polishing equipment, along with the cleaning agents required for each surface
2. Explain the importance of inspecting the surface after cleaning and polishing
3. Describe specific methods to clean the surface according to the types of stains
4. Elaborate on the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains
5. Describe the manual and mechanical procedure of polishing various surfaces
6. Explain the importance of using sealant and mopping the area after polishing

## Unit 4.1: Cleaning Agents, Equipment and Stains Removal

### Unit Objectives



At the end of this module, the participant will be able to:

1. Explain various types of surfaces and appropriate polishing equipment, along with the cleaning agents required for each surface
2. Describe the importance of inspecting the surface after cleaning and polishing
3. Discuss the specific methods to clean the surface according to the types of stains
4. Explain the importance of using sealant and mopping the area after polishing
5. Explain the cleaning procedures for different surfaces for both soft and stubborn stains
6. Explain the manual and mechanical procedure of polishing various surfaces

### 4.1.1 Care and Cleaning of Different Surfaces

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Say



- It is very important to understand different procedures for cleaning and to repair and adapt them correctly.
- Equipment's life depends on maintenance and handling, so one must always be careful.

### Notes for Facilitation



- Collect information from hotels and use the internet on various equipment maintenance procedures.
- Prepare a presentation on each procedure for cleaning various surfaces.

### Explain



- Explain selecting appropriate cleaning agents and equipment for cleaning activities.
- The Cleaning Terminology used in Housekeeping.
- The Manual Cleaning procedures for equipment.
- Explain the Electric Cleaning Equipment.

#### 4.1.1.1 Silver Cleaning Methods

##### Elaborate

- **Methods to clean metals and alloys –**

- ✓ Using aluminium foil, baking soda and salt
- ✓ Cleaning silver using baking soda, borax, toothpaste and alcohol
- ✓ Cleaning of steel, copper and brass
- ✓ Polishing metal items

**Method -1 - Cleaning silver using aluminium foil, baking soda, and salt with the help of the following in the participant handbook:**

- Fig 4.1.1 Silver Cleaning M1-Step -1
- Fig 4.1.2 Silver Cleaning M1-Step -2
- Fig 4.1.3 Silver Cleaning M1-Step -3

**Method -2 - Cleaning silver using baking soda or borax with the help of the following in the participant handbook:**

- Fig 4.1.4 Silver Cleaning M2-Step -1
- Fig 4.1.5 Silver Cleaning M2-Step -2
- Fig 4.1.6 Silver Cleaning M2-Step -3

**Method -3 - Cleaning silver using toothpaste or baking soda paste with the help of the following in the participant handbook:**

- Fig 4.1.7 Silver Cleaning M3-Step -1
- Fig 4.1.8 Silver Cleaning M3-Step -2
- Fig 4.1.9 Silver Cleaning M3-Step -3

**Method -4 - Cleaning silver using rubbing alcohol with the help of the following in the participant handbook:**

- Fig 4.1.10 Silver Cleaning M4-Step -1
- Fig 4.1.11 Silver Cleaning M4-Step -2
- Fig 4.1.12 Silver Cleaning M4-Step -3

### 4.1.1.2 Steps to Clean Glass

#### Explain



- How to Clean glasses by hand.  
Fill your kitchen sink approximately one-third to halfway with warm water and add a few drops of dishwashing liquid. Using a clean sponge, gently wash your glasses inside and out. Rinse thoroughly
- Materials and tools required to clean glass surface and glass furniture with the help of Fig 4.1.13 Tools & material for glass surface cleaning in the participant handbook



**STEP 1:** Dust off any loose dust, debris and other dirt using feather duster.



**STEP 2:** Spray the glass cleaner on the glass surface.



**STEP 3:** Wipe the surface with a soft, lint-free cloth or sponge wipes.

### 4.1.1.3 Steps to Clean Plastics

#### Say



- Plastics have great strength, poor absorbency, and are easy to clean and dry. All kinds of plastic are easy to clean and maintain.

#### Explain



The Materials and tools required to clean plastic surface and furniture Fig 4.1.14 Tools & material for plastic surface cleaning and Table 4.1.1 Tools & material for plastic surface cleaning in the participant handbook



**STEP 1:** Dust off any loose dust, debris and other dirt using a dusting brush.



**STEP 2:** Mix the cleaning agent to a bucket of clean water.



**STEP 3:** Dip the soft nylon brush or sponge into the solution and scrub the surface.



**STEP 4:** For heavy stains, let the solution sit for a while and scrub again.



**STEP 5:** Rinse the furniture with lots of water.



**STEP 6:** Wipe dry with a soft, lint-free cloth and let it to air dry.

#### 4.1.1.4 Steps to Clean Ceramics

##### Say

Ceramics are made from sand and clay. Different proportions and types of clay are mixed with other ingredients to produce different kinds of ceramics of the required quality for floor and wall tiles, drain pipes, washbasins, sinks, lavatory pans, vases, cooking utensils and teacups and saucers.

##### Explain



- Materials and tools required to clean ceramic surface with the help of Fig 4.1.15 Tools & material for ceramic surface cleaning



**STEP-1:** Sweep or vacuum the floor, making sure to reach into the corners, where dirt tends to accumulate the most. A microfiber duster is efficient at removing dust and hair from surfaces.

**STEP-2:** Mix the Cleaner with warm water, and then soak a rag or chamois mop in the solution. Do not use a sponge mop. Instead, remove as much excess water as possible using the hands or a towel so that it is

**STEP-3:** Move the mop across the floor in even and gentle strokes. Use a pattern to guide the movements as one moves through the room to ensure that not a single square inch of the floor is missed.



**STEP-4:** The water will naturally become cloudier as it is rinsed out with the mop or rag, so it is essential to change it consistently. To prevent a cloudy film of grime from being left behind on the floor, regularly empty the dirty water and refill it. If it is finished and haze is observed, make a solution of white vinegar and hot water, and use a damp rag to run it over the film to remove it.

**STEP-5:** Cleaning the grout, one can use a cleaner designed specifically for cleaning grout. One can also make a bleach solution and use that (using gloves, so he/she does not get bleach on his/her bare hands). After allowing it to sit for a few minutes, it should be rinsed thoroughly.

**STEP-6:** After mopping the floor, immediately dry it with a clean cloth if the floor tends to get water spots on it. This should be done immediately after mopping the floor.

### 4.1.1.5 Steps to Clean Wooden Surface and Furniture

#### Say

Wood is obtained from trees obtained from nature. It is hard, compact fibrous and porous. Wood has a varying degree of hardness with multiple uses, varied colours, and grain patterns. Wood is porous and tends to absorb water and dust. It is also prone to fungal attacks and pest infestations. Cleaning of wooden surfaces and furniture – Avoid water.

#### Explain

- Materials and tools required to clean wooden surfaces and furniture with the help of Fig 4.1.16 Tools & material for wooden surface cleaning in the participant handbook.



**STEP 1:** Dust off any loose dust, debris and other dirt using a dusting brush.



**STEP 2:** Mix the cleaning agent to a bucket of clean water.



**STEP 3:** Dip the soft nylon brush or sponge into the solution and scrub the surface.



**STEP 4:** For heavy stains, let the solution sit for a while and scrub again.



**STEP 5:** Rinse the furniture with lots of water.



**STEP 6:** Wipe dry with a soft lint-free cloth and let it to air dry.

#### 4.1.1.6 Steps to Clean Stone Surfaces

##### Say



Stone surfaces Used commonly as flooring in commercial as well as non-commercial establishment. The frequently used stones are marble, granite, slate, sandstone quartzite. Stone may also be used as an external wall surface, tabletops, counter-tops, furniture and decorative items.

##### Explain



- Materials and tools required to clean with the help of Fig 4.1.17 Tools & material for stone surface cleaning in the participant handbook



**STEP 1:** Remove Loose Surface Soil - Grit and dirt can scrape and dull vinyl's surface - daily grit removal with vacuum, dust mop, or broom. Avoid using the beater bar when vacuuming, which can harm vinyl floors.



**STEP 2:** Mix a Cleaning Solution - Warm water and dishwashing soap in a bucket or deep utility sink. Choose a degreaser-containing detergent like Dawn for kitchens. Too much suds adds work..



**STEP 3:** Mop Away the Dirt - Wring out the cleaning solution-soaked mop. Start in one corner, leaving an escape. Rinse and wring the mop as dirt accumulates.



**STEP 4:** Tackle Tough Stains - To erase food stains, add baking soda and water to make a paste (two tablespoons of baking soda and one teaspoon of water). Apply the paste on stains, then scrub with a microfiber cloth.



**STEP 5:** Decide Whether or Not to Rinse - If too much soap is not used and the floor is not too unclean, mopping is plenty. However, if the floor feels sticky, add a rinse of water and vinegar. Then, the floor will be spotless.



**STEP 6:** Allow the Floor to Air-Dry - Avoid the floor until it is dry. If time is limited, use a fan to accelerate drying.



**STEP 1:** Sweep the le. Begin the process of cleaning by sweeping the le. Sweeping is essential because it removes small particles, such as sand that can cause damage to the floor.



**STEP 2:** Use a mop with dish soap. The simplest method is using a mop and dish soap to clean the le. Instead of a harsh and acidic cleaner, use a few tablespoons (30-45 ml) of pH-neutral dish soap.



**STEP 3:** Rinse the floor. Make sure to rinse the surface thoroughly. There should be no detergent remaining. Fill the pail with hot water. Rinse the floor with the mop.



**STEP 4:** Dry with a towel. Hand-drying the floor is preferable to air-drying because air-drying can cause water spots. Instead, grab a clean towel and manually dry the floor. It takes more time but yields the best results for the floor.



**STEP 5:** Give the floor a shine. Complete the cleaning by adding shine to the floor. There are many ways to accomplish this. This is easily accomplished with a few tablespoons (30-45 ml) of salt. Use the salt with a damp cloth and rub until the fabric is soft and dry.

**Note:** Do not drag furniture when repositioning it for floor cleaning. Instead, request assistance lifting and moving the object. Rinsing the floor helps to remove sand and debris as well. If too much wax is used, the floor may become yellow-coloured. Scrub with water and neutral soap to remove excess wax, or use a wax remover.

#### 4.1.1.7 Steps to clean vinyl surfaces

##### Elaborate



- These are made from PVC, other synthetic resins, inert fillers, and pigments.
- Materials and tools required to clean vinyl surface with the help of Fig 4.1.18 Tools & material for vinyl surface cleaning in the participant handbook

#### 4.1.1.8 Steps to Clean Rubber Surfaces

##### Elaborate



- This is a natural/synthetic substance having properties of elasticity, water repellent and electrical resistance.
- Materials and tools required to clean rubber surfaces with the help of Fig 4.1.19 Tools & material for rubber surface cleaning in the participant handbook



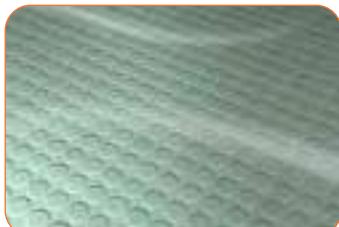
**STEP 1:** Vacuum the floor thoroughly. To begin cleaning, vacuum the rubber floor thoroughly to remove all grit and dirt. Work from one side of the area to the other so that any spots are not missed. Dirt can cause rubber floors to wear unevenly and lose their shine.



**STEP 2:** Combine soap and water to make a cleaner. Add 1/4 cups (60 ml) of mild dish soap, warm water should be poured into a bucket. Avoid the temptation to use more soap because doing so could leave a filmy residue on the floor. Instead, the suggested amount of soap is diluted enough to remove dirt without leaving a film.



**STEP 3:** Use mild dish soap and warm water to mop. Start at the area furthest from the door and work toward the exit as it can be mopped the floor with soapy water. Periodically wring the mop. It is possible to leave the floor without stepping on the freshly mopped floor.



**STEP 4:** Let the area dry naturally. The freshly cleaned rubber floor does not need to be towelled. Instead, allow it to air dry. For example, open a window if the rubber floor is located in a space with poor ventilation to help the freshly mopped floor dry more quickly.



**STEP 5:** For general cleaning, stay away from harsh cleaners. Some acids and solvents can erode or soften rubber flooring if used frequently. Although rubber can withstand normal wear and tear, using harsh chemicals for regular cleaning can cause the rubber to crack and deteriorate. Whenever possible, use plain soap and water instead.



**STEP 6:** Within 72 hours of installation, rubber flooring should not be cleaned. The softest rubber flooring is found right after installation. Over time, it cures, hardening and strengthening. Most manufacturers advise against cleaning it for the first 72 hours following installation. An earlier attempt might result in the floor being permanently damaged.

## Notes for Facilitation



Download videos from the internet and show participants using the projector.

### 4.1.2 Terminology Used in Housekeeping

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- Understanding terminology used commonly in housekeeping is a must for every employee

#### Explain



1. Contingency plan- Planning done for uncertain events.
2. Lounge- A place in a hotel where a guest can sit back or relax. It is in a public area furnished for relaxation.
3. Damp -dusting -The method of cleaning where the items are to be cleaned or wiped with a damp cloth.
4. Bridge the bed-Joining of two beds.
5. Crinkle sheet-Discreet woven sheets to cover and protect the blanket.
6. Nappery- Table linen.
7. Roll out- Removal of extra beds from the rooms when the guest checks out.
8. Jonny mop-Toilet brush used for cleaning of w.c.
9. Pallet- Thin-weight mattress
10. Amenity- A service or item offered to a guest or placed in a guest's room at no extra cost.
11. Back of the house- The functional area of hotels in which guests are not allowed to go.
12. Back to back- Describe a heavy rate check out and check-in on the same date so that as soon as the room is made up.
13. Turn down service- A special service provided by the housekeeping department in which a room attendant enters the guest room in the evening to make the night bed to replenish any necessary items.
14. Hand-caddy –A portable container for storing and transporting cleaning supplies carried in a room through a maid cart.
15. Lobby- Area provided near the reception as a common meeting place for all the guests.
16. Hopper-Strong metal container for disposing of garbage.
17. Sani-bin – Metal bin with lid kept in wash room for the throwing of disposed of toilet rolls.
18. Team cleaning-Group of housekeeping staff working together in order to achieve the same goals
19. Wardrobe- A tall cabinet or closet for keeping clothes.

20. Candle-wick- A soft cotton thread which makes the candle burn.
21. Pilferage- The crime of taking someone's property without permission.
22. Crease- A line made on linen by folding or pressing.
23. Frequency schedule- A schedule which indicates how often an area in a hotel has to be cleaned.
24. Accommodation checklist- List to help the housekeeping staff check all the items inside the room.
25. Bath linen- It includes a bath towel, hand towels, face towels etc.
26. Cleaning supplies- Cleaning agents and small cleaning supplies for cleaning of guest room
27. Water closet- Sanitary fittings consist of toilet bowl and cistern...
28. Room status report- A report that allows the housekeeping department to say the present status of the room.
29. Routine maintenance- Activities related to the general upkeep of a property.
30. R.D.M.- Room division manager. A person who heads the department responsible for the location of guest rooms, including front office and housekeeping.

### 4.1.3 So and Stubborn Stain Removal from Surfaces

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Ask

- Do you remember any stubborn stains you had on your clothes during childhood?

#### Explain

##### General rules for removing stains

- The physical method uses friction with hands, and the chemical method uses a chemical solution.
- Physical method (Absorption of water-based stains)
  - First, wash the cloth with the brush.
  - Put the stain on a blotting paper upside down.
  - Rub stain remover on the back side.
  - Rubbing should be from inside towards outside
  - The blotting paper absorbs the stain.
- Friction removal of water staining
  - This involves scraping, brushing, rubbing or scrubbing to remove dried-on stains
  - Gently rubbing is important to prevent damage to cloth

- If this does not remove, the chemical method can be tried
- Chemical method
  - Acetic acid, alcohol, acetone, ammonia, and oxalic acid are certain stain-removing chemicals which can be used easily.
  - Prepare a cleaning solution of the respective choice
  - Pour a small amount over the stain
  - Allow reacting with the stain
  - Using a scraper cloth, gently work on the stain
  - Finish and wash

## Demonstration

- Demonstrate stain-removing methods in a practical room
- Let students try stain removal using both methods after they observe the demonstration.

### 4.1.4 Floor Cleaning and Maintenance Methods

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Floor cleaning is a routine activity for any place.
- Every place has its schedule and method.
- Let us see some common floor cleaning methods

#### Explain

- Mopping
- Scrubbing
- Burnishing
- Buffing

#### Do

- Show videos of all floor cleaning methods.
- Let students compare them and discuss them.

#### 4.1.6 Floor Polishing Procedures

##### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

##### Say



- Shiny floors always add a touch of class to the room.

##### Elaborate



- Wooden floor
- Marble floor
- Concrete floor
- Laminate

##### Ask



- After learning about floor polishing which floor looks easy to polish?

#### 4.1.6 Specific Methods to Remove Stains from Different Surfaces

##### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

##### Say



- Sometimes certain stains are difficult to remove, and specific methods must be followed.
- Any commercial hotel insists on acquiring special techniques to remove stains.

**Elaborate** 

- Collect the required equipment, like a soft cloth, soft-bristled broom, duster pan etc., before starting the stain removal process.

#### 4.1.7.1 Stain Removal Steps for Wooden Flooring

**Elaborate** 

The following steps-

- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.
- Step 2.** Dilute the cleaning agent in a bucket of clean water.
- Step 3.** Dip the mop in the cleaning solution and wring it completely
- Step 4.** Mop the floor in the direction of wood grains
- Step 5.** Dip a soft cloth in the cleaning solution and rub it over the stains to clean them.
- Step 6.** Wring the mop dry and rub it over the wet floor to remove excess liquid.
- Step 7.** Clean the mop in the bucket with plain water, wring it completely and wipe the floor with it.
- Step 8.** Buff the floor dry with a microfiber mop or cloth
- Step 9.** Water, wring it completely and wipe the floor with it. Buff the floor dry with a microfiber mop or cloth

#### Notes for Facilitation

- Ask the candidates to reiterate the steps elaborated on above

#### 4.1.7.2 Stain Removal Steps for Marble, Concrete, Vinyl or Tiled Flooring

**Elaborate** 

- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc.
- Step 2.** Use 20ml cleaning agent in one litre of water
- Step 3.** Dip the mop in the cleaning solution, wring it and mop the floor
- Step 4.** Pour cleaning solution over stains and scrub with a nylon soft hand brush
- Step 5.** Wring the mop dry, rub it over the wet floor to soak excess liquid off
- Step 6.** Clean the mop in the bucket with plain water and rinse the floor with it
- Step 7.** Repeat mopping with clean water until the residue of the cleaning solution goes away
- Step 8.** Buff the floor dry with lint-free cloth or microfiber mop

#### Notes for Facilitation

- Ask the candidates to reiterate the steps elaborated on above

### 4.1.7.3 Stain removal Steps for Glass Flooring

#### Elaborate



- Step 1.** Sweep the floor with a soft-bristled broom. Pick up loose litter, i.e. hair, etc
- Step 2.** Use 10ml cleaning agent in one litre of water
- Step 3.** Moisten the sponge pad or sponge mop with the cleaning solution and scrub over the glass floor gently
- Step 4.** Use the floor squeegee or sponge wipes/mop to the cleaning solution away
- Step 5.** If needed, spray the glass cleaner on a sponge and rub gently on stains.
- Step 6.** Clean the sponge in plain water, and rinse the floor with it
- Step 7.** Wipe it dry with sponge wipes or floor sponge mop
- Step 8.** Use a microfiber mop or cloth to remove any remaining water or residue

#### Notes for Facilitation



- Ask the candidates to reiterate the steps elaborated on above

### 4.1.7.4 Stain Removal from Carpeted Floor

#### Steps



- Step 1.** Pick up loose litter, i.e. hair, etc.
- Step 2.** Sweep the carpet with a stiff brush to remove the dirt.
- Step 3.** Pick all dirt using a soft-bristled broom and dustpan and dispose of it properly.
- Step 4.** For stains, the chemical is first sprayed directly on the spot, then on the cloth to blot the surface
- Step 5.** After 5 to 10 minutes of rest, scrub the surface with the help of the carpet brush
- Step 6.** Once the stain is removed, sponge it with plain water and allow it to air dry completely

#### Notes for Facilitation



- Ask the candidates to reiterate the steps elaborated on above

### 4.1.8 Procedure to Prepare Various Cleaning Solutions

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- It is always cheaper to prepare your cleaning solutions.

## Elaborate



- Deodoriser and cleanser for kitchen – A solution of warm water and baking soda cleans everything in the kitchen, including steel surfaces shining. Use a damp cloth and gently rub it to clean and shine. Baking soda helps remove bad odours from the sink.
- Make your glass cleaner – Two cups of water, one cup of white vinegar and rubbing alcohol, and 2-3 drops of orange essential oil can make a good cleaning solution for windows and mirrors. Use a spray bottle for cleaning. Alcohol evaporates quickly, thus not leaving white streaks on the surface and leaving the surface shining and gleaming.
- Natural hard scrub – Lemon dipped in borax makes a good scrub to clean sinks and bathtubs etc.
- Last-ditch clothing stain removal and natural marble cleaner are a few more homemade cleansers used by the housekeeping department.

## Demonstration



- Demonstrate the cleaning procedures for some selected items.
- Ask students to bring one item from home to clean and guide them in cleaning

## Summarize



- Selecting appropriate cleaning agents and equipment for cleaning activities.
- Cleaning terminology used in housekeeping.
- Manual & electric cleaning equipment.

## Exercise

Select the best option from the given alternatives (MCQs)

**Question 1.** Identify the method: In this method, a silver dip solution, a specially compounded liquid chemical mixture, is used.

- (A). Polvit**
- (B). Silver Dip
- (C). Proprietary Preparation
- (D). Burnishing

**Question 2.** Copper is cleaned by washing the object in warm water with which of the following?

- (E). Detergent**
- (F). Salt
- (G). Grease
- (H). Milk

**Question 3.** Which among the given options are the disadvantages of plastics?

- (A). Plastic is light in weight
- (B). They are non-biodegradable**
- (C). Plastics tend to discolour and crack
- (D). They are combustible, producing toxic flames

**Question 4.** Which is not a type of ceramic?

- (E). Earthenware
- (F). Glazed Earthenware
- (G). Stoneware
- (H). Wood**

**Question 5.** Where are these terminologies used: Abrasives, Acids, and Dilution?

- (A). Housekeeping**
- (B). Front Office
- (C). Pantry
- (D). Home

**Question 6.** Which is not electric cleaning equipment?

- (A). Vacuum cleaner
- (B). Broom
- (C). Box sweeper**
- (D). Polishing machine

**Question 7.** Which of the following is used to remove mineral deposits that dull, scale and discolour surfaces?

- (A). Delimers**
- (B). Deodorizers
- (C). Disinfectants
- (D). Detergents

**True-false type questions**

**Question 1.** Cleaning chemicals are often available in liquids, blocks, and powders.

- (A). True**
- (B). False

**Question 2.** Laundry cleaners are liquid concentrates with a variable amount of peroxide that removes tough stains, bleaches the linen, and enhances its whiteness.

- (A). True**
- (B). False

**Question 3.** Most metal surfaces get tarnished, scratched or rusted unless treated or protected. This is because most metals are plated with precious metals, usually silver.

- (A). True**
- (B). False

# Notes

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## Cleaning of Different Surfaces

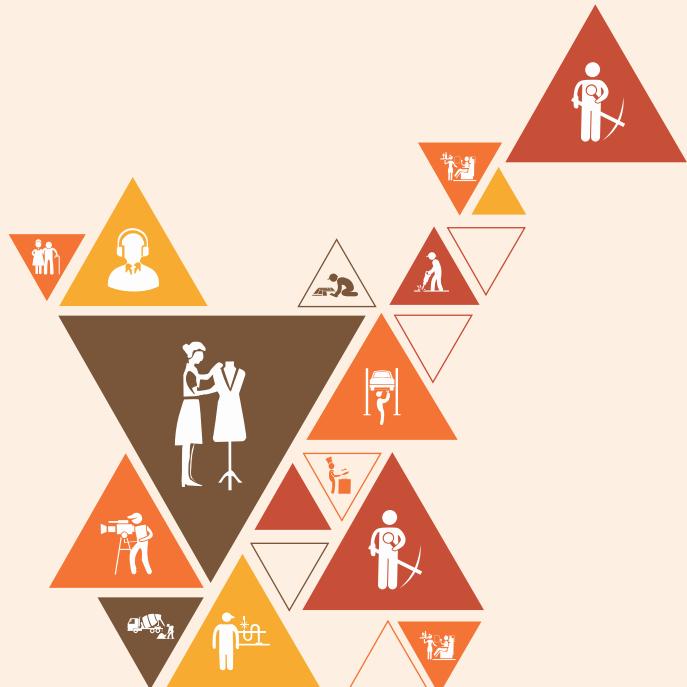


## Cleaning Agents



## 5. Prepare for Cleaning Activities

Unit 5.1 – Guest supplies



**THC/N0208**

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Explain guest supplies.
2. Discuss cleaning agents and equipment that are acceptable for cleaning operations.
3. Describe the various types of keys and how to obtain them.
4. Emphasize the need to collect information on the guest room's status/event prior to cleaning

## Unit 5.1 – Guest Supplies

### Unit Objectives



**At the end of this module, participants will be able to:**

1. Explain guest supplies.
2. Discuss appropriate cleaning agents and equipment for cleaning activities
3. Explain different types of keys and the procedure to collect them.
4. Discuss the importance of collecting the details about guest room status/event before cleaning.

### 5.1.1 Guest supplies

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

### Say



- What is the meaning of “Atithi Devo Bhav.”
- What if cleaning goes wrong? It will surely end up spoiling expensive materials and surfaces.
- That means it is important that the correct cleaning procedures be followed using the correct cleaning agents.

### Notes for Facilitation



- Collect information on the latest cleaning agents and brands popular in hotels.
- Collect some keys from a hotel to show students.

### Explain



- Amenities supplies for a guest room
  - Free beverages
  - Coffee maker
  - Stationery
  - Chocolates
  - Bathrobes
  - Free snacks etc

Guest essentials - Guest essentials are all of the supplies and amenities that guests may need during their stay that they can't necessarily bring with them while travelling



Fig 5.1.1 Guest essentials in a guest room

- Guest expendables – which can be used up or taken away at the time of leaving the room, like dry bags, plastic utility bags, stationary matches, disposable slippers etc
- Guest loan items – Items provided only when requested by the guest, like heating pads, steamers, alarm clocks etc.

## 5.1.2 Keys and Keys Control

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

### Say



- Do you remember the key rack at the reception of hotels?
- Though nowadays, star hotels have electronic keys, and traditional keys are seen only in a specific category of hotels.
- Guests often take keys home, so now you will find that the keys are mostly very big and heavy and made of brass.

### Elaborate



The control of guestroom keys is one of the cornerstones of hotel security that guests have a right to expect under common law.

- Types of keys – Master key, guest keys, floor master key, emergency key etc
- Custody of keys - These are the measures to be taken while the key is with a guest or employee after being issued as per the correct procedure.



Fig 5.1.2 Different type of hotel keys

- Loss of keys - If a second master key is lost under circumstances that may result in a guest being at risk, the entire section should be re-keyed. Suppose a master key or grand master key is lost under any circumstance. In that case, the general manager must immediately report it to the owner or the corporate office.
- Changing locks and keys – Explain with the help of Fig 5.1.1 Key Control Log and Fig 5.1.2 Key Control Register and Inventory in the participant handbook

### 5.1.3 Guest Room Inspection Before Cleaning

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

#### Say



- When guests enter the room after check-in, he invariably inspects the room and ensures that everything is as expected.
- Some guests have a habit of finding faults and trying to get an upgradation in the room at the same tariff.
- Hotels upgrade them if there are empty rooms, just to save the bad reviews.

## Elaborate

- Guest room inspection before cleaning
- Cleaning and maintenance
- With the help of the inspection checklist Table 5.1.1 Inspection Checklist in the participant handbook

## 5.1.4 Taski Cleaning Agents

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

### Say

- There are various local and international brands of cleaning agents
- Hotels mostly use pocket-friendly products.
- TASKI is a popular cleaning agent brand.

### Explain

- TASKI product range like R1, R2, R3, R4, R5, R6, R7 etc with the help of Table 5.1.2 TASKI product List in the participant handbook

### Do

- Show videos of product demonstrations to participants.

### Activity

- Show pictures of TASKI products and ask students to identify and explain each.

## 5.1.5 Standard Bed Sizes in a Hotel

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

## Do



- Start the class by showing slides on various room types of hotels like Standard rooms, deluxe rooms, super deluxe rooms, suites etc.
- Ask students to identify the difference.
- See if they observe the sizes of beds.

## Elaborate



- There is no thumb rule on bed sizes for the hotel industry, but the start hotels follow similar sizes and standards.
- There are some common types and sizes of beds in a hotel with the help of Table 5.1.3 Different bed sizes and Table 5.1.4 Bed size chart in the participant handbook
- Size of linens and clothes used in the hotel industry with the help of Table 5.1.5 Bed Items, Fig 5.1.2 Different Towel Sizes and Fig 5.1.3 Bed Making Steps in the participant handbook

## Preparing for bed making

- Take away dirty bed linen from the bed.
- Check the mattress or the mattress topper/protector for any dirt, stains, or damage. Remove and replace the mattress cover if needed, straighten it out on the bed and check/secure the connection points.
- Check your bed linen and make sure you have the correct size and matching pillowcases to fit the bed.
- Make sure there are no stains or rips in the new bed linen.
- Check around and underneath the bed for any dirt or potential chips/breakage, and report where needed.
- How to make the bed refer to 5.1.5 Standard Bed Sizes in a Hotel in the participant handbook for bed-making steps.

## 5.1.6 Types of linen Used in Housekeeping in a Hotel

## Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts/flashcards

## Ask



- Do you know how many linen items there are in a standard hotel room?

## Explain

- Bed Sheets
- Pillow and Pillow Cases
- Blanket
- Duvets and Quilts
- Mattress Protector
- Bath Linen in Hotel
- Bath Sheets
- Face Towels
- Bath Towels
- Hand Towels
- Wash Cloths
- Bath mats
- Food & Beverage Linen
- Table Linen in Hotel
- Table Cloth
- Napkins
- Slip Cloth
- Underlays
- Skirts/Frills/Runners
- Waiter's Cloth
- Curtains

## Summarize

- Size of linens and clothes used in the hotel industry.
- Standard beds and bed sizes.
- Process of Bed Making for Guest.
- Types of keys in a hotel
- Guest amenities, supplies and expendables.

## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** Which of the following will Taski agent be used to clean all floors and walls?

- (A). Taski R2**
- (B). Taski R3
- (C). Taski R4
- (D). Taski R5

**Question 2.** Which of the following statements says otherwise concerning the "VIP room inspection"?

- (A). Although a supervisory task, this is a supervisor's obligation**
- (B). The assistant housekeeper or executive housekeeper inspects VIP rooms daily
- (C). To ensure thorough cleaning, all of the items on the checklist are checked
- (D). White ragging is done on a random surface, and there should be no foul odours or wetness in the room

**Question 3.** Which of the following represents the dimensions of a king-sized bed in terms of "length X width"?

- (A). 90W x 190L cm
- (B). 20W x 190L cm
- (C). 135W x 190L cm
- (D). 198W x 203L cm**

**Question 4.** \_\_\_\_\_ brush is used to clean fabric lamp shade.

- (A). Feather brush**
- (B). Nylon brush
- (C). Hard brush
- (D). All of the above

**Question 5.** Items expected to be used up or taken by the guest are sometimes supplied by organizations other than the housekeeping department. They are known as which of the following?

- (A). Guest expendables**
- (B). Guest amenities
- (C). Guest essentials
- (D). Guest loan items

**Question 6.** Which kind of brush should be used to clean a wooden table?

- (A). Steel wire brush
- (B). Feather brush**
- (C). Both a and b
- (D). None of the above

**Question 1.** \_\_\_\_\_ is used to clean the brass statue.

- (A). Brasso
- (B). Furniture oil
- (C). Both a and b
- (D). None of the above

**Question 2.** Which among the given options is not included in guest amenities?

- (A). Free in-room beverages
- (B). Clothes sachets
- (C). Coffeemaker
- (D). Clothes

**True-false type questions**

**Question 1.** Whenever a new key is made or a new lock is fitted, certain precautions are necessary

- I. A record must be kept of how many keys are made for each room, and they are made
- II. A log must be kept of all locks change and re-key

- (A). Both statements are True
- (B). Both statements are False

**Question 2.** The primary function of the Housekeeping department is the cleaning and daily maintenance of the areas under its supervision rounds.

- (A). True
- (B). False

# Notes

**Scan the QR Codes to Watch the related Videos**



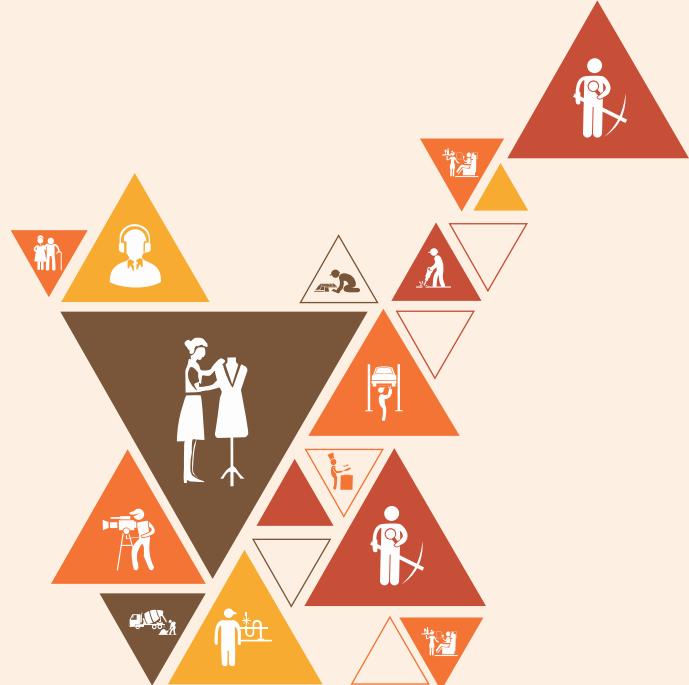
## Taski R-Series Chemicals (R1 to R9)





## 6. Perform Cleaning Operations in the Guests' Room

## Unit 6.1 – Clean and polish different surfaces in the guest room



## THC/N0208

## Key Learning Outcomes

**At the end of this module, participants will be able to:**

1. Explain the types of rooms
2. Differentiate between guest supplies and amenities
3. Identify different room layouts, standard arrangements of furniture, and other facilities in guest rooms.
4. Identify different housekeeping signages
5. List equipment and appliances available in the guest room
6. Explain the importance of ventilation in a guest room
7. Discuss the correct sequence of room cleaning activity
8. Explain specific methods of cleaning spillage
9. Elaborate on various cleaning and maintenance methods for different types of room surfaces.
10. Explain the importance of inspecting the assigned areas to be cleaned.
11. Explain the significance of replenishing the guest supplies and other items.

## Unit 6.1: Clean and Polish Different Surfaces in the Guest Room

### Unit Objectives



**At the end of this module, participants will be able to:**

1. Explain the types of rooms
2. Differentiate between guest supplies and amenities
3. Identify different room layouts, standard arrangements of furniture, and other aspects in guest rooms.
4. Identify different housekeeping signages
5. List equipment and appliances available in the guest room
6. Explain the importance of ventilation in a guest room
7. Discuss the correct sequence of room cleaning activity
8. Explain specific methods of cleaning spillage
9. Elaborate on various cleaning and maintenance methods for different types of room surfaces.
10. Explain the importance of inspecting the assigned areas to be cleaned.
11. Explain the significance of replenishing the guest supplies and other items.

### 6.1.1 Types of Rooms in a Hotel

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- A guest has a different choice of rooms depending on many factors like budget, occasion, need etc
- Every hotel tries to accommodate all types to cater to all guests.

#### Elaborate



Types of rooms in a hotel

1. Adjoining room
2. Adjacent room
3. Cabana
4. Duplex

5. Efficiency room
6. Double room
7. Double-double room
8. Hollywood twin room
9. Hospitality rooms
10. Rooms that are joined by a door
11. King room

#### **Types of hotel rooms based on room layout**

Rooms can also be categorised based on the way they are arranged and the facilities on offer

- Studio Room
- Duplex
- Deluxe Room
- Adjoining Room
- Apartment-Style Room
- Suite
- Junior Suite
- Presidential Suite

### **6.1.2 Layout of Guest Room**

#### **Resources to be Used**



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### **Ask**



- What furniture items are normally kept in a hotel room?

- With the online facility, guests can glance at a hotel and see every detail of the layout



## Elaborate

- Major furniture in a typical hotel guest room is a bed, wardrobe, luggage rack, writing desk and chair, shoe rack, coffee table etc. The bathroom consists of WC, showers, vanity dressing, faucets, towel rack etc. The layout of furniture changes from room to room, as well as the type of room.
- More luxurious rooms may have extra personalised services like a lounge, dining table, writing desk, bar, and pantry/kitchenette. Bathroom of a luxurious room may have a bathtub, concave mirror, hair dryer, jacuzzi etc

## Notes for Facilitation

- Collect information on the latest procedures followed in housekeeping.
- Collect room supplies material
- Show videos and brochures of various brands for room supplies and amenities.
- Take them on a tour of hotel rooms

## Summarise

- Explain the importance of cleaning guest rooms and other areas.
- Importance of proper ventilation in a guest room
- Explain about
- Explain Dirty Dozens
- Describe the Standard Operating Procedure for Cleaning of toilet facility.
- Explain the process of Clean and preparing rooms for incoming guests.

### 6.1.3 Proper Ventilation in Rooms

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Ask

- How do you know when there is poor ventilation in a room?
- Have you ever heard of the air cycle? How does it calculate?

#### Explain

- Air quality – It is the exchange of fresh and stale air. It is calculated in air cycles. On average, a room is comfortable with a minimum of 20 air cycles per hour.
- Fresh air inlet – To maintain good ventilation, a fresh air inlet is a must. It can be windows or ventilators.
- A good exhaust system also helps to have good ventilation.

### 6.1.4 Cleaning Bathroom Tiles, Mirrors, Shower Curtain, Bathtub, and Sink and Vanity Area

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Guest expects a spotlessly clean and hygienic bathroom.
- Most of the guests first check the bathroom before settling in to the room
- Guests often reject the room because they are unsatisfied with the bathroom.
- Let's understand what cleaning procedures are followed by housekeeping

#### Elaborate

- Cleaning lesions – Cleaning solutions, scrubbing to remove hard dirt, drying

- Cleaning mirrors – Precautions and care to be taken while cleaning, use of the right type of solutions and cloth
- Cleaning of drain – Use of solutions, scrubbing, and water pressure jet can be used
- Shower curtain cleaning – Scrubbing with care, remove all stains, wipe dry
- Cleaning sink and vanity area – Cleaning in corners, remove all bolts and accessories before cleaning
- Washing ashtray, waste baskets, wash basin
- Cleaning surface area and chrome

The most commonly neglected areas in the guestrooms – Some areas get neglected.

#### Dirty Dozen areas -

1. The bed and the nightstand area are where food parcels, dirt, and debris may accumulate since the bedspread usually hides this area.
2. The interiors of drawers and wardrobes, where dust may accumulate in the crevices.
3. The surface below the lamps and other accessories is kept on the table, where dust accumulates because they tend to be overlooked.
5. The tops of picture frames hung on walls gather dust as they are not easily visible.
6. The top edges and backs of doors, if not cleaned regularly, may collect much dust.
7. The diffuser grilles of radiators or air-conditioners can collect stubborn dirt.
8. Ceilings, which may show cobwebs if not attended to daily.
9. The carpet area behind free-standing furniture is near but not against the wall, such as a credenza standing to one side.
10. Pillows and pillowcases should have a fresh smell and be free of wrinkles or stray hairs.
11. The general odour of the room is often overlooked. The room should have a fresh smell.
12. The led area next to the shower collects grime and shows watermarks if not attended daily.
13. The area behind the toilet bowl, including pipes, cisterns and the toilet-rolls receptacles, all provide surfaces and nooks where dirt settles.
14. The area under the vanity unit and towel racks is hard to reach and may accumulate dust and debris.
15. The ledges behind the vanity unit also quickly get watermarks and soap marks.
16. The faucet filters may be stained brown due to dirt collecting in them.
17. The air vents in the toilet, which are hard to reach and neglected during routine cleaning, may collect stubborn grime and dust.
18. The baseboards in the guest bedroom and the bathroom accumulate dust.

#### 6.1.5 Cleaning Methods

##### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

##### Say



- Cleaning is the main activity of the housekeeping department.

- The main focus is the use of correct cleaning agents following correct procedures.

### Elaborate

- Manual cleaning
- Mechanical cleaning
- Cleaning frequency
- Organization of cleaning
- Policies for easy cleaning
- Replenishing supplies
- Removal of common stains with the help of Table 6.1.3 Common stains and their removal in the Participant Handbook

### Activity

- Divide the class into 2 groups.
- Ask each group to create a list of guest room supplies
- Hand over the various towels and ask them to identify

### Summarize

- Summarize cleaning bathroom tiles, mirrors, shower curtain, bathtub, sink and vanity area.
- Summarize the Standard Operating Procedure for Cleaning of toilet facility.
- Summarize the process of Clean and preparing rooms for incoming guests.

## Exercise

Select the best option from the given alternatives (MCQs)

**Question 1.** How many rooms does a duplex have?

- (A). 2
- (B). 4
- (C). 1
- (D). 3

**Question 2.** The simplest kind of hotel room could have the following amenities:

- (A). Wardrobe
- (B). Minibar
- (C). Bedboard
- (D). All of the above

**Question 3.** What should be avoided while cleaning a mirror?

- (A). Damp sponge
- (B). Water
- (C). Glass cleaner
- (D). Floor cleaner

**Question 4.** For which of the following stains does he/she apply glycerine and methylated spirit to soften and remove the stain?

- (A). Lipstick
- (B). Ballpoint Ink
- (C). Candle wax
- (D). Chewing gum

**Question 5.** Which of the following stain needs the same treatment as bloodstain?

- (A). Chocolate
- (B). Ballpoint Ink
- (C). Dry Ink
- (D). Curry

**Question 6.** Which of the following stain needs rubbing of French chalk on the stain and brushing off? Repeating the process if needed?

- (A). Ghee, Oil
- (B). Grass
- (C). Grease
- (D). Egg

**Question 7.** In which type of cleaning does the Guest Service Associate (Housekeeping) move from room to room assigned to him, performing the same task?

- (A). Block cleaning**
- (B). Team cleaning
- (C). Traditional cleaning
- (D). None of the above

**Question 8.** \_\_\_\_\_ is used to sweep the floor.

- (A). Soft-bristled broom**
- (B). Toilet brush
- (C). Hard bristle broom
- (D). Hand brush

**Question 9.** \_\_\_\_\_ is used to clean the windows.

- (E). Dry mop
- (A). Hand brush
- (B). Squeegee**
- (C). Swabs

**Question 10.** \_\_\_\_\_ mops are used for the removal of light soiling from the floor or for the application of polish.

- (A). Damp
- (B). Traditional
- (C). Disposable dry
- (D). Polish Applicator**

## Notes



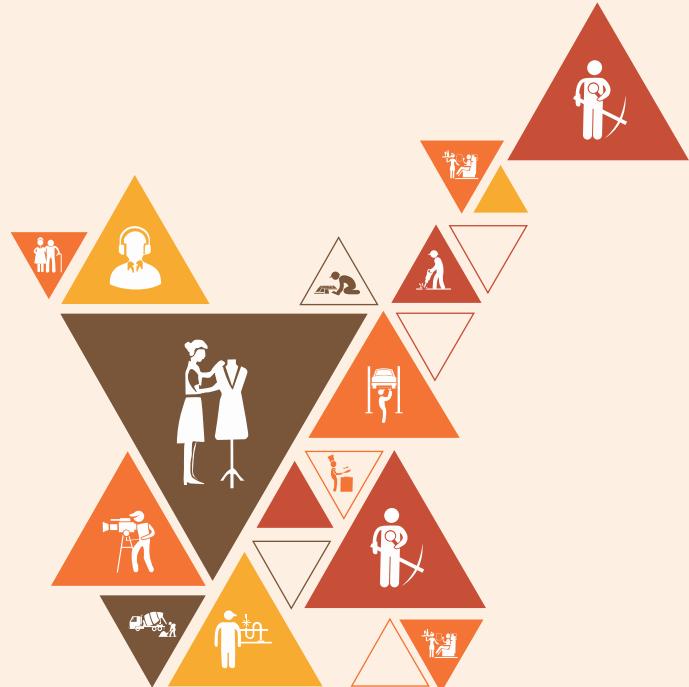
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## Cleaning Public Areas

## 7. Carry out the Cleaning Activities in the Guests' Bathroom

Unit 7.1 –Replenish, replace and refill the toiletries and other supplies



**THC/N0208**

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. List the equipment, appliances, and fittings available in the guest bathroom
2. Discuss the importance and step-by-step procedure to clean and disinfect the guest bathroom
3. Describe the significance of replenishing the toiletries and other supplies in the guest bathroom
4. Explain the importance of examining the plug holes, waste outlets and drain as per the SOP
5. Explain specific methods of cleaning bathroom doors and fixtures
6. Discuss the importance of proper cleaning documentation and timely reporting of the damages, if any.

## Unit 7.1: Replenish, Replace and Refill the Toiletries and Other Supplies

### Unit Objectives



**At the end of this module, participants will be able to:**

1. List the equipment, appliances, and fittings available in the guest bathroom
2. Describe the importance and step-by-step procedure to clean and disinfect the guest bathroom
3. Describe the significance of replenishing the toiletries and other supplies in the guest bathroom
4. Describe the importance of examining the plug holes, waste outlets and drain as per the SOP
5. Discuss the specific methods of cleaning bathroom doors and fixtures
6. Elaborate on the importance of proper documentation of cleaning and timely reporting of the damages, if any

### 7.1.1 Replenish, Replace and Refill the Toiletries and Other Supplies

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- Are you aware that guests can use bathroom accessories or take them along?
- They are to be replenished daily.

#### Notes for Facilitation



- Encourage participants to work meticulously.
- Make participants understand guest psychology
- Collect guest room amenities and show them to participants

#### Explain



- Restocking of bathroom supplies –
  - ✓ Replenishing supplies every day
  - ✓ Attention to each detail

- ✓ Not to replenish soap unless it is half the size
- Replacement of toilet paper – Following the proper steps of replacement, the toilet roll should be replaced when it is less than half.
- List of sample supplies in the guest room bathroom – Shampoo, body lotion, body wash, conditioner, toothbrush kit, sewing kit etc
- Explain using a checklist and replenishing procedure for toiletries and other supplies.
- Preparing bathroom for cleaning – Collect dirty linen, collect used supplies, check equipment for any faults, check fixtures, check shower curtain etc

## Steps to Clean Toilet

- Step 1.** Flush toilet to wet sides
- Step 2.** Pour cleanser, leave to work
- Step 3.** Use a brush to clean
- Step 4.** Wash lid and seat and dry
- Step 5.** Place a hygiene strip over the closed lid

- Waste bins should be cleaned and dried. Put the liner and close it properly.
- Final check of the bathroom – Looks clean and dry, all items replenished, toilet roll folded properly, all appliances working, and all surfaces are dry.

### 7.1.2 Cleaning of a Bathroom/Public Restroom

## Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say

- A spotless bathroom is what every guest expects during his stay.
- Public areas need special timely attention to see that it is always clean.

## 7.1.2.1 Steps to Clean Guest Bathroom

### Elaborate



- Preparing bathroom for cleaning – Collecting used towels and napkins, throwing used soaps, and removing all toiletries from the counter.
- Step-by-step cleaning toilet seat procedure



**STEP 1:** Enter the bathroom. Open the windows, turn on the fan & lights. Check the functioning of electrical and sanitary fittings.



**STEP 2:** Make a note of the maintenance works required. Report the same immediately to the maintenance.



**STEP 3:** Empty and disinfect the bin. Replace the trash bag.



**STEP 4:** Clean the W/C and urinal using toilet cleaner and a toilet brush. Clean the walls near W/C and urinal.



**STEP 5:** Clean the bath tub and shower using disinfectant and a scrubbing brush.



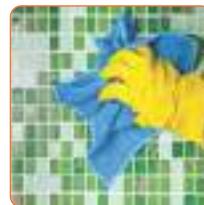
**STEP 6:** Clean the walls and paron near the bath tub or shower area with sponge.



**STEP 7:** Clean wash basin, fixtures and counter top with disinfectant cleaner and a sponge.



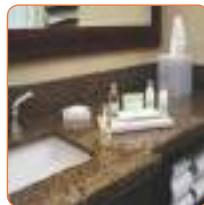
**STEP 8:** Clean the mirror with glass cleaner and wipes or micro fiber cloth.



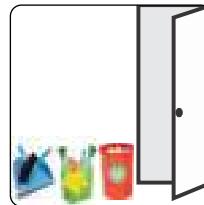
**STEP 9:** Clean the remaining walls with disinfectant, scrubbing brush and sponge.



**STEP 10:** Clean wall/ceiling lights, switchboards, drain grills, soap dispensers, etc.



**STEP 11:** Restock /replenish toilet paper, ssues, paper towels, etc.



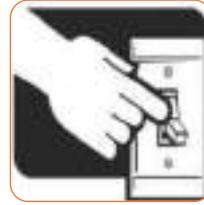
**STEP 12:** Place tools, equipment, supplies, garbage, etc., near the door.



**STEP 13:** Sweep the floor thoroughly.



**STEP 14:** Wet mop the floor. Turn off the lights and fan.



**STEP 15:** Give a final check & Close the door

### 7.1.3 Cleaning Plughole and Drains

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Maintenance is the key to the longer life of every structure. Guest will create a big issue if any of the appliances are not working, whether he is using them or not.
- Timely service is the success of getting happy customers.

#### Explain

- Clogged drains are a common problem in hotels, and guest always has this fear in mind.
- Regular servicing and maintenance of all corrections in the bathroom and drainages is a must.
- Cleaning shower doors – Shower doors are frequently stained from water slashing over them. With the use of cleaning agents like water, vinegar, fresh lime juice, dishwashing liquid, rubbing alcohol etc., and the application of cleaning correct cleaning methods, shower doors can be maintained.
- Equipment & tools – Window squeegee, spray bottle, sponge, toothbrush
- Material – Water, distilled white vinegar, lemon juice, ammonia, rubbing alcohol hydrogen peroxide, dishwashing liquid, dishwasher rinsing agent, windshield rain repellent

### 7.1.4 Cleaning Bathroom Doors and Fixtures

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Bathroom doors often get dirty, and maintenance is a must to use them longer.
- Fixtures and taps often rust and get deposits from hard water especially.

## Elaborate



- Doors – Twice daily, use cleaning agents, avoid damage to door material, use dish soap and water
  - ✓ Glass doors should be cleaned at least twice daily using commercial glass cleaner or a solution of vinegar and fresh lime.
  - ✓ Wooden door frames should be cleaned with a damp cloth, carefully not leaving any dampness on the door.
  - ✓ Door knobs should be cleaned and polished
- Fixtures cleaning – Check and maintain with the assistance of the maintenance department; precautions to be taken
- Avoid damage by using gentle products – Many surfaces in hotels are delicate. They become damaged if harsh cleaning agents and methods are used on them.
- Dish soap and water can be used at many places in bathroom fixture cleaning.
- Vinegar solution helps retain shining and removes bad odour.

### 7.1.5 Damage/Breakage Register

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- Damages, if not reported in time, bring embarrassment to the company.
- There should be a system in place to report damages as well as there should be a system attending the reports.

#### Elaborate



- Immediate reporting to the concerned person
- Entry in the register, including details
- Refer register every time damages are reported.

Damage/Breakage Register					
Sr. No.	Date	Damaged Item	Room No.	Found By	Description

Table 7.1.1 Damage/Breakage Register

## Notes for Facilitation

- Collect various checklists and inspection lists from hotels
- Show videos on cleaning guest room toilets and other related.

## Activity

- Divide the class into small groups
- Give each of them preparing a presentation on cleaning of bathroom, preparing a checklist for preparing for cleaning and a final checklist before leaving the cleaned-up bathroom.

## Summarize

- Replenishing, replacing and refilling the toiletries and other supplies.
- Process of stocking a cleaning cart.
- Tips & tricks for clean hotel rooms.
- Cleaning of bathrooms of guest rooms and public places in a hotel.

## Exercise

Select the best alternative from the given options (MCQs)

**Question 1.** Which of the following is not a relevant technique to be followed while cleaning the different surface areas in the hotel?

- (A). Use the cleaning method that is least harmful to the surface
- (B). While wet cleaning an area or polishing the floor, the cleaner should walk forward while cleaning in front of him**
- (C). Sweeping should be done before using and using before suction cleaning
- (D). Use of the suction/vacuum cleaning should not be preferred over sweeping wherever possible

**Question 2.** Which of the following statement says otherwise concerning "waste bins should be cleaned appropriately by"?

- (A). Untying the bin liner around the rubbish or emptying the bin directly into the waste bag on the trolley
- (B). Spraying bin with any multi-purpose cleaner, inside and out**
- (C). Cleaning with the appropriate cloth
- (D). Fitting a new bin liner in the manner approved by the establishment

**Question 3.** What is the equipment required to clean the W/C and urinal?

- (A). Toilet Scrub
- (B). Toilet Cleaner
- (C). Sponge
- (D). All of the above**

**Question 4.** To clean the tiles on the wall, a Housekeeping Assistant should:

- (A). Scrub the tiles with a cleaning solution**
- (B). Rinse and dry tiles after scrubbing
- (C). None of the above
- (D). All of the above

**Question 5.** To clean the floor, he/she should:

- (A). Mop the floor
- (B). Sweep the floor
- (C). Scrub over the stains
- (D). All of the above**

**Question 6.** What should he/she do before starting a cleaning task?

- (A). Chat with friends
- (B). Leave for your home
- (C). Have tea and snacks
- (D). Organise and assemble supply caddies**

**Question 7.** What should he/she do after completing a cleaning task?

- (A). Wash your hands
- (B). Remove warning signs**
- (C). Gossip with co-worker
- (D). A and C

**Question 8.** Stains on the tiled floor should be removed with the help of which of the following brush?

- (A). Feather
- (B). Scrubber**
- (C). Floor squeegee
- (D). None of the above

**True-false type questions**

**Question 1.** During cleaning, replace the water frequently, as dirty water may not be effective for cleaning. In every batch of clean water, mix the cleaning solution and do the mopping.

- (A). True**
- (B). False

**Question 2.** Collect all the cleaning tools, balance supplies, etc. and keep them near the entry/exit of the washroom while he/she prepares for wet mopping the floor surface.

- (A). True**
- (B). False

# Notes

**Scan the QR Codes to Watch the related Videos**

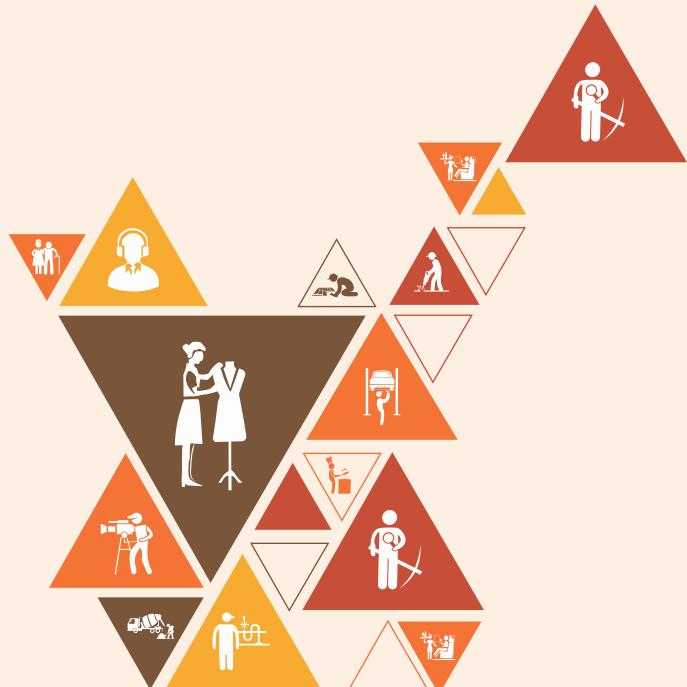


### **Guest supplies in hotel room; guest amenities**



## 8. Perform Cleaning Operations in the Common Area and Elevators

Unit 8.1 –Activities involved in cleaning the elevator and other common areas



**THC/N0208**

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Understand the Activities involved in cleaning the elevator and other common areas
2. Practice the appropriate templates and formats for reporting and documentation

## Unit 8.1: Activities Involved in Cleaning the Elevator and Other Common Areas

### Unit Objectives

**At the end of this module, participants will be able to:**

1. Discuss the working procedure of an elevator
2. Explain the importance of taking the elevator on-off service mode before cleaning
3. Elaborate on various cleaning solutions and methods used to clean the elevator and the common areas like the lobby, front office area, dining area, etc.
4. Discuss the importance of reporting any loose or ripped carpeting in the elevator
5. List the checklists to be filled to record the status of work
6. Describe the types of records and reports required to be present in front of the supervisor/relevant authority

### 8.1.1 Activities Involved in Cleaning the Elevator and Another Common Area

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

- Common public areas, like the front office and lobby, and spotless and give the first impression. Guest judge the hotel standard from the impression he gets.
- Guests like to use well-maintained lifts.

#### Explain

- Explain about activities involved in cleaning the elevator.
- Explain the process of Cleaning the Front office / Lobby Area.
- Explain the process of Cleaning the Restaurant / Dining Area.
- Explain the process of Mini Fridge / Mini Bar Cleaning and defrosting.
- Explain different formats and checklists used for cleaning and maintenance – Guest room cleaning checklist, weekly cleaning template, daily assignment sheet for housekeeping, room occupancy/room status report.

## Elaborate

- Types of lifts in a hotel – hydraulic passenger lifts, service lifts and cleaning elevators
- Cleaning procedure for elevators –
  - Daily cleaning
  - Put up signage
  - Keep the door open at the time of cleaning
  - Wipe ceiling and side panels
  - Use a dry cloth for polishing
  - Elevator door and channel cleaning
- Cleaning lobby/front office area
  - Cleaning ashtrays – Remove the ash, clean and wipe
  - Trash bins – Empty the trash, wipe and dry, put fresh liner, and wipe from outside.
  - Clean and disinfect telephones and kiosk screens – Spray disinfectant on a dry cloth, wipe instruments and screens
  - Clean stairway handrails – These can often be sanitized because many guests and staff frequently use them.
  - Clean glass surfaces and windows – Glass surfaces can be cleaned with soap, water, or glass cleaners using a soft cloth and a wiper.
- Carpet and furniture upholstery vacuuming
- Mop and sweep lobby floor using cleaning solutions, scrubbers etc
- Cleaning restaurant and dining area
- Floor corridor cleaning
- Mini fridge and mini bar defrosting

## Activity

- Distribute the various areas of the hotel among the participants
- Let them prepare a cleaning SOP for each

### 8.1.2 Appropriate Templates And Formats for Reporting and Documentation

## Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say

Creating records and documents for the various hotel procedures is important for monitoring and supervising.

## Elaborate



- Housekeeping daily routine task checklist
  - ✓ Guest bedroom cleanliness, like using high places or hard-to-reach areas,
  - ✓ Cleaning window glasses and draperies, cleaning walls, carpets and doors,
  - ✓ Cleaning TV and other electronics, cleaning light shades and fire exit maps, cleaning furniture, cleaning the bathroom.
  - ✓ Bedroom mattresses and bedspread change
- Room occupancy and status report – This helps the housekeeping department prepare the rooms according to the requirement. This report is generated by the front office and reception department
- Hotel rules and regulations – These are written agreement between the organization and guests, which is normally on the registration document at the time of check-in
- Hotel rules and management policies - Tariff, settlement of bills, organization's lien on guest's luggage and belongings, check-in, departure, luggage storage, guest belongings, pets, hazardous goods, property damage, management's rights, the relationship between management and guests, government rules and regulations, application of laws, photographs and videos.

	Housekeeping Performed	Maintenance Performed
DOORS	<ul style="list-style-type: none"> <li>• Exterior washed/dusted</li> <li>• Interior washed/dusted</li> </ul>	<ul style="list-style-type: none"> <li>• Peeling paint/other damage</li> <li>• Does not open/unlock easily</li> <li>• Does not close/lock securely</li> <li>• Weather-stripping needs replacement</li> <li>• Room numbers missing</li> </ul>
BEDROOM	<ul style="list-style-type: none"> <li>• Floors vacuumed/cleaned</li> <li>• Walls cleaned as required</li> <li>• Ceiling cleaned as required</li> </ul>	<ul style="list-style-type: none"> <li>• Carpet has holes/cigarette burns</li> <li>• The carpet requires a steam cleaning</li> <li>• Walls damaged</li> <li>• Walls require repainting</li> <li>• Ceiling damaged</li> <li>• Ceiling requires repainting</li> </ul>
WINDOWS	<ul style="list-style-type: none"> <li>• Exterior washed</li> <li>• Interior washed</li> <li>• Sills cleaned/dusted</li> <li>• Clean curtains/drapes</li> </ul>	<ul style="list-style-type: none"> <li>• Broken/missing, require replacement</li> <li>• Torn/missing screens</li> <li>• Curtains/drapes require mending</li> <li>• </li> </ul>
BEDDING/BEDS	<ul style="list-style-type: none"> <li>• Clean/fresh linens</li> <li>• Clean/stain-free bedspread</li> <li>• Hide-a-way bed linens checked</li> </ul>	<ul style="list-style-type: none"> <li>• Sagging – require replacement</li> <li>• Bedspread requires mending</li> <li>• The hide-a-way bed opens too easily</li> </ul>
FURNITURE &	<ul style="list-style-type: none"> <li>• Furniture polished/dusted</li> </ul>	<ul style="list-style-type: none"> <li>• Excessive scratches on furniture</li> </ul>
FURNISHINGS	<ul style="list-style-type: none"> <li>• Wastebasket/ashtrays emptied</li> <li>• Sanitized glasses in place</li> <li>• Missing hangers replaced</li> <li>• Disposable items discarded</li> <li>• Standard guest room amenities replenished</li> <li>• Mirrors cleaned</li> <li>• Phone disinfected and earpiece cleaned.</li> <li>• Television dusted, including top and back</li> <li>• Thermostat set per house policy</li> <li>• Lampshades dusted</li> <li>• Burnt out lights replaced</li> <li>• Drapes correctly hung</li> <li>• Disinfectant spray used</li> </ul>	<ul style="list-style-type: none"> <li>• Torn furniture upholstery</li> <li>• Missing knobs on dresser/desk</li> <li>• Mirror needs replacement</li> <li>• TV needs adjustment/repairs</li> <li>• Phone requires repairs</li> <li>• Light switch/plate broken</li> <li>• Wall sockets not working</li> <li>• Broken/missing lampshades</li> <li>• Smoke detector not functional</li> <li>• Thermostat not functional</li> <li>• Air conditioning filters require cleaning</li> </ul>
CHECK FOR	<ul style="list-style-type: none"> <li>• Under bed</li> </ul>	
GUEST BELONGINGS	<ul style="list-style-type: none"> <li>• Inside drawers</li> <li>• Back of bathroom door</li> <li>• Bathroom cabinets</li> </ul>	
ADDITIONAL	<ul style="list-style-type: none"> <li>• All woodwork</li> <li>• Picture frames</li> <li>• Shelf above clothes hangers</li> </ul>	
DUSTING	<ul style="list-style-type: none"> <li>• All ceiling/wall vent grills</li> </ul>	
PERFORMED	<ul style="list-style-type: none"> <li>• Cobwebs removed</li> </ul>	
BATHROOM	<ul style="list-style-type: none"> <li>• Tub/Shower cleaned &amp; disinfected</li> <li>• Tiles scrubbed</li> <li>• Toilet cleaned &amp; disinfected</li> <li>• Sink cleaned &amp; disinfected</li> <li>• All chrome taps polished</li> <li>• Inside of shower curtain wiped clean</li> </ul>	<ul style="list-style-type: none"> <li>• Door damaged</li> <li>• Shower stall rusted</li> <li>• Loose tiling around tub</li> <li>• Leaking taps/faucets</li> <li>• Loose toilet seat</li> <li>• Toilet – mechanical problem</li> </ul>
	<ul style="list-style-type: none"> <li>• Shower rod wiped clean</li> <li>• Shelving wiped down</li> <li>• Ceiling cleaned as required</li> <li>• Walls cleaned as required</li> <li>• Floors washed</li> <li>• Fan vent grill free of dust accumulation</li> <li>• Standard guest room amenities replenished</li> <li>• Mirror cleaned</li> <li>• Fresh towels and bathmat supplied</li> <li>• Soap and shampoo provided</li> <li>• Sufficient facial &amp; toilet tissue provided</li> </ul>	<ul style="list-style-type: none"> <li>• Caulking around tub/fixtures deteriorating</li> <li>• Noisy fan</li> <li>• Fan not working</li> <li>• Walls/ceiling needs painting</li> <li>• Shower curtain needs replacement</li> <li>• Loose floor tiling</li> <li>• Mirror needs replacement</li> <li>• Other:</li> </ul>

Fig 8.1.1 Hotel Room cleaning and maintenance checklist

## Weekly Cleaning Checklist

*Fig 8.1.2 Weekly Cleaning Template*

**Guest Room Cleaning Checklist**

**Date**

**Housekeeper/Inspected By**

**Room #**

**Guest Room Checklist**

<b>Item</b>	<b>Yes</b>	<b>No</b>	<b>Item</b>	<b>Yes</b>	<b>No</b>
Door lock works properly			Mattress firm turned regularly		
Door opens easily & quietly			Bedspreads free of rips & stains		
Light switches work properly			Upholstery clean & in good condition		
Windows open & close properly			Furniture scratched or stained		
Window glass clean			Walls clean & free of cobwebs		
Window glass free of cracks			Walls scratched or nicked		
Drapes straight & working properly			Luggage racks in good condition		
Controls for air conditioning/heat work properly			Pictures and mirrors straight		
Air conditioning filters clean			Furniture drawers slide easily		
Lamps work			Telephone working		
Wall lights work			Clean ashtrays & matches		
Lamp shades clean & straight			Mattress pads clean & free of stains		
Beds correctly made			Light bulbs with proper wattage		
Bedspreads straight			Minimum of 6 hangers (3 suit, 3 dress)		
Fluffed/Even pillows			Drapes partially closed		
Rate cards posted					

<b>Item</b>	<b>Yes</b>	<b>No</b>	<b>Item</b>	<b>Yes</b>	<b>No</b>	<b>Item</b>	<b>Yes</b>	<b>No</b>
Desk tops			Mirrors			Lamps & shades		
Dresser Tops			Rim of baseboard			Light bulbs		
Table Tops			All drawers			Window cornice		
Headboards			Closet shelves			Window frame		
Chairs			Closet rods			Corners		
Picture Frames			Telephone			Window sills		

**Bathroom Checklist**

<b>Item</b>	<b>Yes</b>	<b>No</b>	<b>Item</b>	<b>Yes</b>	<b>No</b>	<b>Item</b>	<b>Yes</b>	<b>No</b>
Clean toilet seat (both sides)			Shower curtain clean			Faucets leaking		
Underside of lavatory clean			Pop up stopper clean			Broken Tile		
Shower rod in good condition			Water spots on tile			Toilet seat firm		
Commode clean under rim			Tub grouting missing			Fixtures firm		
Commode flushes properly			Tub grouting clean			Chrome sparkling		
Bathroom free of odours			Supply of towels					

*Fig 8.1.3 Hotel Guest Room Cleaning Checklist*

HOTEL NAME AND LOGO

Guest Service Associate (Housekeeping) - Daily Assignment Sheet

Fig 8.1.4 GSA (Housekeeping) daily assignment sheet

Room No.	Room Type	09:00 am	Remarks	02:00 pm	Remarks	TDS/P.M.
101	000					
102	000					
103	000					
104	DBL					
105	DBL					
106	000					
107	000					
108	DBL					
109	DBL					
110	DBL	VD				
201	DBL					
202	DBL					
203	DBL					
204	DBL					
205	DBL					
206	DBL					
207	TWN					
208	DBL					
209	TWN					
210	DBL					
211	TWN					
212	DBL					
213	DBL					
214	DBL					
215	DBL					
216	DBL					
301	TWN					
302	DBL					
303	DBL					
304	DBL					
305	DBL					
306	DBL					
307	DBL					
308	DBL					
309	DBL	000				
310	DBL					

VI – Vacant for Inspection

OD – Occupied Dirty

NCI – Newly Check-in Guest

DND – Do Not Disturb

000 – Out of Order

VC – Vacant Clean

VD – Vacant Dirty

OC – Occupied Clean

P – Sleep-Out

RS – Refuse Service

RT – Room Transfer

SR – Showroom

OS – Out of Service

Fig 8.1.5 Room Occupancy/Status Report

## Hotel Maintenance Request

Room No. _____	Date: _____
Requested by: _____	Department: _____
<b>Broken Item(s):</b>	<b>Missing Item(s):</b>
<input type="checkbox"/> TV/Cable	<input type="checkbox"/> Light Bulb
<input type="checkbox"/> Phone	<input type="checkbox"/> Router/Wi-Fi Password
<input type="checkbox"/> Router/Internet	<input type="checkbox"/> TV Remote
<input type="checkbox"/> Mattress	<input type="checkbox"/> Shampoo/Conditioner
<input type="checkbox"/> Bedframe	<input type="checkbox"/> Soap
<input type="checkbox"/> Chair	<input type="checkbox"/> Shower Cap
<input type="checkbox"/> Table	<input type="checkbox"/> Towels
<input type="checkbox"/> Fridge	<input type="checkbox"/> Sheets
<input type="checkbox"/> Sink	<input type="checkbox"/> Ice Bucket
<input type="checkbox"/> Toilet	<input type="checkbox"/> Hair Dryer
<input type="checkbox"/> Shower	<input type="checkbox"/> Iron
<input type="checkbox"/> Light/Socket	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<b>Description:</b> _____	
<b>Location:</b> _____	
<b>Priority Level:</b> _____	<b>Deadline:</b> _____
<b>Received by:</b> _____	<b>Assigned to:</b> _____
<b>Completed on:</b> _____	<b>Signature:</b> _____
<b>Notes:</b> _____ _____ _____	

Fig 8.1.6 Hotel Maintenance Request

## Summarise



- Formats and checklists for housekeeping, maintenance, and front office

### 8.1.3 Chambermaid trolley and Maid's Cart

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say



- You must have seen the chambermaid's trolley during your stay in a hotel
- It's a big trolley which carries required items and supplies needed in rooms

#### Elaborate



- Maid's cart is like a huge toolbox.
- Chambermaids or housekeeping staff need to be well-versed with the items and how to load and stack the trolley
- It has shelves that are very methodically created
- List of items to be kept on the trolley – Towels, napkins, shampoo, toothbrush kit, shaving kit, toilet roles, show shine etc
- Stack in proper shelves
- The cart should be lightweight, easy to roll
- Well organize cart
- Bag for collecting dirty linen

### 8.1.4 Pest Control Activity in A Hotel

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Say



- Guests often get annoyed and complain about cockroaches, mosquitoes, or even rats in the room.
- Because the windows of the room are not opened, there is a tendency for dampness and favourable conditions for pest infestation.
- Pest control is a must activity for every hotel

## Elaborate



Pest control is a very important activity of a hotel, and the housekeeping department needs to be in coordination to clean post-pest control activity

- Purpose of pest control – It is a preventive and corrective action needed to eliminate pests
- Procedure - The pest control agency uses different methods for pest control. Supervisors of the housekeeping department monitor the pest activity regularly and ensure the absence of pests in all areas.
- Monitoring pest activity – Visual monitoring conducted by supervisors for pest activity or any symptoms like excreta, nibbling marks, scratches etc
- Types of pests – Cockroaches, ants, rats, birds, lizards etc
- Conducting pest control – Scheduled pest control depending on the organization's policy
- Cleaning post pest control procedures – Cleaning after the procedure is very important to avoid chemical contamination.
- Types of pest control services – Spraying, fumigation, baits, cages etc
- Areas in a hotel to be covered for pest control – All public areas, restaurants, kitchen, living rooms, store rooms, drainages etc
- Pest control records and documents
- Laundry operation and flow chart –
  - Collecting soiled linen
  - Transporting soiled linen to laundry
  - Washing and dry cleaning
  - Drying and ironing
  - Folding and stacking in the linen room
- Lost and found procedure and register
- Linen management
  - Collecting soiled linen
  - Transportation of soiled linen to laundry
  - Sorting of linen and uniforms
  - Washing and dry cleaning
  - Drying and folding of linen
  - Lost and found procedures
  - Valuable items
  - Perishable items

Lost and Found Register										
Sn No.	Date	Time Found	Area/Room Where item found	Item	Description	Found By	Address	Date	Signature	

Fig 8.1.7 Lost and found log

## Notes for Facilitation



- Collect all formats used in cleaning, linen management and housekeeping activities.
- Collect videos on all related activities and show them in the classroom
- Take students to visit housekeeping departments in a hotel.

## Demonstration



- Conduct a demo on each activity of cleaning and housekeeping

## Team Activity



- Divide students into small groups
- Allot the activities in linen management and cleaning areas.
- Ask the groups to prepare checklists and templates.
- Let students share their activities in the class.

## Summary



- Summarize activities involved in cleaning the elevator.
- Process of Cleaning Front office / Lobby Area.
- Process of Cleaning Restaurant / Dining Area.
- Process of Mini Fridge / Mini Bar Cleaning and defrosting.
- Housekeeping Daily Routine Tasks Check-list.
- Hotel Rules and Regulations.
- Chambermaid's Trolley / Maids Cart setting.
- Lost and found Procedures.

## Exercise



**Question 1.** The following items are mandatory and must be worn during each assignment.

- (A). Gloves
- (B). Goggles
- (C). Casual wear
- (D). Facial Masks

**Question 2.** Directorial cleaning is the term used to describe the cleaning process to perform each cleaning.

- (A). True
- (B). False

**Question 3.** In commercial cleaning, the organization replenishes the clients' paper products.

- (A). True
- (B). False

**Question 4.** If the toilet water does not drain, what does that indicate?

- (A). The drain is clogged
- (B). The drain is plagued
- (C). The drain is bagged
- (D). The drain is closed

**Question 5.** The opposite of the dirty in terms of cleanliness is which of the following?

- (A). Tidy
- (B). Messy
- (C). Littered
- (D). Soiled

**Question 6.** Which of the following are true concerning the housekeeping department?

- I. Check rooms and floors for safety concerns
- II. Ensure guest room and emergency doors are shut
- III. Close storerooms
- IV. Participate in emergency and evacuation procedures.

- (A). Only I & 2
- (B). Only 2 & 3
- (C). Only 2, 3 & 4
- (D). All, 1,2,3 & 4

**Question 7.** Which category items are kept for three months in safe custody after making necessary entries in the register?

- (A). Valuable items
- (B). Non-valuable items
- (C). Perishable Items
- (D). None of the above

**Question 8.** What can two training methods staff undertake to improve their knowledge, skills and attitude?

- I. Workshops
- II. Training sessions
- III. Qualifications and courses
- IV. Mentoring programs

**(A). Only 1 & 2**  
(B). Only 2 & 3  
(C). Only 2, 3 & 4  
(D). All, 1,2,3 & 4

**Question 9.** Which tool is used to remove dust and hair from the floors prior to mopping?

**(A). Broom**  
(B). Vacuum  
(C). Sweeper  
(D). Scrubbing Machine

**Question 10.** Which of the following option suggests the laying of rat bait?

**(A). Rodenticide treatment**  
(B). Insecticide treatment  
(C). Pesticide treatment  
(D). Fumigation

# Notes

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## How to clean an elevator



## **Pest Control in Hotel**

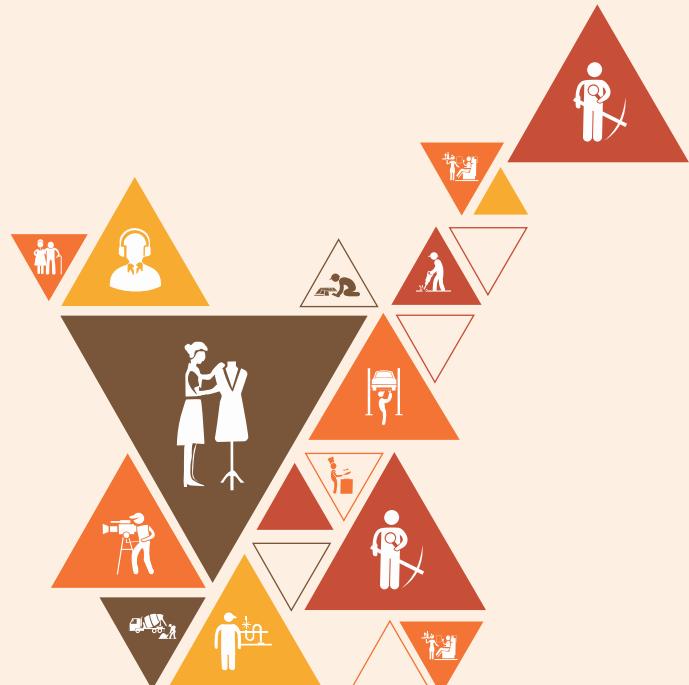


## 9. Maintain Effective Communication and Service Standard

Unit 9.1 – Communicate effectively with guests, colleagues, and superiors

Unit 9.2 – Maintain professional etiquette

Unit 9.3 – Ways to show sensitisation towards different age groups, gender and persons with disabilities



**THC/N9901**

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. State the importance of workplace professionalism, decorum, and ethical behaviour.
2. Illustrate the significance of keeping good hygiene and wearing the proper attire.
3. Describe the significance of good communication.
4. Illustrate why guests' feedback and feedback are so important.
5. Outline the procedure and policy for effectively managing complaints and feedback.
6. List several methods for improving the guest experience.
7. Describe various methods for dealing with team members.
8. Discuss several methods for providing feedback to team members.
9. Explain why gender and age sensitivity are essential.
10. Discuss the guests' exact gender and age requirements.
11. Disseminate information on the unique requirements of people with disabilities.
12. Discuss the standard workplace policy for preventing sexual harassment.
13. Discuss how essential guests' comments are to be submitted online.

## Unit 9.1: Communicate Effectively With Guests, Colleagues, and Superiors

### Unit Objectives



At the end of this module, the participant will be able to:

1. Discuss the importance and use of effective communication
2. Explain the importance of guest satisfaction and guest feedback
3. Outline the procedure of receiving feedback and complaints constructively
4. Describe various ways to handle guest complaints
5. Discuss different ways to improve the guest experience

### 9.1.1 Effective Communication

#### Resources to be Used

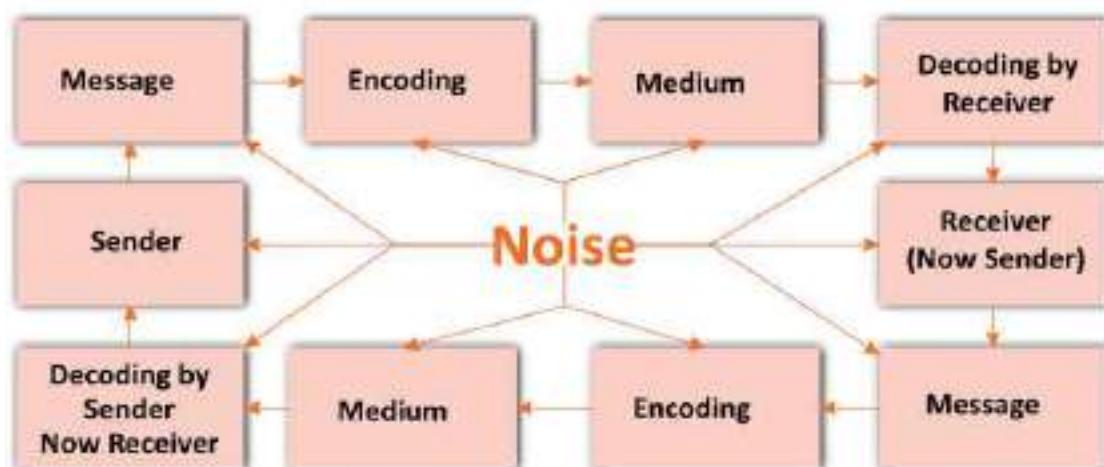


- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

#### Explain



#### Transmission Phase



#### Feedback Phase

Fig 9.1.1 Communication process

- Components of effective communication
- Effective listening
- Characteristics of a good and effective listener
- Use of body language in communication

## Active Listening Skills

- ▶ Ask open ended questions
- ▶ Request clarification
- ▶ Be attractive
- ▶ Summarize
- ▶ Paraphrase
- ▶ Reflect feelings
- ▶ Be attuned to feelings

Fig 9.1.2 Components of effective communication



Fig 9.1.3 Effective listening key skills

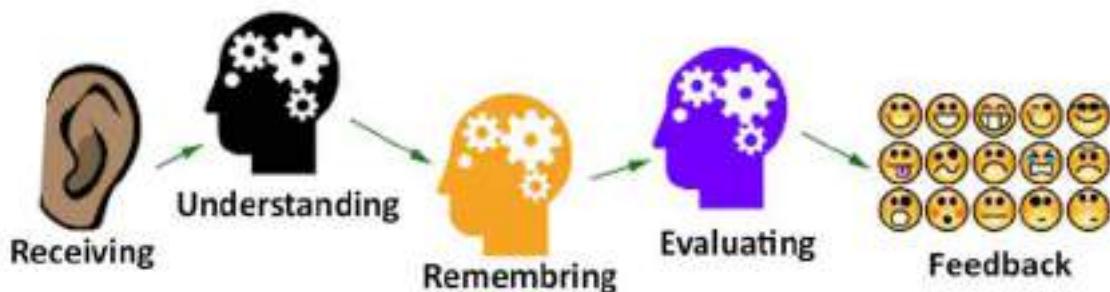


Fig 9.1.4 Effective listening process

## Do



- Start the session by asking questions like:
  - ✓ Do you know about customer satisfaction?
- Explain the components of effective communication.
- Discuss the significant part of the communication process, i.e., Listening to facial expression
- Describe the practical listening skills.
- Define the characteristics of a good and effective listener.
- Reiterate on following points:
  - ✓ product (service)
  - ✓ price
  - ✓ place (distribution)
  - ✓ promotion
  - ✓ people
  - ✓ physical evidence, and
  - ✓ process

## Notes for Facilitation



- The transmission of a message is not the same as the message itself. It is a two-way communication that begins with the receiver and ends with the sender. In business, communication must be successful. Therefore, management is all about communication.
- The primary functions of management (Planning, Organizing, Staffing, Directing and Controlling) cannot be performed well without effective communication.



Fig 9.1.5 Active Listening elements

Ask 

- What is the importance of effective communication

Summarise 

- Summarise the importance of effective communication

## 9.1.2 Guest Satisfaction

Resources to be Used 

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

Explain 

- Seven P's service industry and service gaps in this industry

Seven P's service industry and service gaps in this industry:



Fig 9.1.7 Product marketing mix

**Product:** In the case of services, the 'product' is intangible, heterogeneous and perishable. Moreover, its production and consumption are inseparable. Hence, there is scope for customising the offering per guest requirements and the actual guest encounter, therefore assuming particular significance. However, too much customisation would compromise the standard delivery of the service and adversely affect its quality. Hence particular care has to be taken in designing the service offering.

People are a defining factor in service delivery since a service is inseparable from the person providing it. Thus, a restaurant is known as much for its food as for the service provided by its staff. The same is true of banks and department stores. Consequently, guest service training for staff has become a top priority for many organisations today.

**Process:** The process of service delivery is crucial since it ensures that the same standard of service is repeatedly delivered to the guests. Therefore, most companies have a service blueprint that provides the details of the service delivery process, often going down to even defining the service script and the greeting phrases to be used by the service staff.

**Physical evidence:** Since services are intangible, most providers strive to incorporate certain tangible elements into their offerings to enhance the guest experience. Thus, hair salons have well-designed waiting areas, often with magazines and plush sofas for patrons to read and relax while they await their turn. Similarly, restaurants invest heavily. As a result, their interior design and decorations offer guests a tangible and unique experience.

**Pricing:** Pricing services is more challenging than the pricing of goods. While the latter can be priced efficiently by considering the raw material costs, in the case of services, attendant costs - such as labour and overhead costs - also need to be factored in. Thus, a restaurant has to charge for the cost of the food served and calculate a price for the ambience provided. The final price for the service is then arrived at by including a mark-up for an adequate profit margin.

**Place:** Since service delivery is concurrent with production and cannot be stored or transported, the service product's location is essential. Service providers have to consider where the service would be provided. Thus, a fine dining restaurant is better located in a busy, upscale market than on the outskirts of a city. Similarly, a holiday resort is better situated in the countryside, away from the rush and noise of a city.

**Promotion:** Since a service offering can be easily replicated, promotion becomes crucial in differentiating a service offering in the consumer's mind. Thus, service providers offering similar services, such as airlines or banks and insurance companies, invest heavily in advertising their services. This is crucial in attracting guests in a segment where service providers have nearly identical offerings.

## Ask



- Ask the candidates if they have understood the topic

## Activity



- Ask the candidates to list the examples of the 7 Ps of the service industry.

### 9.1.3 Spot Guest Service Issues and Apologising to a Guest

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

#### Say

Most guests who experience bad, uncaring, unfair, or incompetent service want some combination of the following:

- Validation
- A fix
- A make-up
- Doing Good
- Recompense

#### Explain

- What steps can be taken to resolve the issues when handling complaints

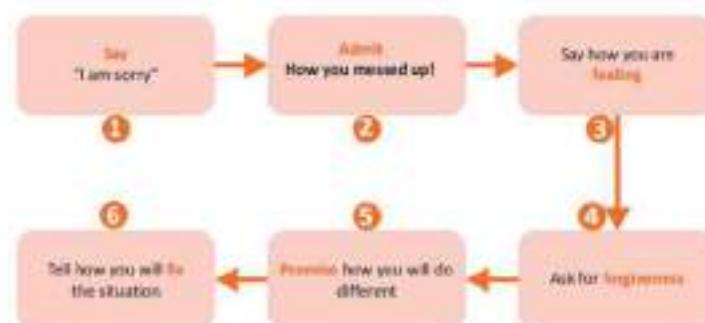


Fig 9.1.8 Apologising to a guest for service issues

### 9.1.4 How to Handle Guest Complaints

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

**Explain** 

- The steps involved in handling the guest complaints
  1. Focus on the complete action
  2. Apologise to the guest for the problem
  3. Ask the guest what you can do to resolve the problem
  4. Make extra efforts to mend the situation.
  5. Learn from the situation

**Ask** 

- Ask the candidate about the steps for handling guest complaints

**9.1.5 Measure Guest Satisfaction by Their Feedback****Resources to be Used** 

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

**Say** 

- Guest feedback is a marketing term that describes the process of obtaining a guest's opinion about a business, product or service.

**Explain** **How to get feedback from the guests**

- Ask them
- Be the guest
- Focus groups
- Questionnaires and surveys
- Usage statistics
- The front-line staff

Do



- Emphasise the process of sponging customer service issues and apologising to a customer.
- Explain the process of resolving customer issues.
- Reiterate how to handle customer complaints in the food service industry.
- Define the process of measuring customer satisfaction by their feedback

## Summarise



- Summarise the importance of guest satisfaction and guest feedback
- Summarise the procedure of receiving feedback and complaints constructively
- Summarise various ways to handle guest complaints
- Summarise different ways to improve the guest experience

## Notes



## UNIT 9.2: Employ Appropriate Experience to Promote Professional Etiquette

### Unit Objectives

At the end of this module, the participant will be able to:

1. Discuss the value and Ethics in Business
2. Describe the significant ethical principles to be followed for a successful business

### 9.2.1 Value and Ethics in Business

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Do

- Start the session by asking questions like:
  - ✓ Do you know about the meaning of value and ethics in business?
  - ✓ What do you understand by coordination and communication?
- Explain why ethics is important.
- Differentiate the terms like ethics.
- Describe the ethical principles to be followed for a successful business.
- Define the characteristics of a good and effective listener.
- Discuss the significant part of professionalism.
- Reiterate the use of body language in communication
- Enlist the types of customers and how to deal with them.
- Reiterate on following points: 4p's and 7Ps

### Notes for Facilitation

Most of us agree that ethics in practice makes sense; having it carefully drafted and redrafted in books may not serve the purpose. Nevertheless, we all want businesses to be fair, clean, and beneficial to society. For that to happen, organisations need to abide by ethics or the rule of law and engage in fair practices and competition, all of which will benefit the consumer, the society and the organisation.

## Ask

- Why is ethical and professional behaviour necessary?
- Why are professionalism and workplace etiquette important?
- What is etiquette and professionalism?
- What is ethical and professional behaviour?

Basic for/ Comparison	Ethics	Values
<b>Meaning</b>	Ethics refers to the guidelines for conduct, that address question about morality.	Value is defined as the principles and ideals, that helps them in making judgement of what is more important.
<b>What are they?</b>	System of moral principles.	Stimuli for thinking.
<b>Consistency</b>	Uniform	Differs from person to person.
<b>Tells</b>	What someone wants to do or achieve.	What is morally correct or incorrect, in the given situation.
<b>Determines</b>	Level of importance.	Extent of rightness or wrongness of our options.
<b>What it does?</b>	Constraints	Motivates

Fig 5.2.1 Value versus ethics

## Summarise

- Summarise the importance of professionalism, etiquette and ethical behaviour in the workplace



Fig 5.2.2 Business ethics



Fig 5.2.3 Ethics



Fig 5.2.4 Business ethics and ethical decisions

## Note



## Unit 9.3: Sensation Toward Different Age Groups, Gender s and Persons With Disabilities

### Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the importance of gender and age sensitivity
2. Discuss gender and age-specific requirements of the guests
3. Discuss the specific needs of People with Disabilities
4. Discuss the importance of reporting Sexual harassment at the workplace
5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

### 9.3.1 Discrimination

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Dust er, Projector and Laptop

#### Do

- Start the session by asking questions like:
  - ✓ Do you know about gender equality?
  - ✓ What do you understand by LGBTIQA+?
- Explain the discrimination (the unfair or prejudicial treatment).
- Discuss the significant part of sex or gender discrimination.
- Describe the examples of potentially unlawful sex/gender discrimination.
- Define the characteristics of Sexual orientation discrimination.
- Emphasise Speaking up about mistreatment.
- Enlist the obvious types of discrimination.
- Differentiate the terms like PWD, LGBT and SRS.
- Emphasising the equitable distribution of power, influence and resources in society.

## Notes for Facilitation

- Discrimination is the unfair or prejudicial treatment of people and groups based on characteristics such as race, gender, age or sexual orientation.
- The human brain naturally puts things in categories to make sense of the world. For example, very young children quickly learn the difference between boys and girls. Nevertheless, our values in different categories are learned from our parents, peers, and observations about how the world works. Often, discrimination stems from fear and misunderstanding.
- Discrimination has many shapes and forms. These range from hurtful comments about someone's race to objectionable actions to stereotyping people and how they behave, prejudice and even hatred directed at someone depending on where they are from, their colour, ethnicity, and what they do.



Fig 5.2.4 Disability and special needs

## Ask

- What is the relationship between gender and disability?
- How is Constitution ensuring developing sensitivity towards differently-abled?
- Which gender is more likely to have a disability?
- What is gender-sensitive social protection?

## Summarise

- Summarise the importance of gender and age sensitivity
- Summarise gender and age-specific requirements of the guests
- Summarise the specific needs of People with Disabilities
- Summarise the importance of reporting Sexual harassment in the workplace
- Summarise ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors

### 9.3.2 Sex / Gender Discrimination

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

#### Say

- Sex or gender discrimination treats individuals differently in their employment because they are women or men.
- One of the examples; is suppose you have been rejected for employment, fired, or otherwise harmed in employment because of your sex or gender. In that case, you may have suffered sex or gender discrimination.

#### Explain

- Hiring/firing/promotions
- Pay
- Job classification
- Benefits

### 9.3.3 Sexual Orientation

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

#### Say

The International Day Against Homophobia, Biphobia and Transphobia was observed on May 17. It aims to coordinate international events that raise awareness of LGBT rights violations and stimulate interest in LGBT rights work worldwide.

**Explain**

- What is LGBT
- What LGBTQIA+ community and create a world

**Ask**

- Ask the candidates what sexism is.

**9.3.4 Terminology****Resources to be Used**

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

**Explain**

- Sexual orientation
- Homosexuality:
- Coming out
- Homophobia:
- LGBTQIA+:
- PRIDE month



*Fig 5.3.2 Sexual orientation, discrimination*



*Fig 5.3.3 PRIDE month*

**9.3.5 Apparent Types of Discrimination****Resources to be Used**

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

**Explain**

- Targeted attacks, bullying or harassment
- Physical threats
- Teasing someone about their gender, sexual preferences or partner (even if it seems playful)
- Excluding someone because of their gender or sexual identity
- Asking inappropriate or overly personal questions
- Any action or behaviour that is intended to hurt or upset people.

## Ask



Ask the candidates why you think discrimination needs to be needed and everyone deserves to be treated equally.

### 9.3.6 Gender Equality

## Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

Say



- Gender equality is when people of all genders have equal rights, responsibilities and opportunities.
- Gender equality is achieved when women, men, girls and boys have equal rights, conditions and opportunities and the power to shape their own lives and contribute to the development of society



Fig 5.3.4 Say no to discrimination

## Explain



- Explain why accelerating progress and opportunities across India for every girl and every boy.

## Notes



## Exercise

### True False question.

**Question 1.** A good listener deliberately tries to give other speakers a chance and express their thoughts and views.

- (A). True
- (B). False

### Select the best alternative from the given options (MCQs)

**Question 1.** Which among the given option is not a part of active listening?

- (A). Focus
- (B). Respect
- (C). Acknowledge
- (D). **Sympathy**

**Question 2.** Does utilitarianism come under which of the following?

- (A). **Ethical decision**
- (B). Listening skills
- (C). Effective communication
- (D). None of the above

**Question 3.** Focus complete attention on the unhappy guest and allow the guest to express his complaint without which of the following?

- (A). **Interruption**
- (B). Focus
- (C). Attention
- (D). Empathy

**Question 4.** How many Ps are there in the “service marketing mix”?

- (A). 4
- (B). 5
- (C). 6
- (D). 7

**Question 5.** A process of being fair to men and women is

- (A). Gender Integration
- (B). **Gender Equity**
- (C). Gender Stereotypes
- (D). Gender discrimination

**Question 6.** Internao nal Women's Day is celebrated on

- (A). February 14
- (B). March 8**
- (C). May 12
- (D). October 24

**Question 7.** Which of the following is the cause of gender inequality?

- (A). Poverty**
- (B). Illiteracy
- (C). Patriarchy
- (D). All of the above

**Fill in the blank's questions**

**Question 1.** Gender equality is achieved when \_\_\_\_\_ has equal rights, conditions and opportunities.

- (A). women, men, girls and boys**
- (B). women and boys
- (C). men and girls
- (D). girls and boys

**Question 2.** Homophobia encompasses negative attitudes and feelings toward \_\_\_\_\_.

- (A). homosexuality**
- (B). women
- (C). humans
- (D). girls and boys

**Question 3.** Sexual orientation discrimination is also known as \_\_\_\_\_ orientation or sexual behaviour. is based on sexual

- (A). sexism**
- (B). homophobia
- (C). LGBTIQA+
- (D). None of the above

# Notes

Scan the QR codes to watch the related videos



## Communication Skills



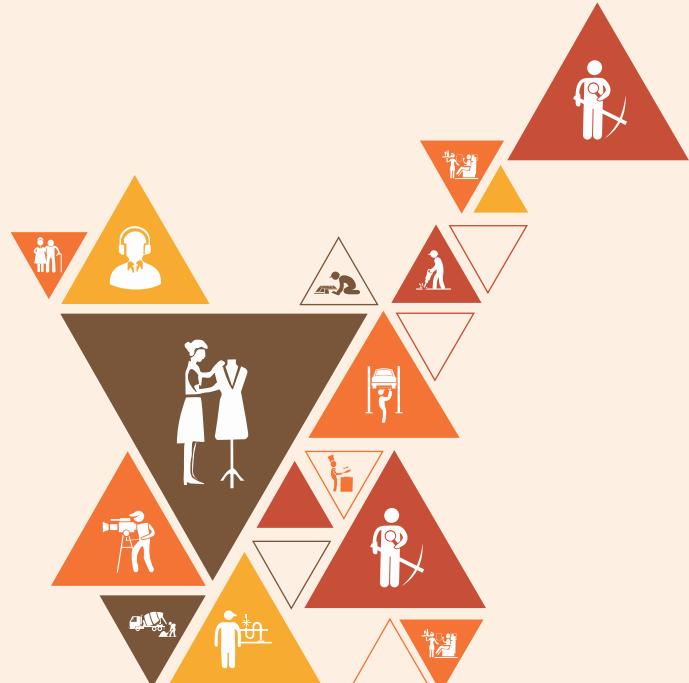
## **Gender Sensitization Issues and Challenges**





# 10. Organisational Confidentiality and Guest's Privacy

Unit 10.1 –Maintain the confidentiality of the organisation  
Unit 10.2 –Maintain the privacy of guest information



## THC/N9903

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Maintaining the confidentiality of the organisation
2. Describe the privacy of guest information
3. Discuss Intellectual Property Rights (IPR) and Its Importance

## Unit 10.1 – Confidentiality Of The Organisation

### Unit Objectives

At the end of this module, the participant will be able to:

1. Explain the procedures to report the infringement of IPR to the concerned person

### 10.1.1 Intellectual Property Rights (IPR) and its Importance

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Do

- Start the session by asking questions like:
  - ✓ Do you remember the Logos of the 5 Hospitals?
  - ✓ What do you understand by the tagline of 5 Hotels?
- Explain the Intellectual Property Rights.
- Enlist the types of IPR.
- Discuss the Copyright infringement and its repercussions.

### Notes for Facilitation

- Intellectual property rights (IPRs) are the protections granted to the creators of IP. They include trademarks, copyright, patents, industrial design rights, and in some jurisdictions, trade secrets.
- Artistic works, including music, literature, discoveries, inventions, words, phrases, symbols, and designs, can all be protected as intellectual property.



Fig 10.1.1 IPR

## Ask



- How is the hotel staff supposed to maintain the confidentiality and privacy of the guests?
- Why is IPR essential in the tourism and hospitality industry?
- How do you ensure the confidentiality of information of your guests in a hotel?
- Why is guest privacy confidential in a particular hotel?

## Summarise



- Summarise the significance of maintaining organisational confidentiality and guest privacy in the hospitality industry
- Summarise the Intellectual Property issues and policies affecting the organisation and guest privacy
- Summarise the procedures to report the infringement of IPR to the concerned person

## Notes



## UNIT 10.2: Maintain the Privacy of Guest Information

### Unit Objectives



At the end of this module, the participant will be able to:

1. Discuss the usage, storage and disposal procedures of confidential information as per the specification

### 10.2.1 Respect Guest's Copyright

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

### Do



- Start the session by asking questions like:
  - ✓ Do you remember any IPR Infringement Cases?
  - ✓ What do you understand by respecting the Customer's Copyright?
- Reiterate the Intellectual Property Rights.
- Enlist the records management for a hotel or Restaurant regarding HKS Service.
- Reiterate the Copyright infringement and its repercussions.
- Share the need to maintain the confidentiality of guests.
- Enlist Restaurant Management Tips to Improve the Way of Working.

### Notes for Facilitation



At various times, the Hotel/Restaurant will be obliged to ask you, as a customer, for information about you and members of your family, such as:

- Contact details (for example, last name, first name, telephone number, email)
- Personal information (for example, date of birth, nationality)
- Information relating to your children (for example, first name, date of birth, age)
- Your credit card number (for transaction and reservation purposes)

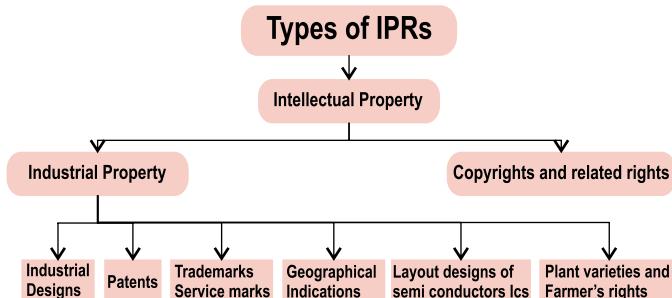


Fig 10.1.2 IPR Types

- Your membership number for the AccorHotels loyalty program or another partner program (for example, the airline loyalty program)
- Your arrival and departure dates
- Your preferences and interests (for example, smoking or non-smoking room, preferred floor, type of bedding, type of newspapers/magazines, sports, cultural interests)
- Your questions/comments during or following a stay in one of our establishments.



Fig 10.1.3 Copyright infringement

## Ask



- How do you dispose of confidential information in the workplace?
- What are the measures followed to handle and dispose of confidential information?
- What are the procedures of record-keeping?
- What is Disposal records management?
- What are the basic rules for a waiter?
- What are some of the basic rules of service that you should know in a restaurant?

## Summarise

- Summarise the usage, storage and disposal procedures of confidential information as per specification

## Note



## Exercise

**Question 1.** The hotelkeeper will violate the guest's privacy if he allows the entrance of any person without the guest's explicit permission into his room.

- (A). True
- (B). False

**Question 2.** An industrial design right is called a "design right" or design patent. It protects the visual design of objects that are not purely utilitarian.

- (A). True
- (B). False

**Question 3.** A trademark is a recognisable sign, design or expression that distinguishes the products or services of a particular trader from the similar products or services of other traders.

- (A). True
- (B). False

**Question 4.** Enforcers of safety Rules are ineffective if they are not followed or enforced.

- (A). True
- (B). False

### Select the best alternative from the given options (MCQs)

**Question 1.** What should you do with guests during check-in?

- (A). Ask personal questions
- (B). Tell them the story
- (C). Ask for tip
- (D). Ask for any requirement

**Question 2.** Which of the following things will ensure that guests are always satisfied?

- (A). Guest should be attended to at every instance of their request.
- (B). Guests should be assisted with their every query.
- (C). Guest should be ignored when you are not in the mood to interact.
- (D). Both A & B

**Question 3.** What must be insured in all of the invoices?

- (A). Everything is priced heavily
- (B). No discount is provided
- (C). Guest signature is present
- (D). All of the above

**Question 4.** HRACC stand for

- (A). Hostel & Reservation Association Classification Counter
- (B). Hotel & Reservation Association Classification Counter
- (C). Hostel & Restaurant Association Classification Committee
- (D). Hotel & Restaurant Approval Classification Committee**

**Fill in the blank's questions**

**Question 1.** A computer-savvy network user can access another user's data even without a----

- (A). password**
- (B). code
- (C). knowledge of technology
- (D). All of the above

**Question 2.** \_\_\_\_\_ is the use of works protected by copyright law without permission, infringing certain exclusive rights granted to the copyright holder, such as the right to reproduce, distribute, display, or perform the protected work or do derivative works.

- (A). Trademarks
- (B). Trade secrets
- (C). Knowledge
- (D). Copyright infringement**

# Notes

Scan the QR codes to watch the related videos



## Intellectual Property Rights (IPR)

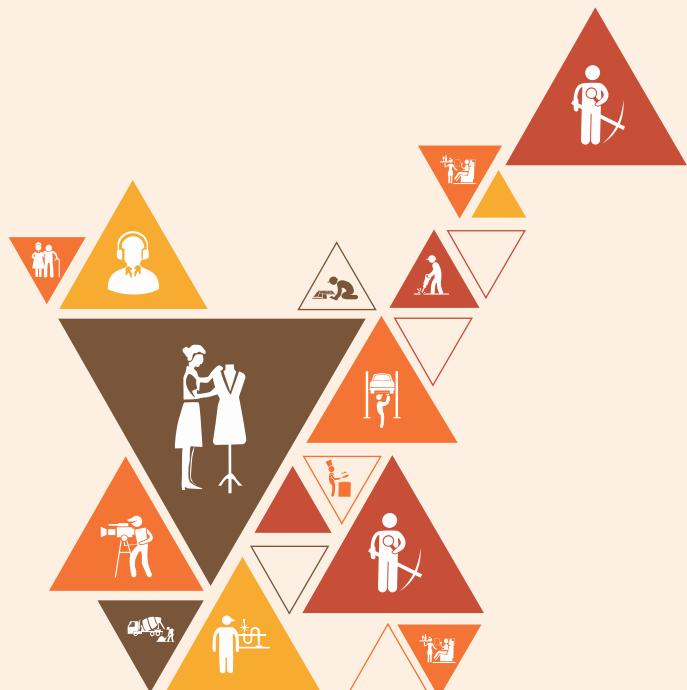


## Copyright Infringement



## 11. Basic Health and Safety Standard

- Unit 11.1 –Maintain health, hygiene, and safety practices in the workplace
- Unit 11.2 –Apply precautionary health measures
- Unit 11.3 –Employ effective waste management



**THC/N9906**

## Key Learning Outcomes

**At the end of this module, the participant will be able to:**

1. Maintain health, hygiene, and safety practices at the workplace
2. Apply precautionary health measures
3. Employ effective waste management

## UNIT 11.1: Maintain Health, Hygiene, and Safety Practices at the Workplace

### Objectives



At the end of this module, the participant will be able to:

1. Discuss the concept and importance of personal and workplace hygiene
2. Discuss best practices for maintaining personal hygiene
3. Explain the ways to clean and sanitise the workplace and related equipment

### 11.1.1 Importance of Personal and Workplace Hygiene

### Resources to be Used



- Participant Handbook
- PowerPoint Presentation and Laptop
- Whiteboard, Marker, Duster, Projector
- Activity Sheets

### Do



- Invite 3-4 participants to initiate the session by answering the question below.
- Start the session by asking questions like:
  - ✓ Do you know the difference between hygiene and grooming?
- Mention all points they answered on the whiteboard.
- To understand the difference, follow the activity.

### Activity



- Find the terms related to personal hygiene.
- In groups of 2 ask the participant to tell how frequently each of the participants should follow personal hygiene and why ?

## Ask



- How do you maintain personal hygiene?
- What are the safety and hygienic practices while being at the workplace?
- How do you ensure that individuals follow workplace food health and safety regulations?
- Why is it important to practice safety and hygiene while working in the various service departments?

## Explain



- Explain the importance of personal hygiene for oneself and the workplace one works in.
- Cleanliness reflects the attention of one and brings a great impression also. Everyone wants to be properly dressed up and, as per the standards, to be approached by individuals.

## Say



- Each term that was hidden in activity sheets creates image building for oneself.
- The hospitality industry thus creates a great impression of one to serve better to their clients.
- The guest's expectation gets exceeded by seeing a presentable person meeting them during their stay.
- The workstation fulfilling the demands with proper cleanliness does play a vital part in guest satisfaction. For example, the hotel's housekeeping and food and service section.
- Hygiene is not all for guest satisfaction; it is for one working in the service departments of hotels. For example- the COVID pandemic taught and made each one realize the awareness and importance of hygiene for all.

### 11.1.2 Why is Personal and Workplace Hygiene Important?

## Resources to be Used



- Participant Handbook
- PowerPoint Presentation and laptop
- Whiteboard, Marker, Duster, Projector

## Ask



- Ask the candidates how personal and workplace hygiene adds up to productivity
- What are the best practices for maintaining personal hygiene

Explain 

- Explain the concept and importance of personal and workplace hygiene.
- Explain the basic practices to maintain personal hygiene.



Fig 11.1.1 Personal Hygiene

Do



- Show the images featuring the basic processes of hygiene followed in public areas of the hotel, how to wash hand – step procedure followed to reduce accidents like slip and fall- mats used.

Say



- **Happier Stakeholders** - Any organisation builds up stronger and grows mainly because of employees' job happiness; staff/workers are more productive if they are happy at work or feel happy at work. They are joined by an organisation that treats them well. Keeping the place dry creates the approach of employees to be at work. Some basic dues that provide comfort are- cleaning washrooms.



Managed Washroom Service



Odour Control



Intensive Biological Treatment

Fig 11.1.2 Hygiene-1

- **Improves the hotel's image-**

Yes, the concept of first impression lasts longer, and so does for employees and guests reaching the hotel. Making sure of cleanliness and hygiene gives different exposure to oneself. Apart from an impression, hygiene processes can also create health issues.

- **Preventing bacteria and viruses from spreading-** Apart from personal hygiene, awareness for



Hand Hygiene



Washroom Sanitisers



Urinal or WC Deep Clean

Fig 11.1.3 Hygiene-2

maintaining the standards for everyone is important. Many co-workers are unaware that their workstations are frequent bacteria and germs, particularly at desks. So daily cleanliness of areas close to work desks is equally important.

- **Personal and workplace hygiene reduces slips, trips, and falls-** Cleaning a workplace should be regular; to prevent injuries during cleaning is equally important.



Anti Fatigue Mat



Wet Area Mat



Dust Control Mat

Fig 11.1.4 Different types of mats

- Since personal hygiene is essential to all, maintaining hygiene with hands is a priority.
- Regularly taking baths will remove dead cells and bacteria, too.
- Trim nails frequently, and keep them short and clean always.
- Oral hygiene is about more than pearl-white teeth. Brush your teeth twice after having food.
- Wash hands after using the toilet, changing a diaper, after cutting or wounding, before having food and after food too, after sneezing, and after coming in contact with the garbage handle.

## Activity



- Ask participants to discuss potential hazards they have encountered recently in a group. How were they managed? Could they have been managed more efficiently?
- In a group, ask participants to think of five permanent slip, trip or fall hazards at your establishment. Are there any ledges, stairs, etc.? How can accidents be avoided in each instance?

## Tip



- Tips to be followed while hygiene and cleaning are in process.
- Explain the participants with the help of the image shown.



Fig 11.1.5 Ways of Hygiene

### 11.1.3 Personal Hygiene and Grooming Standards

#### Resources to be Used

- Participant Handbook
- PowerPoint Presentation & Laptop
- Whiteboard, Marker, Duster, Projector
- Images
- Wash Basin
- Hand wash liquid
- Clean towel

#### Ask

- Ask the candidates to explain different personal hygiene standards and the importance

#### Activity

- The participants will be taken to the hand wash area by the teacher.
- Then demonstrate the procedure of hand washing at the workplace by using liquid hand wash and a clean towel.

##### Steps to wash hand

- ✓ Wet hands with clean and warm running water.
- ✓ Apply a small amount of liquid hand wash.
- ✓ Rub your palms together, away from the water.
- ✓ Rub your fingers and thumb, the skin in between them.
- ✓ Scour your palms with your nails.
- ✓ Rub the back of each hand.
- ✓ Rinse with clean running water
- ✓ Dry with a clean towel or paper towel.

#### Explain

- Explain the steps to bathe correctly with hygiene standards to be followed.
- Explain a few procedures followed during the trimming of nails Explain the procedure to maintain oral hygiene with the help of proper images and its importance at the workplace.



Fig 11.1.6 softening the nails



Fig 11.1.7 Gathering the tools



Fig 11.1.8 Trimming the Nails



Fig 11.1.9 ingrowing toenail



Fig 11.1.10 Smoothen irregular edges



Fig 11.1.11 Taking care of cuticles



Fig 11.1.12 Moisturizing the nails



Fig 11.1.13 Nails Cleaning or Cutting



5  
Scrub between fingers



6  
Rub the back of the fingers on the opposing palms



7  
Clean thumbs



8  
Wash fingernails and fingertips



9  
Rub each wrist with opposite hand



10  
Rinse hands with water



11  
Dry with a single use towel



12  
the hands are clean

Fig 11.1.14 Hand washing steps



Fig 11.1.15 Oral Hygiene

#### 11.1.4 Grooming

##### Resources to be Used

- Participant Handbook
- PowerPoint Presentation and laptop
- Whiteboard, Marker, Duster, Projector
- Tie

##### Ask

- Ask one participant to read the grooming process from the participant handbook.
- Ask the participants about their mood while preparing to go out with friends for the party.

##### Do

- Show the images of people groomed in corporate attire, people at parties, people at religious spots, and people at home

- Show them how to tie a tie

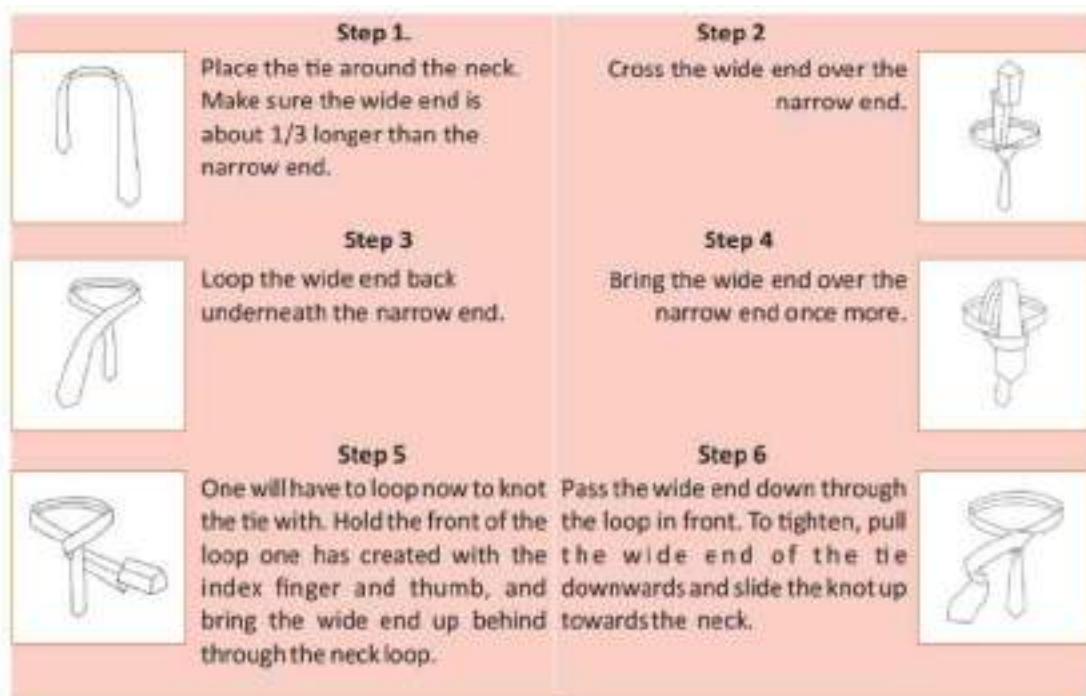


Fig 11.1.16 Tying a tie step

## Say

- The hospitality industry has standards for different sections of the department.
- There should be an understanding of the purpose of carrying formal attire at work, with the proper grooming standards.
- Women can choose between western and Indian attire for formal dress up.
- Do not use bright jewellery and bright make-up.
- Should choose proper black shoes and avoid high heels and boots.
- Minimum accessories to be worn and no visible tattoos.
- Hair should be neat and clean for both men and women.

## Explain

- The importance of personal grooming habits guidelines on attire in the hospitality industry
- What should be the appropriate corporate attire for men
- What should be the corporate attire for women
- What is civility
- The importance of etiquette and good manners to the hotel industry
- What is appropriate behaviour
- Why being willing to be of genuine service is crucial for success in the industry
- The essential aspects of time management and punctuality
- Why keeping calm under pressure/stress helps in your professional and personal life
- Why looking good is essential in the hotel industry

## Tips



- Dos and Don'ts,
  - ✓ Males should shave daily.
  - ✓ Comb hair properly
  - ✓ Wear mild perfume.
  - ✓ Dress according to the body type, weight and complexion.
  - ✓ Corporate attire is to be worn only on duty.
- Do not chew gums, no tobacco; mobile phone use has refrained too.

## Practical



- Ask the candidates to knot a tie appropriately
- Ask about the basic etiquette to be followed while greeting guests with proper body language.
- Ask about the basic rules of telephone etiquette.
- Ask the candidates to prepare a list of Dos and Don'ts at the front office.

## Explain



- The importance of punctuality, having a positive attitude, taking care of mental health and focusing on fitness.
- The key points to be taken care of during part of the hospitality industry.

## Say



- To be real, one has to be real in a positive approach towards every step taken, since it said, "Do not judge a book by its cover", but the reality in the industry is that one is judged initially by the cover.
- What is shown gets sold before its used, so building the image starts from how you show it.
- To build a positive mindset, taking care of oneself is important.
- Good sleep is the most important aspect of mental health, and a stress-free atmosphere needs good exercise. So, fitness should be added to the routine.
- Being punctual is a discipline; to learn discipline, self-motivated and self-control are needed, and this will teach management.
- To be courteous is the process of balancing listening power and understanding capacity. This readiness and assisting people are gestures in the service industry. So, train the mind for willingness to serve people.
- Promptness is one more skill related to control over your mind, body and senses. Etiquette learning teaches this readiness too. Engage with plans that are made for etiquette at work. Follow do's and don'ts.

## Notes for Facilitation



## Need for Equilibrium

- Etiquette makes you a cultured individual who leaves his mark wherever he goes.
- Etiquette teaches you how to talk, walk, and behave in society.
- Etiquette is essential for the first impression. For example, you interact with your superiors, parents, and fellow workers. In addition, friends speak a lot about your personality and upbringing.
- Etiquette enables individuals to earn respect and appreciation in society. No one would feel like talking to someone who does not know how to speak or behave in society. Etiquette inculcates a feeling of trust and loyalty in individuals. One becomes more responsible and mature. Etiquette helps individuals to value relationships.

## Notes



## Unit 11.2 – Apply Precautionary Health Measures

### Unit Objectives



At the end of this module, the participant will be able to:

1. Describe the standard operating procedure to be followed while handling tools, materials, and equipment
2. State the importance of safety management programs
3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace
4. Explain the importance of preventive health check-ups organised by the company
5. Describe the causes of risks and potential hazards in the workplace and ways to prevent them
6. Identify different safety warning signs and labels at the workplace
7. Discuss ways to identify hazards at the workplace
8. List the components of the first-aid kit
9. Explain the procedure to report accidents and other health-related issues as per SOP

### 11.2.1 The Housekeeping's Role in Hotel Safety and Security

#### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop

#### Ask



- Ask participants what steps are to be taken in case of an emergency.
- Ask about the types of safety and security concerns that may be seen in hotel operations.

#### Do



- Show participants the videos related to the attack that happened at Taj Mumbai. Discuss the same by the activity sheet provided below.

## Activity

**PRECAUTIONS IN THE WORKPLACE**

- a) Be familiar with emergency procedures and the evacuation process.
- b) Be aware of at least two evacuation routes.
- c) Report any suspicious persons or objects.
- d) Stay vigilant.

**External threats**

- Remain calm.
- If you are threatened by a perpetrator, call security personnel.
- Cooperate with the perpetrator.
- Never be the hero.





Fig.11.2.1 Precautions at the workplace

- Ask participants about the threats that may be caused and, as per the image shown, Whether they know what best could be done in handling situations.
- Discuss in detail the trainers' viewpoints on handling such situations with participants.

Situations On Emergency Situations	Discussion
In case of fire	
In case of theft	
In case of guest illness	

Table 11.2.1 Activity questions on emergency

## Explain

- Tell all the guest service associates, door attendants, communication experts, telephone operators, parking attendants and bell desk are hotel front office personnel.
- Explain how all of them serve guests at the first point itself.
- Explain the effective communication and coordination done by front office personnel with the security department.
- Give insights into the legal requirements during the check-in/registration process.
- How security of guest rooms and guests is ensured by having an electronic locking system.
- How the front office department employs a variety of procedures, including front office operations and management in tourism and hospitality safety and security.

## Activity

- Ask the participants to see the image below and know their understanding.
- Ask them to write down the short story they could create by seeing the image.

## 11.2.2 Personal Protective Equipment (P.P.E.) is Compulsory in The Workplace

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required
- Images on

### Ask

- Ask the participants for the full form of PPE.
- Ask the participants to give examples of some equipment that they may know.

### Say

- PPEs are guards to protect against the harm that may be caused at any given point. It reduces the chance of exposure to hazards that could lead to serious industrial injuries and illness.
- To have safety during operations, safety equipment is used as a Safety helmet, Safety goggles, Noise protection, respiratory mask, safety boots, and visibility jacket.
- Each piece of equipment is essential as safety measures at work.

### Explain

- Explain some examples of personal protection equipment used for safety.



Fig 11.2.2 Safety helmet



Fig 11.2.3 Safety goggle



Fig 11.2.4 Noise protection



Fig 11.2.5 Respiratory mask



Fig 11.2.6 Safety boots



Fig 11.2.7 Visibility jacket

## Ask



- What dangers do maintenance staff face if they do not wear the correct personal protective gear in the maintenance department?
- Ask the participants to write answers as per their knowledge and awareness.

## Tips



- Never operate dangerous equipment without receiving proper training.

## 11.2.3 Safety Management Programs

## Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required
- Table prints for activity

## Say



- A safety management program aims to reduce dangers before they cause catastrophic incidents.

**Ten steps of an effective safety management program-**

- ✓ Examine work methods and work environments for potential safety concerns.
- ✓ Inform department heads about the types of hazards and how to avoid them.
- ✓ Put together a safety committee.
- ✓ Keep detailed safety records.
- ✓ Conduct in-house safety checks regularly.
- ✓ Teach employees about the need for safety awareness.
- ✓ Encourage employees to be safety mindful.
- ✓ Carry out a thorough examination and investigation of all incidents and injuries.
- ✓ Maintain a safety management system and track follow-ups.
- ✓ Evaluate the efficiency of the safety management system.

## Explain



- Explain the Occupational safety and hazards standards
- Explain Ergonomics injuries and other safety awareness.

Activity 

- Provide the sheets to identify the types of safety warning signs.
- Ask participants to fill in the blanks as per their awareness of signs.

Image To Identify	Answer
	
	
 <b>CAUTION</b> <b>TRIP HAZARD</b>	
 <b>BIOLOGICAL HAZARD</b>	
 <b>NOTICE</b> INSERT CUSTOM TEXT HERE	
     	
     	

Table 11.2.2 Safety warning signs

Image To Identify	Answer
	DANGER SIGNS Indicate immediate hazards that will result in injury or death if not avoided.
	WARNING SIGNS Indicate a hazard level that falls somewhere between caution and danger.
	CAUTION SIGNS, Represent the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.
	BIOLOGICAL HAZARD SIGNS indicate either the actual or potential presence of a biohazard.
	NOTICE SIGNS, Used to convey general information as warning indicators are linked to activities not directly related to personal injury.
	GENERAL SAFETY SIGNS, Important safety instructions and procedures, for example- such as regulations and practices for first signs, cleanliness, and housekeeping.
	FIRE SAFETY SIGNS are frequently used to mark the location of emergency equipment, such as fire extinguishers. These signs do not provide instructions for using safety equipment.

Table 11.2.3 Safety warning signs answers

Ask



- Ask participants about the elementary procedures for the prevention of accidents.

## Explain

- **Prohibitory signs**



Fig.11.2.8 Safety warning signs

- **Warning signs**



Fig.11.2.9 Safety warning signs

- All safety warning labels at the workplace to the participants.
- All elementary procedures for the prevention of accidents.
- The measures taken in case of an accident.

## Notes for Facilitation

- **Danger signs** – Indicate immediate hazards that will result in injury or death if not avoided.
- **Warning signs** - Indicate a hazard level between caution and danger, indicating a risk that could make upshot in serious injury or death if not avoided.
- **Caution signs**- Represents the lowest hazard level, indicating potentially hazardous situations that may result in minor, moderate injury if not avoided.

- **Physical signs-** Used to indicate either the actual or potential presence of a biohazard, identifying objects contaminated with “viable hazardous agents” that pose a risk or potential risk to a person’s well-being.
- **Safety symbols-** While they can be used on their own (if they are sufficient to convey the message), they are frequently combined with other sign kinds to offer a visual representation to accompany written content and notifications.

## 11.2.4 Firefighting and Fire Prevention

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required
- Paper and lighter/matchbox

### Ask



- Ask the participants about their understanding of signs learnt in the previous session.
- Ask the participants about the basic components of fire

### Demonstrate



- Take a piece of paper and light the fire with the help of a lighter. (Carefully in open space)
- Once fire catches onto paper, cover the fire with a box.
- Now fire gets extinguished due to the cut off of oxygen.
- Elaborate the reason led for the fire, and now explain how components like heat, fuel, and oxygen played a role in catching fire.

### Explain



- Explain the term suffocation, as noted during a demonstration.
- Explain the fire triangle and all types of fire.



Fig.11.2.10 fire triangle

### Ask



- Ask participants about some extinguishers they know.

## Notes for Facilitation

- These flames are fueled by rubbish, wood, paper, or other common flammable materials
- Class A - Trash, wood, paper, and other common combustible materials fuel these fires
- Class B - These are fires with flammable or combustible liquids as their cause
- Class C - These are fires concerning electrical apparatus
- Class D - These are fires with certain flammable metals as the fuel source

PPEs are used to guard people against harm. Reduce your chance of exposure to hazards that could lead to severe industrial injuries and illnesses. These injuries and diseases can be caused by chemical, radioactive, physical, electrical, mechanical, and other job hazards. Personal protection equipment includes gloves, safety glasses, shoes, earplugs or muffs, hard helmets, respirators, coveralls, vests, and full bodysuits.

Accidents can be avoided by following the principles listed below.

- When using any cleaning equipment, always follow the manufacturer's recommendations.
- After distributing cleaning chemicals, promptly and securely replace the caps.
- Cleaning agents should be labelled.
- Maintain a clean and dry floor.
- While cleaning, place caution signs throughout the area.
- Before touching plugs, sockets, or electrical fittings, ensure your hands are completely dry.
- Mark any equipment that is not working as 'out of order.'
- Carefully dispose of trash.
- Never put cigarette butts or sharp objects in the trash bag carried by the room staff.
- Carefully open and close doors.
- Carefully clean up any broken glass.

## Ask

- Why is fire safety important at any given point and state?

## Explain

- Explain all the practices that could result from fire and how to identify the type of fire.
- Explain the fire warning systems like fire alarms, Sprinklers, Fire Pillar hydrants, Fire hose cabinets, Water fire extinguishers, Beam detectors, and Smoke detectors.



Fig.112.11. Fire alarms, sprinklers, fire pillar hydrants, fire hose cabinets, water fire extinguishers, beam detectors, and smoke detectors

- Explain the use of fire sprinkler systems at different places like commercial offices, restaurants, eang areas, warehouses, Commercial kitchens, Industrial organisations, and mul or single-family residences.
- Explain the handling of situaons due to fire, like
  - ✓ When one noce s a fire.
  - ✓ When one hears a fire alarm.
  - ✓ What and how to decide the evacuation.
  - ✓ How to survive a building fire.
  - ✓ What needs to be done if someone gets trapped?
  - ✓ If someone gets caught in the fire.
  - ✓ How to prevent self and protect at the me of the fire.
  - ✓ After a fire emergency.
- Explain the use of exng uishers and operang instructions for fire exn guishers.
- Explain the firefightng equipment and the type of fire exng uisher.

## Summarize



- Summarise different safety warning signs and labels at the workplace
- Summarise ways to idenf y hazards at the workplace.

## Activity



- Idenf y the signs to check the understanding and distribute the prints to each parcipan t.

Fig. Acvit y to understand the fire signs

### Answer

- First row- Harmful and Irritant
- Second row- Highly flammable and Oxidising
- Third row- Danger and Corrosive



Fig.11.2.12 Identify the signs

## 11.2.5 Importance of Preventive Health Check-ups Organised by the Hotel

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Projector and laptop

### Ask



- Ask the candidates how a preventive health check-up helps in reducing the chance of complications during treatment
- How frequently the participant goes for health checkups?

### Say



- To have a healthy body and mindset, one must have a proper sleep and a good diet.
- Regular check-up of the body helps the doctor to diagnose the disease early.
- Reduces risk and complications for the future.

### Explain



- Describe the importance of preventive health check-ups
- Discuss how a frequent check-up can determine one's overall health.
- Explain the basic tests like CBC, X-ray chest, ECG, Stress test, Height Weight, BMI, Kidney profile, liver profile, and vitamin D.
- Brief how to prevent health problems in day-to-day life.
- Explain the measures to be followed after medical advice and recommendations.



Fig.11.2.13 Preventive health check-ups

Tip

- Every six-month regular check of health is important.
- Keep track of personal health.

Activity



- Ask the participant to write the correct possible answer they know in the activity sheet.

Tests Conducted	Screening For
ECG- Electrocardiogram	
LIPID PROFILE	
ESR	
USG	
URINE ROUTINE	
CHEST X-RAY	

Table.11.2.4 Guess the must (Activity sheet)

Tests Conducted	Screening For
ECG- Electrocardiogram	Check the heart's rhythm and electrical activity.
Lipid Profile	Blood test to measure the amount of cholesterol.
ESR	Measures how quickly erythrocytes (RBC) settle at the bottom of the test tube. Test to determine if one has a condition that causes inflammation.
USG	Ultrasound or sonogram
Urine Routine	Detects the number of germs present in the urine.
Chest X-RAY	Helps to diagnose conditions affecting the chest.

Table.11.2.5 Answers guess the must (Activity sheet)

Summarise



- Summarise the topic by asking participants about the general tests for a regular health checkup.

## 11.2.6 Causes of Risks and Potential Hazards in the Workplace and Ways to Prevent Them

Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Blank papers

## Ask

- Ask the participants if they know about risks that may arise due to hazards at work.
- What are the basic reasons for having common workplace hazards

## Explain

- Explain common workplace hazards.
  - ✓ Working at a height and falling objects and how to prevent falling injuries.
  - ✓ Machinery malfunction.
  - ✓ Electrical injuries.
  - ✓ Fire injuries
- Explain the confined spaces and prevention of injuries.



Fig.11.2.14 Risks and common workplace hazards

## Say

- Prevention is easy if the awareness is broadened. Have use of height safety ladders and equipment.
- Ensure that pieces of equipment are inspected and re-certified regularly.
- Encourage employees to report any indicators of machine failure.
- Well-maintenance of electrical equipment is essential.
- Work areas in high locations should be limited. Extreme measures should be taken for skilled and equipped employees to access such areas.
- Uneven surfaces and congested areas may cause slips, falls, cuts, and other physical injuries.
- Provide awareness, training, and lectures on appropriate postures to prevent strains and bodily pains.
- For chemical injuries, authorised, trained staff should access the location.

## Notes for facilitation

- Discuss working at a height and falling objects
- Describe machinery malfunction
- Describe electrical hazards
- Describe confined spaces
- Describe physical hazards
- Describe ergonomic hazards
- Describe chemical hazards

- Describe biological hazards
- Describe noise hazards

### Ask



- Ask the candidates to explain common workplace hazards and their prevention

### Activity



- Ask participants to increase the music volume on laptops or any audio device.
- Now ask all the participants to speak loudly and talk over the phone. Also, play a maximum device at one given point.
- Now let everyone settle down for 3 mins with pin-drop silence.
- Observe both the mings and the change you may feel now.
- Write the changes in blank sheets given to you by the trainer/teacher.
- Also, ask them to write the prevention they suggest for such disturbance caused by noise.

### Summarize



- Summarise the causes of risks and potential hazards in the workplace and ways to prevent them.

## 11.2.7 Standard Safety Procedures

### Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- First Aid Kit

### Ask



- Ask the participants, do they have a basic idea of the first aid kit and its uses.
- Ask what all things do first aid kit consists of.

**Explain** 

- What are emergency measures
- The evacuation protocol
- How to contact the emergency services.

**Discuss** 

- The components of the First-aid Kit and how and when to use them.

**Activity** 

- Ask the participant to show how to put a bandage by looking at the image below.

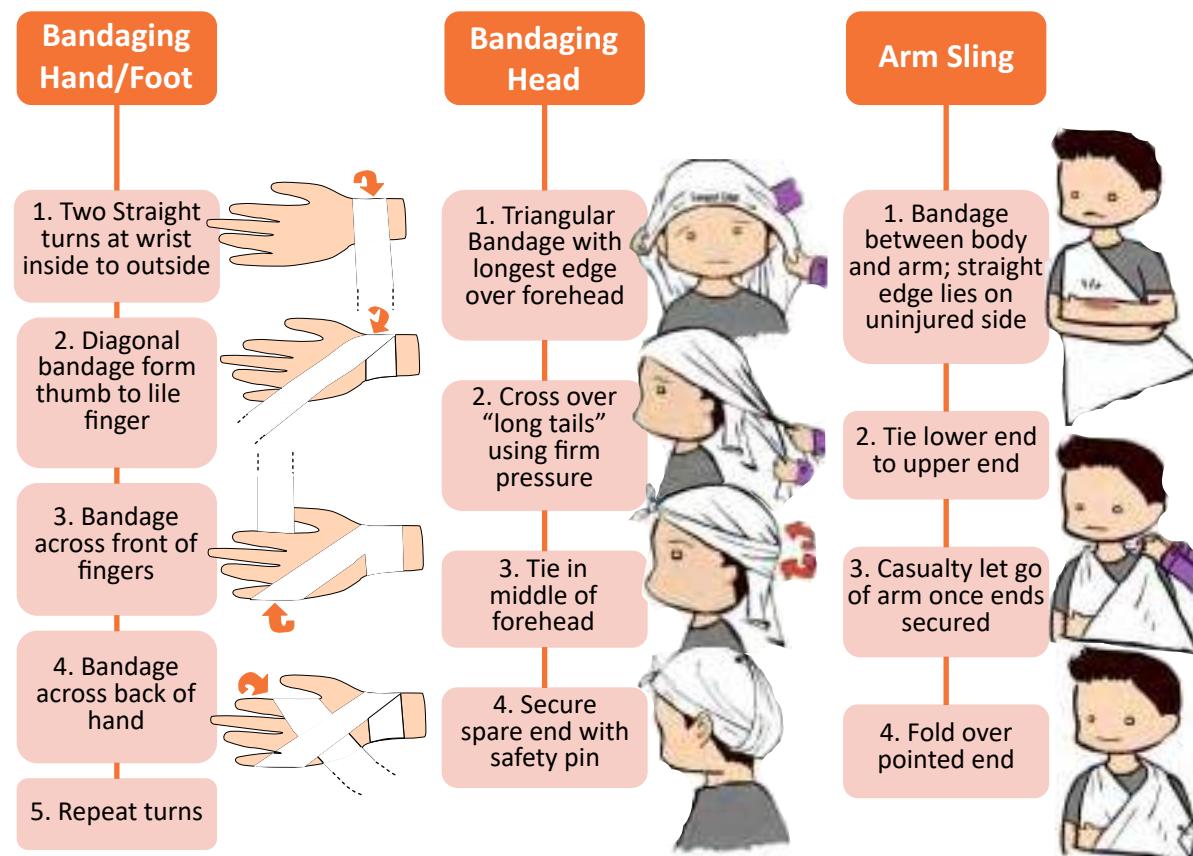


Fig.11.2.15 First Aid

**Summarise** 

- Summarise the components of the first-aid kit
- Summarise the procedure to report the accident and other health-related issues as per SOP

# Notes



## Unit 11.3 – Employ Effective Waste Management

### Unit Objectives

At the end of this module, the participant will be able to:

1. Employ effective waste management

### 11.3.1 Elements of Waste Management

### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

### Explain

- What is waste management
- Waste generation
- The process of onsite handling, storage and processing
- The process of collection of waste
- The process of waste transfer and transport
- The process of waste processing and recovery
- The process of waste disposal

### Ask

- Ask the candidates to list the methods of waste disposal
- Ask the candidates to tell the 6 R's in waste management

### Demonstrate

- Show the image to explain the cycle of waste and brief the structure as per 6Rs.

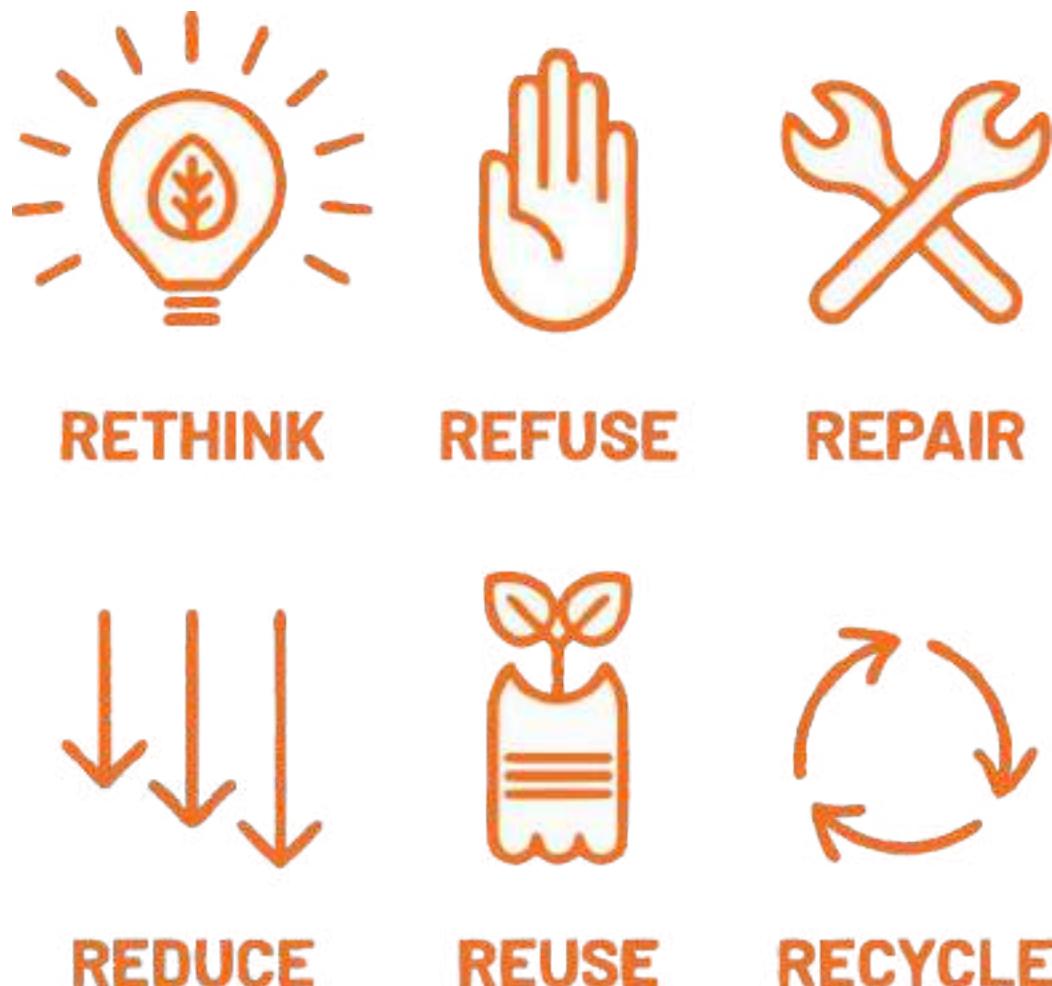


Fig.11.3.1 Functional elements of waste management

### 11.3.2 Sources of Waste

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Say

Did you know that there are five types of waste?  
We hardly give what we throw away a second thought



Fig.11.3.2 Sources of waste

## Explain

- Liquid waste
- Solid waste
- Organic waste
- Recyclable waste
- Hazardous waste
- The four ways of disposing of hazardous waste

## Do

- Start the session by asking questions like:
- Explain identifying and segregating recyclable, non-recyclable and hazardous waste at the workplace.
- Discuss the process of segregating waste into different coloured dustbins
- Describe the different ways of handling waste and how to recycle waste
- Define the procedure for disposing of waste.

## Notes for Facilitation

- Waste management can be defined as all the activities required to manage waste, from collecting the waste to recycling and monitoring.
- Waste in waste management refers to unwanted or unusable material produced through human activity and can have different forms. Waste can be liquid, solid, or gas, each having its disposal method and way of managing the waste.
- Besides the state of the matter, there are also different types of waste, such as household, biological, commercial and industrial waste. In addition, some types of waste can threaten the environment and human health, such as radioactive and chemical waste. These types of waste are called hazardous waste.
- Waste management aims to reduce the dangerous effects of such waste on the environment and human health. A big part of waste management deals with municipal solid waste created by industrial, commercial, and household activities.

## Ask

- What are the five types of waste disposal?
- What are the measures to be taken toward the segregation of recyclable waste?
- Why should you segregate waste into different dustbins?
- How do you manage waste segregation?

## Summarise



- Summarise the recyclable, non-recyclable and hazardous waste at the workplace
- Summarise the process of segregating waste into different coloured dustbins
- Summarise the ways of handling the waste as per sop
- Summarise the process of recycling waste wherever applicable

### 11.3.3 Types of Waste

## Resources to be Used



- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Explain



- Biodegradable waste
- Non-biodegradable waste
- Recycling of waste

## Ask



Ask the candidates to list the waste generated in the hotels and list their categories as per the waste classification

### Types of wastes

#### Biodegradable waste



#### Non-biodegradable waste



Fig.11.3.3 Types of waste

### 11.3.4 Employ Effective Waste Management

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

#### Explain

- Importance of waste management in hotels
- Steps for effective waste management in hotels
- Two departments handle waste in the hotel

#### Ask

- Ask the candidate to list and explain the steps of waste management in hotels



Fig 11.3.4 4R's of Waste Management



Fig 11.3.5 Housekeeping cleanliness



Fig 11.3.6 Waste management in hotels

### 11.3.5 Cleaning of Bins

#### Resources to be Used

- Participant Handbook or PowerPoint Presentation
- Whiteboard, Marker, Duster, Projector and Laptop
- Charts / PPE, if required

## Explain

- Explain the steps to clean wheelie bins



Fig 11.3.7 Cleaning of Bins -1



Fig 11.3.8 Cleaning of Bins -2



Fig 11.3.10 Wet the bin



Fig 11.3.11 Scrubbing with soap and water



Fig 11.3.9 Removing debris



Fig 11.3.12 Cleaning with mop



Fig 11.3.13 Rinsing the bin



Fig 11.3.14 Cleaning the lid



Fig 11.3.15 Scrub exterior



Fig 11.3.16 Rinsing exterior and interior



Fig 11.3.17 Drying the bins

## Exercise



**Question 1.** A warm smile always helps the guest to open up. It makes the guest feel important. Moreover, they are comfortable knowing that someone genuinely cares about their needs.

(A). True  
(B). False

**Question 2.** Employees and clients may connect and contact one another swiftly and efficiently using telegram.

(A). True  
(B). False

**Question 3.** Enforcers of safety Rules are ineffective if they are not followed or enforced.

(A). True  
(B). False

**Question 4.** A visible instruction from a safety sign lessens the likelihood of accidents for employees and non-employees, creating a safer working environment.

(A). True  
(B). False

**Question 5.** All Windows should be closed, and all electrical appliances, including fans and lights, should be turned Off.

(A). True  
(B). False

**Question 6.** Employee safety can be ensured by adhering to the three Es of safety: safety education, engineering, and safety programs.

(A). True  
(B). False

**Select the best alternative from the given up on (MCQs)**

**Question 1.** Among the given choices are basic rules that will assure health and hygiene at the workplace.

(A) Regularly empty the trash cans  
(B) **Clean washrooms regularly**  
(C) Go for movies  
(D) Take leaves regularly

**Question 2.** Which will you use to reduce the quantity of dust outdoors?

- (A). Wet area mats
- (B). Dust control mats**
- (C). Curtains
- (D). Vacuum cleaner

**Question 3.** What should be avoided to reduce the chances of Ingrowing Toenails?

- (A). Trim Straight**
- (B). Trim diagonally
- (C). Do not trim
- (D). Do not use a nail filer

**Question 4.** When should one wash their hands to keep them clean?

- (A). Before you leave the house
- (B). When you arrive at your destination
- (C). Before and after consuming or preparing food
- (D). All of the above**

**Question 5.** Why are etiquettes needed?

- (A). It makes you a cultured individual
- (B). It teaches you how to talk, walk, and behave in society.
- (C). It teaches you to use the mobile
- (D). A and B**

# Notes

Scan the QR codes to watch the related videos



## Waste Types and Classification



## Importance and Methods of Protecting People and Assets

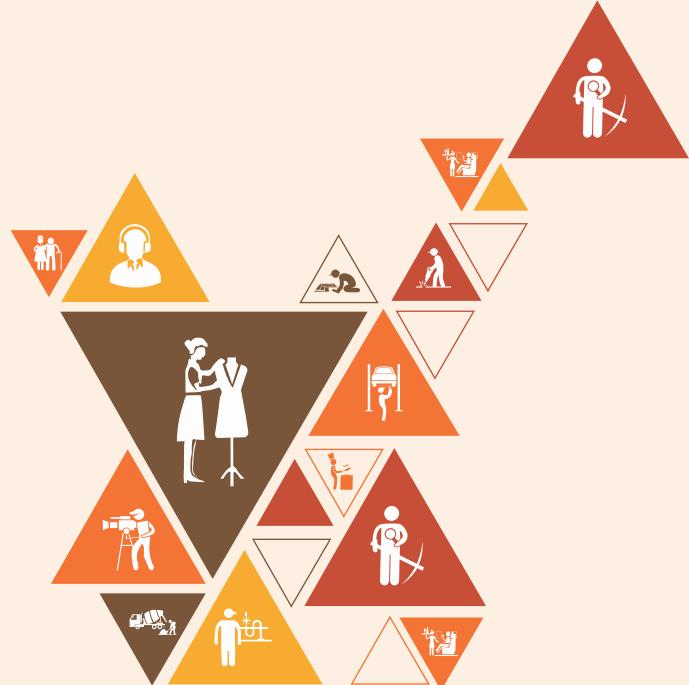


## Introduction to Fundamental Concepts of Fire Safety





## 12. Employability Skills



DGT/VSQ/N0101

Scan/Click this QR code to access eBook



<https://eskillindia.org/NewEmployability>



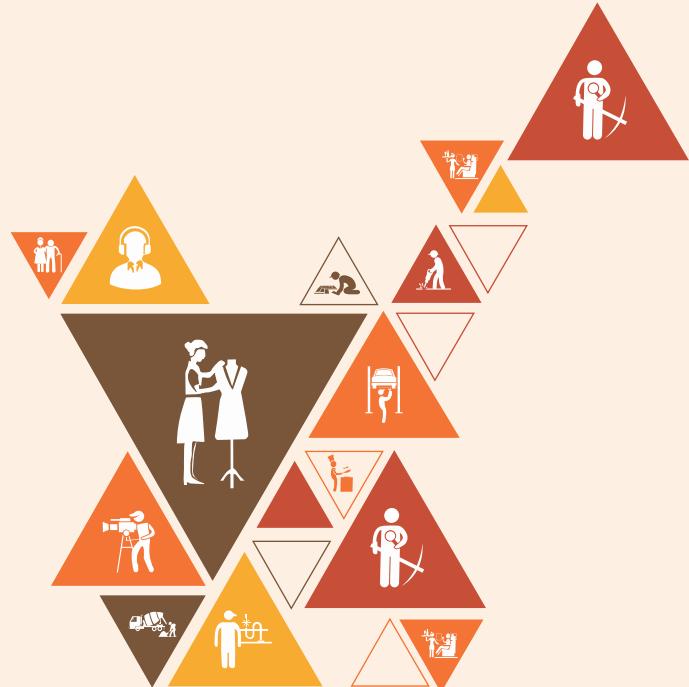


## 13. Annexures

## Annexure – I

## Annexure – II

### Annexure – III



## Annexure - I

### Training Development Plan

Annexure 1			
Training Delivery Plan			
Program Name:	Guest Service Associate (Housekeeping)		
Qualification Pack and reference ID	Guest Service Associate (Housekeeping)-THC/Q0202		
Version No.	1	Version Update Date	31/08/2021
Pre-Requisite License or Training	NA		
Training Outcomes	<p><b>At the end of the program, the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Apply appropriate practices to communicate effectively with guests, colleagues, and superiors to achieve a smooth workflow</li> <li>Apply gender and age-sensitive service practices</li> <li>Describe the protocols related to the confidentiality of the organizational information and guests' privacy</li> <li>Apply health, hygiene, and safety practices at the workplace</li> <li>Perform the activities to clean the carpet and upholstery</li> <li>Describe the activities to clean and polish various surfaces/floors both manually and using the machine</li> <li>Perform various cleaning and relevant housekeeping activities in the guest room as well as common areas</li> </ul>		

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
1	Introduction to Hotel Industry and Housekeeping Activities (Bridge Module)	An overview of Skill India Mission	Discuss the objectives and benefits of the Skill India Mission	THC/N9901	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 0
		An overview of tourism & hospitality industry	Describe the Tourism and Hospitality Industry and its sub-sectors		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 0
		Housekeeping department and layout of a hotel	Elaborate the hierarchy of the Hotel and Housekeeping department of different star categories		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 0
		Roles and responsibilities of a GSA-housekeeping	Elaborate the job role and job opportunities as a Guest Service Associate in the Tourism and Hospitality Industry		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 0
2	Perform Cleaning Operations for Carpet and Upholstery	Various Cleaning Solutions, Equipment, and Carpet Types	1. List different types of cleaning solutions, supplies and equipment	THC/N0240 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, KU1, KU2, KU3, KU4, KU5, KU6, GS1, GS2	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Various Cleaning Solutions, Equipment, and Carpet Types (Contd.)	2. Explain the importance of inspecting the carpet/upholstery that needs to be cleaned		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Various Cleaning Solutions, Equipment, and Carpet Types (Contd.)	3. Discuss the importance of using personal protective gear while performing cleaning activities		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Various Cleaning Solutions, Equipment, and Carpet Types (Contd.)	4. Elaborate on the importance and steps to clean furniture, upholstery, carpet, etc.		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
3	Perform Post-cleaning Activities	Various Cleaning Solutions, Equipment, and Carpet Types (Contd.)	5. Describe the procedures to prepare various cleaning solution	THC/N0240 PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, KU7, KU8, KU9, KU10, KU11, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Various Cleaning Solutions, Equipment, and Carpet Types (Contd.)	6. Distinguish between various types of stains		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Activities involved in cleaning and drying	1. Elaborate on various cleaning methods along with the precautionary measures to be taken while cleaning		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Activities involved in cleaning and drying (Contd.)	2. Explain the importance of using a brush/scrubber while cleaning		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 1 P : 1
		Activities involved in cleaning and drying (Contd.)	3. Describe the importance and methods of drying the carpet		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 2
3	Perform Post-cleaning Activities	Various chemicals and solutions, like moth repellent, colour protective, stain preventive solution	1. Identify the standard arrangement of the furniture in the room	THC/N0240 PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, KU7, KU8, KU9, KU10, KU11, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 4
		Various chemicals and solutions, like moth repellent, colour protective, stain preventive solution (Contd.)	2. Discuss the importance of cleanliness and maintenance of the upholstery/carpet		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 4
		Various chemicals and solutions, like	3. Explain the importance of using various chemicals, like		Interactive Lecture in the Class	Participant handbook, Projector	T : 2 P : 3

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		moth repellent, colour protection, stain preventive solution (Contd.)	moth repellent/stain preventive solution, deodorizers, colour protection solutions, etc.			Whiteboard, Marker, and Duster	
		Perform tasks to clean tools and equipment necessary repair post-cleaning	1. Describe the basic repairing technique of carpet and upholstery		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Perform tasks to clean tools and equipment necessary repair post-cleaning (Contd.)	2. Discuss the importance of maintaining the tools and equipment		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
4	Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces	Cleaning agents, equipment and stains removal	1. Elaborate various types of surfaces, and appropriate polishing equipment along with the cleaning agents required for each surface	THC/N0241 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, PC34, PC35, PC36, PC37, PC38, PC39, PC40, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, GS1, GS2, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning agents, equipment and stains removal (Contd.)	2. Explain the importance of inspecting the surface after cleaning and polishing		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 2
		Cleaning agents, equipment and stains removal (Contd.)	3. Describe specific methods to clean the surface according to the types of stains		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 2
		Cleaning agents, equipment and stains removal (Contd.)	4. Discuss the procedures of preparing various cleaning solutions and the importance of mixing appropriate amount of specific chemicals to prepare these solutions		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 4 P : 2
		Cleaning agents, equipment and stains removal (Contd.)	5. Elaborate the step-by-step cleaning procedures for different surfaces for both soft and stubborn stains		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 3 P : 2

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Cleaning agents, equipment and stains removal (Contd.)	6. Identify different warning signs to be used		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Cleaning agents, equipment and stains removal (Contd.)	7. Describe the manual and mechanical procedure of polishing various surfaces		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Cleaning agents, equipment and stains removal (Contd.)	8. Explain the importance of using sealant and mopping the area after polishing		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 2
5	Prepare for Cleaning Activities	Guest Supplies & Guest Essentials	1. Discuss the importance of paying attention to collect the details about the guest room status/event before cleaning	THC/N0208 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, PC20, PC21, PC22, PC23, PC24, PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32, PC33, PC34, PC35, PC36, PC37, KU1, KU2, KU3, KU4, KU5, GS1, GS2	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 6
		Guest Expendables and loan items	2. Explain different types of keys and the procedure to collect them	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 6	
		TASKI Cleaning Agents	3. Categorize the types of linen used in housekeeping activities	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 6	
		Clean and polish different surfaces in the Guest Room	4. List different types of cleaning agents and equipment	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 5 P : 6	
		Cleaning Methods Cleaning Agents	5. Discuss the significance of using Personal Protective Equipment during the cleaning activities	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 6	
6	Perform Cleaning Operations in the Guests Room	Clean and polish different surfaces in the guest room	1. Explain the types of rooms	THC/N0208	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Clean and polish different surfaces in the guest room (Contd.)	2. Differentiate between guest supplies and amenities	PC38, PC39, PC40, PC41, PC42, PC43, PC44, PC45,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	3. Identify different room layouts, standard arrangement of furniture and other articles in the guest room	PC46, PC47, PC48, PC49, PC50, PC51, PC52, PC53,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	4. Identify the different housekeeping signages	KU6, KU7, KU8, KU9, KU10, GS3, G S4	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	5. List the equipment and appliances available in a guest room		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	6. Explain the importance of proper ventilation in the room		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	7. Discuss the correct sequence of room cleaning activities		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 2
		Clean and polish different surfaces in the guest room (Contd.)	8. Explain specific methods of cleaning spillage		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	9. Elaborate various cleaning and maintaining methods for different types of room surfaces		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 4
		Clean and polish different surfaces in the guest room (Contd.)	10. Explain the importance of inspecting the assigned area to be cleaned		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 2

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Clean and polish different surfaces in the guest room (Contd.)	11. Explain the significance of replenishing the guests' supplies and other items (like fresh linen, etc.) in the guestroom		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 2 P : 4
7	Carry out the Cleaning Activities in the Guests Bathroom	Replenish, replace and refill the toiletries and other supplies	1. List the equipment, appliances, and fittings available in the guest bathroom	THC/N0208 PC54, PC55, PC56, PC57, PC58, PC59, PC60, PC61, P C62, PC63, PC64, PC65, PC66, PC67, KU11, KU12, KU13, KU14, GS4, GS5	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Replenish, replace and refill the toiletries and other supplies (Contd.)	2. Discuss the importance and step by step procedure to clean and disinfect the guest bathroom		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Replenish, replace and refill the toiletries and other supplies (Contd.)	3. Describe the significance of replenishing the toiletries and other supplies in the guest bathroom		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Replenish, replace and refill the toiletries and other supplies (Contd.)	4. Explain the importance of examining the plug holes, waste outlets and drain as per the SOP		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 8
		Replenish, replace and refill the toiletries and other supplies (Contd.)	5. Explain specific methods of cleaning bathroom doors and fixtures		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Replenish, replace and refill the toiletries and other supplies (Contd.)	6. Discuss the importance of proper documentation of cleaning and merely reporting of the damages, if any		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 5 P : 8
8	Perform Cleaning Operations in the Common Area and Elevators	Activities involved in cleaning the elevator and other common areas	1. Discuss the working procedure of an elevator	THC/N0208	Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6
		Activities involved in cleaning the elevator and other common areas (Contd.)	2. Explain the importance of taking the elevator on-off service mode before cleaning		Interactive Lecture in the Class	Participant handbook, Projector Whiteboard, Marker, and Duster	T : 6 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
9	Maintain Effective Communication and Service Standard	Activities involved in cleaning the elevator and other common areas (Contd.)	3. Elaborate on various cleaning solutions and methods used to clean the elevator and the common areas like lobby, front office area, dining area, etc.	PC68, PC69, PC70, PC71, PC72, PC73, PC74, PC75, PC76,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 6 P : 6
		Activities involved in cleaning the elevator and other common areas (Contd.)	4. Discuss the importance of reporting any loose or ripped carpeting in the elevator	PC77, PC78, PC79, PC80, PC81, PC82, PC83, PC84, PC85,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 6 P : 8
		Activities involved in cleaning the elevator and other common areas (Contd.)	5. List the checklists to be filled to record the status of work	PC86, PC87, PC88, PC89, PC90, PC91, PC92, KU13, KU14,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 6 P : 6
		Activities involved in cleaning the elevator and other common areas (Contd.)	6. Describe the types of records and reports required to present in front of the supervisor/relevant authority	KU15, KU16, KU17, GS4, GS5, GS6	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 5 P : 8
9	Maintain Effective Communication and Service Standard	Communicate effectively with guests, colleagues, and superiors	1. Discuss the importance of effective communication 2. Explain the importance of guest satisfaction and guest feedback 3. Outline the procedure of receiving feedback and complaints constructively 4. Describe various ways to handle guest complaints 5. Discuss different ways to improve the guest experience	THC/N9901 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 5
		Employ appropriate expertise to promote professional etiquette	1. Discuss the value and Ethics in Business 2. Describe the significant ethical principles to be followed for a successful business	PC20, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, KU10, KU11, KU12, KU13, GS1, GS2, GS3, GS4, GS5	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 2 P : 5
		Ways to show sensitivity towards different age groups, gender and persons with disabilities	1. Explain the importance of gender and age sensitivity 2. Discuss gender and age-specific requirements of the guests 3. Discuss the specific needs of People with Disabilities 4. Discuss the importance of reporting Sexual		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 5

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
			harassment at the workplace 5. Discuss ways of escalating problems, reporting workplace issues, and receiving feedback from the superiors.				
10	Organisational Confidentiality and Guest's Privacy	Maintain the confidentiality of the organization	1. Explain the procedures to report the infringement of IPR to the concerned person	THC/N9903 PC1, PC2, PC3, PC4, PC5,	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information	1. Discuss the usage, storage and disposal procedures of confidential information as per the specification	PC6, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS3	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 3 P : 3
		Maintain the privacy of guest information (Contd.)	2. Explain the significance of maintaining organizational confidentiality and guest privacy in the hospitality industry		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
		Maintain the privacy of guest information (Contd.)	3. Discuss the Intellectual Property issues and policies affecting the organization and guest privacy		Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 4 P : 4
11	Basic Health and Safety Standard	Maintain health, hygiene, and safety practices at the workplace	1. Discuss the concept and importance of personal and workplace hygiene 2. Discuss procedure to maintain personal hygiene 3. Explain the compliance norms to ensure cleanliness and sanitization of the workplace and related equipment	THC/N9906	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 6 P : 6

S No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools Aids	Duration
		Apply precautionary health measures	<ol style="list-style-type: none"> <li>1. Describe the standard operating procedure to be followed while handling tools, material, and equipment</li> <li>2. State the importance of safety management programs</li> <li>3. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace</li> <li>4. Explain the importance of preventive health check-ups organized by the hotel</li> <li>5. Describe the causes of risks and potential hazards in the workplace and ways to prevent them</li> <li>6. Identify different safety warning signs and labels at the workplace</li> <li>7. Discuss ways to identify hazards at the workplace</li> <li>8. List the components of the first-aid kit</li> <li>9. Explain the procedure to report accidents and other health-related issues as per SOP</li> </ol>	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17, PC18, PC19, KU1, KU2, KU3, KU4, KU5, KU6, KU7, KU8, KU9, GS1, GS2, GS3, GS4	Interactive Lecture in the Class	Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 6 P : 6
		Employ effective waste management	1. Employ effective waste management techniques				
10	Employability Skills	Employability Skills		DGT/VSQ/N0102	Interactive Lecture in the Class	Employability Skills Participant handbook, Projector, Whiteboard, Marker, and Duster	T : 60 P : 0
11	On-the-Job Training						120 Hours

## Annexure-II

### Assessment Criteria

### CRITERIA FOR ASSESSMENT FOR TRAINEES

Job Role	Guest Service Associate (Housekeeping)
Qualification Pack	THC/Q0202
Sector Skill Council	Tourism and Hospitality Skill Council

S No.	Assessment Guidelines
1	The Sector Skill Council will create criteria for assessment for each Qualification Pack. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS and, where applicable, on the selected elective/option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training centre (as per the assessment criteria below).
5	Individual assessment agencies will create unique evaluations for skill practicals for every student at each examination/ training centre based on these criteria.
6	To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of the aggregate marks to successfully clear the assessment.
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

NOS	Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>THC/N9901: Communicate effectively and maintain service standards</b>	<b>Communicate effectively with guests, colleagues and superiors</b>	<b>20</b>	<b>20</b>	-	<b>10</b>
	PC1. greet the guests promptly and appropriately as per the organization's procedure	-	-	-	-
	PC2. communicate with the guests in a polite and professional manner	-	-	-	-
	PC3. clarify guest's requirements by asking appropriate questions	-	-	-	-
	PC4. address guest's dissatisfaction and complaints effectively	-	-	-	-
	PC5. build effective yet impersonal relationships with guests	-	-	-	-
	PC6. inform guests of any issue/problem beforehand, including any developments involving them	-	-	-	-
	PC7. seek feedback from the guests and incorporate them to improve the guest experience	-	-	-	-
	PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	-	-	-	-
	PC9. pass on essential information to colleagues timely	-	-	-	-
	PC10. report any workplace issues to the superior immediately	-	-	-	-
	<b>Maintain professional etiquette</b>	<b>10</b>	<b>10</b>	-	<b>5</b>
	PC11. report to work on time	-	-	-	-
	PC12. follow proper etiquette while interacting with colleagues and superiors	-	-	-	-
	PC13. follow the dress code as per organizational policy	-	-	-	-
	PC14. maintain personal hygiene	-	-	-	-
	PC15. respect the privacy of others in the workplace	-	-	-	-
	<b>Provide specific services as per the guests' requirements</b>	<b>10</b>	<b>10</b>	-	<b>5</b>
	PC16. offer services and maintain the quality of facilities to cater to specific needs of every individual, across all gender and age groups as per company standards	-	-	-	-

	PC17. assist Persons with Disability, if required	-	-	-	-
	PC18. follow the organisational policies specified for Persons with Disability	-	-	-	-
	PC19. follow gender and age-sensitive service practices at all times	-	-	-	-
	PC20. adhere to the company policies related to the prevention of sexual harassment	-	-	-	-
<b>NOS Total</b>		<b>40</b>	<b>40</b>	-	<b>20</b>
<b>NOS</b>	<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
	<b>Maintain organisational confidentiality</b>	<b>6</b>	<b>6</b>	-	<b>3</b>
<b>THC/N9903: Maintain organisational confidentiality and respect guests' privacy</b>	PC1. ensure not leaving any confidential information visible and unattended on the workstation	-	-	-	-
	PC2. comply with organizational IPR policy at all times	-	-	-	-
	PC3. report any infringement of IPR observed by anyone in the company to the concerned person	-	-	-	-
	PC4. maintain the confidentiality of the organisational information through appropriate use, storage and disposal	-	-	-	-
	<b>Respect guest's privacy</b>	<b>4</b>	<b>4</b>	-	<b>2</b>
	PC5. protect personal and financial information of the guest	-	-	-	-
	PC6. refrain self from infringing upon guest's professional deals and plans	-	-	-	-
	<b>NOS Total</b>	<b>10</b>	<b>10</b>	-	<b>5</b>
<b>NOS</b>	<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>THC/N9906: Follow Health, Hygiene and Safety practices</b>	<b>Maintain personal and workplace hygiene</b>	<b>10</b>	<b>10</b>	-	<b>5</b>
	PC1. wash and sanitize hands at regular intervals using hand wash & alcohol-based sanitizers	-	-	-	-
	PC2. clean the workplace with appropriate cleaning solution and disinfectants as recommended	-	-	-	-
	PC3. clean the crockery and other articles as per established standards	-	-	-	-
	PC4. sanitize all tools and equipment requiring touch points at regular intervals	-	-	-	-

	PC5. ensure that the trashcans are cleared regularly following the cleanliness and maintenance schedule	-	-	-	-
	PC6. use appropriate PPE (headwear, glasses, goggles, footwear etc.) considering the task to be performed and the working environment	-	-	-	-
	PC7. dispose of the waste as per the prescribed standards	-	-	-	-
	PC8. maintain personal hygiene by brushing teeth regularly, wearing clean clothes, following a healthy diet etc.	-	-	-	-
	<b>Take precautionary health measures</b>	<b>5</b>	<b>5</b>	-	-
	PC9. attend regular health check-ups organized by the management	-	-	-	-
	PC10. report personal health issues related to injury, food, air and infectious disease	-	-	-	-
	PC11. report to the concerned authority in case any coworker is unwell	-	-	-	-
	<b>Follow standard safety procedure</b>	<b>5</b>	<b>10</b>	-	<b>5</b>
	PC12. follow safety procedures while handling materials, tools, equipment etc.	-	-	-	-
	PC13. follow first aid procedures appropriately	-	-	-	-
	PC14. identify hazards at the workplace and report to the concerned person in time	-	-	-	-
	<b>Follow effective waste management</b>	<b>5</b>	<b>10</b>	-	<b>5</b>
	PC15. identify and segregate recyclable, non-recyclable and hazardous waste at the workplace	-	-	-	-
	PC16. segregate waste into different coloured dustbins	-	-	-	-
	PC17. handle the waste as per SOP	-	-	-	-
	PC18. recycle waste wherever applicable	-	-	-	-
	PC19. dispose of PPEs in a plastic bag, sealed and labelled as infectious waste	-	-	-	-
	<b>NOS Total</b>	<b>25</b>	<b>35</b>	-	<b>15</b>
<b>NOS</b>	<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
	<b>Perform pre-cleaning activities</b>	<b>15</b>	<b>20</b>	-	<b>10</b>
<b>THC/N0240: Clean carpet and upholstery</b>	PC1. inspect the carpet or upholstery for stains and other marks that need to be cleaned	-	-	-	-

	<b>PC2.</b> determine the method of cleaning to be performed like using soap and water, chemical treatment etc.	-	-	-	-
	<b>PC3.</b> identify the appropriate chemical solution as per the requirement	-	-	-	-
	<b>PC4.</b> collect supplies and cleaning equipment required for performing the cleaning operation	-	-	-	-
	<b>PC5.</b> arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
	<b>PC6.</b> clean and sanitize all equipment before use	-	-	-	-
	<b>Clean carpets</b>	<b>20</b>	<b>30</b>	-	<b>10</b>
	<b>PC7.</b> remove or rearrange furniture and other items to access all carpeted areas that need to be cleaned	-	-	-	-
	<b>PC8.</b> power vacuum the carpeted area/carpet to remove dry soil	-	-	-	-
	<b>PC9.</b> mix water and detergents/chemicals/soap in containers as per specifications	-	-	-	-
	<b>PC10.</b> treat the carpet using appropriate solutions like stain, grit, odour, etc.	-	-	-	-
	<b>PC11.</b> leave the solution on the carpet for specified time to loosen the dirt as per SOP	-	-	-	-
	<b>PC12.</b> brush/scrub the carpet (use a scrubber machine, if required)	-	-	-	-
	<b>PC13.</b> clean old, delicate rugs by hand to avoid damage	-	-	-	-
	<b>PC14.</b> rinse the carpet thoroughly without over wetting the carpet	-	-	-	-
	<b>PC15.</b> perform spot cleaning for deep stains using stain removal treatment	-	-	-	-
	<b>PC16.</b> use hot water extraction /rotary shampooing techniques if the carpet is still not clean	-	-	-	-
	<b>PC17.</b> dry the carpet using drying machines	-	-	-	-
	<b>Clean furniture upholstery</b>	<b>15</b>	<b>15</b>	-	-
	<b>PC18.</b> dry dust the furniture to clean the dirt	-	-	-	<b>10</b>
	<b>PC19.</b> vacuum the upholstery to remove dust and lint	-	-	-	-
	<b>PC20.</b> clean the corners and back of cushioned sofas using hosepipe/using brush vacuum cleaners	-	-	-	-

	PC21. apply an appropriate cleaning agent to remove stains and leave it on the surface as per SOP to remove stubborn stains	-	-	-	-
	PC22. use the steam vacuum to clean the upholstery	-	-	-	-
	PC23. check for any stains or dirt and damage after cleaning the furniture/upholstery	-	-	-	-
	PC24. perform another stain treatment on areas if not completely cleaned during the initial team vacuuming	-	-	-	-
	<b>Perform post-cleaning activities</b>	<b>15</b>	<b>15</b>	-	-
	PC25. inspect the cleaned carpet or upholstery after drying to ensure cleanliness	-	-	-	<b>10</b>
	PC26. crop the top of stained areas that cannot be cleaned, as per SOP	-	-	-	-
	PC27. carry out minor repairs with a needle and thread to fix frayed edges	-	-	-	-
	PC28. apply stain and moth-repellent chemicals, if required	-	-	-	-
	PC29. apply chemical agents or colour seal to lock the colour	-	-	-	-
	PC30. rake the carpet or upholstery to restore its texture and appearance	-	-	-	-
	PC31. apply protective solution and deodorizers	-	-	-	-
	PC32. apply stain prevention solution to the furniture/upholstery	-	-	-	-
	PC33. reset furniture once cleaning is complete	-	-	-	-
	<b>NOS Total</b>	<b>65</b>	<b>80</b>	-	<b>40</b>
<b>NOS</b>	<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>THC/N0241: Polish the floors and surfaces</b>	<b>Perform pre-polishing activities</b>	<b>20</b>	<b>30</b>	-	<b>10</b>
	PC1. examine the marble/granite/vitrified led surfaces, scaffolding and related installations or structures to be polished	-	-	-	-
	PC2. determine the type of surface, e.g. natural marble or cultured marble	-	-	-	-
	PC3. assess the type of stain, like simple or stubborn	-	-	-	-
	PC4. determine the type of treatment required to polish the surface	-	-	-	-
	PC5. arrange the required chemicals, tools and equipment for polishing	-	-	-	-
	<b>Remove soft and stubborn stains</b>	<b>15</b>	<b>20</b>	-	<b>10</b>

	<b>PC6.</b> ensure complete access to the area to be polished by removing all furniture and decorative items	-	-	-	-
	<b>PC7.</b> protect walls and built-in furniture as per organizational SOP	-	-	-	-
	<b>PC8.</b> place warning signs to prevent entry to the work area	-	-	-	-
	<b>PC9.</b> remove any old, cracked, broken and damaged tile using a hammer and chisel	-	-	-	-
	<b>PC10.</b> clean the marble/granite/wood and vitrified tile with a dry cloth or dust mop to gently remove all dirt, dust and grit	-	-	-	-
	<b>PC11.</b> clean the soil stains using appropriate methods using water, mild soap, sponge etc.	-	-	-	-
	<b>PC12.</b> scrub surface stains with a nylon bristled brush and a non-abrasive cleaner for cultured surfaces as per organizational SOP	-	-	-	-
	<b>PC13.</b> prepare the chemical solution for cleaning the stubborn stain as per specification, e.g. for marble, a mix of hydrogen peroxide, a few drops of ammonia, and some diatomaceous earth	-	-	-	-
	<b>PC14.</b> apply the chemical solution suitable for the surface	-	-	-	-
	<b>PC15.</b> cover the paste completely with plastic wrap with holes in it	-	-	-	-
	<b>PC16.</b> tape the edges and leave it to dry	-	-	-	-
	<b>PC17.</b> wipe and clean the chemical solution with a soft cloth	-	-	-	-
	<b>PC18.</b> repeat the process if the stain remains	-	-	-	-
	<b>Polish the surface manually</b>	<b>20</b>	<b>20</b>	<b>-</b>	<b>10</b>
	<b>PC19.</b> apply a thin layer of polish using a clean, soft cloth and allow it to dry	-	-	-	-
	<b>PC20.</b> rinse the surface with warm water, or use a soft cloth to clean the surface, as required	-	-	-	-
	<b>PC21.</b> wipe the surface gently in a circular motion	-	-	-	-
	<b>PC22.</b> spray sealant over the entire surface and leave it on for 15-30 minutes	-	-	-	-
	<b>PC23.</b> dry the surface completely using a soft towel	-	-	-	-
	<b>PC24.</b> repeat the sealer application process	-	-	-	-

	<b>Polish surface using machine</b>	<b>25</b>	<b>25</b>	-	<b>10</b>
	<b>PC25.</b> remove any residual wax or sealant from marble/granite	-	-	-	-
	<b>PC26.</b> apply a layer of high-quality stripper to the surface with a solvent-resistant paintbrush	-	-	-	-
	<b>PC27.</b> wipe with a clean mop/cloth when the stripper begins to blister	-	-	-	-
	<b>PC28.</b> repeat the wiping process till the bottom layer of wax or sealant is removed	-	-	-	-
	<b>PC29.</b> attach the coarsest grit to the sanding machine	-	-	-	-
	<b>PC30.</b> ensure clean; cold water is poured over the marble/granite surface as per the SOP	-	-	-	-
	<b>PC31.</b> operate the sanding machine side-to-side with two to four passes	-	-	-	-
	<b>PC32.</b> mop the surface after sanding	-	-	-	-
	<b>PC33.</b> dry the surface using a wet/dry vacuum cleaner	-	-	-	-
	<b>PC34.</b> repeat the sanding and cleaning process until the grits get the less coarse and desired level of polish is achieved	-	-	-	-
	<b>PC35.</b> apply the appropriate surface paste for a final pass on the surface using the sanding machine	-	-	-	-
	<b>PC36.</b> clean the floor thoroughly using so cloths, a mop and wet/dry vacuum after sanding	-	-	-	-
	<b>PC37.</b> add a buffer pad to the sanding machine	-	-	-	-
	<b>PC38.</b> spray polishing solution on the surface	-	-	-	-
	<b>PC39.</b> buff the marble/granite surface with a rotary floor machine till it shines	-	-	-	-
	<b>PC40.</b> mop the area to remove any dust/rubble	-	-	-	-
	<b>NOS Total</b>	<b>80</b>	<b>95</b>	-	<b>40</b>
<b>NOS</b>	<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>THC/N0208: Perform cleaning activities in guest room &amp; public areas</b>	<b>Prepare for cleaning activities</b>	<b>20</b>	<b>20</b>	-	<b>10</b>
	<b>PC1.</b> collect details regarding arrival-departure and other special guest requirements/events from the control desk or the supervisor	-	-	-	-

	<b>PC2.</b> collect the floor master key and sign the key control register	-	-	-	-
	<b>PC3.</b> collect fresh linen as per occupancy status from the linen room	-	-	-	-
	<b>PC4.</b> identify the appropriate cleaning agent as per the requirement	-	-	-	-
	<b>PC5.</b> collect cleaning equipment required for performing the cleaning operation	-	-	-	-
	<b>PC6.</b> load and arrange the housekeeping floor trolley/ cart with all supplies like cleaning items, fresh towels, linen etc.	-	-	-	-
	<b>PC7.</b> arrange personal protective gear like masks, cleaning gloves, close toe non-slip footwear, head cover, and goggles	-	-	-	-
	<b>PC8.</b> sanitize all equipment and supplies	-	-	-	-
	<b>Clean guest room</b>	<b>20</b>	<b>25</b>	<b>-</b>	<b>15</b>
	<b>PC9.</b> use appropriate signages to notify that the cleaning process is on or to mark wet floors etc.	-	-	-	-
	<b>PC10.</b> ensure proper ventilation in the room by drawing the curtains	-	-	-	-
	<b>PC11.</b> check all the curtain hooks/rings and tracks while drawing the curtains	-	-	-	-
	<b>PC12.</b> remove used cutlery, crockery and food trays, if any and inform room services to collect them	-	-	-	-
	<b>PC13.</b> check the functioning of all the electrical appliances	-	-	-	-
	<b>PC14.</b> inform the supervisor of maintenance work of non-functional appliances, if required	-	-	-	-
	<b>PC15.</b> empty the ashtrays and wastepaper basket into the trash bag on the cart	-	-	-	-
	<b>PC16.</b> dust and wipe the door and all the door fixtures, cabinets and closets, minibar, luggage rack, dressing table, drawer, mirror, bedside table, fixtures and accessories in the guest room	-	-	-	-
	<b>PC17.</b> remove cobwebs or dust from the ceilings, if required	-	-	-	-
	<b>PC18.</b> vacuum and clean the upholstered items in the room	-	-	-	-
	<b>PC19.</b> vacuum the carpet edge and floor	-	-	-	-
	<b>PC20.</b> clean window frame and glass panes, if required	-	-	-	-
	<b>PC21.</b> remove stains from furniture using an appropriate cleaning agent	-	-	-	-

	<b>PC22.</b> damp dust the headboard of the bed and the telephone, and disinfect the mouthpiece and the receiver	-	-	-	-
	<b>PC23.</b> perform spot cleaning, if required	-	-	-	-
	<b>PC24.</b> handle cleaning agents without spilling in the room to be cleaned	-	-	-	-
	<b>PC25.</b> clear up any spillage as per the type of floor and the size and type of spillage	-	-	-	-
	<b>PC26.</b> clean and polish the surface without causing any damage to the surfaces	-	-	-	-
	<b>PC27.</b> re-arrange all the furniture and arcle after cleaning as per the standard layout	-	-	-	-
	<b>PC28.</b> spray room freshener to ensure the room is free from unpleasant odours	-	-	-	-
	<b>PC29.</b> ensure surfaces are dry and free of smears/dirt when work is finished	-	-	-	-
	<b>PC30.</b> spray wash, scrub and clean the balcony railings	-	-	-	-
	<b>PC31.</b> collect dirty linen in the floor cart/trolley	-	-	-	-
	<b>PC32.</b> replace bed linen in rooms (both checked out and occupied rooms)	-	-	-	-
	<b>PC33.</b> replenish guest supplies like snacks, tea/coffee bags etc.	-	-	-	-
	<b>PC34.</b> verify if the hean g, lighng and venla on systems are set correctly after cleaning	-	-	-	-
	<b>PC35.</b> collect and segregate waste according to organizaon' s waste management policy	-	-	-	-
	<b>PC36.</b> complete the documentaon accurately	-	-	-	-
	<b>PC37.</b> report damage to the supervisor, if any	-	-	-	-
	<b>Clean guest bathroom</b>	<b>15</b>	<b>15</b>	-	<b>10</b>
	<b>PC38.</b> empty the waste bins and place new bin liner	-	-	-	-
	<b>PC39.</b> scrub and finish the platform, bathtub, washbasin and taps so that they are free of dirt and spots	-	-	-	-
	<b>PC40.</b> flush the WC and apply a cleaning agent and leave it for a while	-	-	-	-
	<b>PC41.</b> scrub and clean the WC using a toilet brush	-	-	-	-

	<b>PC42.</b> damp dust the door and fixtures along with the toilet roll holder, faucets etc.	-	-	-	-
	<b>PC43.</b> clean and disinfect bathroom phone	-	-	-	-
	<b>PC44.</b> clean all the les, shower area, and vanity area using an appropriate cleaning agent	-	-	-	-
	<b>PC45.</b> wipe and clean the vanity mirror	-	-	-	-
	<b>PC46.</b> clean bathroom walls using a wet mop or sponge	-	-	-	-
	<b>PC47.</b> wipe the shower curtain, working from the top towards the bottom, with a dry cloth or replace it if it is stained	-	-	-	-
	<b>PC48.</b> replenish toiletries and other bathroom supplies if required	-	-	-	-
	<b>PC49.</b> check plug holes, waste outlets, and drains are free from blockages or residuals like hair, dirt, waste, etc.	-	-	-	-
	<b>PC50.</b> sweep and mop the bathroom floor using an appropriate disinfectant	-	-	-	-
	<b>PC51.</b> check the bathroom doormat and replace it, if required	-	-	-	-
	<b>PC52.</b> report any damage spoed to the housekeeping control desk	-	-	-	-
	<b>PC53.</b> leave the bathroom door open for air to circulate	-	-	-	-
	<b>Clean elevators</b>	<b>10</b>	<b>10</b>	-	<b>10</b>
	<b>PC54.</b> ensure that the elevator is taken off service mode	-	-	-	-
	<b>PC55.</b> use appropriate cauon signs to nof y that the cleaning process is on or to mark wet floors etc.	-	-	-	-
	<b>PC56.</b> use appropriate cleaning methods and cleaning soluions as per the material used in the elevator	-	-	-	-
	<b>PC57.</b> open and wipe the elevator doors	-	-	-	-
	<b>PC58.</b> clean from the top towards the bo om while cleaning the elevator cabin	-	-	-	-
	<b>PC59.</b> wipe the ceiling and lights with a damp cloth, followed by a dry cloth	-	-	-	-
	<b>PC60.</b> clean the mirrors and check the surface for streaks	-	-	-	-
	<b>PC61.</b> wipe the button with a damp duster	-	-	-	-
	<b>PC62.</b> mop floor to eliminate stains	-	-	-	-
	<b>PC63.</b> vacuum carpets using a high-power vacuum cleaner	-	-	-	-

	<b>PC64.</b> report loose or ripped carpeting to the supervisor	-	-	-	-
	<b>PC65.</b> keep the elevator door open till the floor And walls are completely dried	-	-	-	-
	<b>PC66.</b> spray air freshener after cleaning	-	-	-	-
	<b>PC67.</b> put the elevator back in service mode	-	-	-	-
	<b>Clean lobby and Front Office area</b>	<b>15</b>	<b>20</b>	-	<b>10</b>
	<b>PC68.</b> empty and damp-dust the ashtrays, sand urns, and wastepaper baskets	-	-	-	-
	<b>PC69.</b> arrange the flowers, if required	-	-	-	-
	<b>PC70.</b> water indoor plants as per the requirement	-	-	-	-
	<b>PC71.</b> dust and wipe all lobby and front office decorative items like vases, paintings, artwork	-	-	-	-
	<b>PC72.</b> clean the glass surface and windows using a glass-cleaner	-	-	-	-
	<b>PC73.</b> damp-dust the doors, door handles, and knobs	-	-	-	-
	<b>PC74.</b> suction clean the carpeted areas as per the requirement	-	-	-	-
	<b>PC75.</b> remove any stain on the carpet or upholstery immediately	-	-	-	-
	<b>PC76.</b> clean the lights and lighting fixtures	-	-	-	-
	<b>PC77.</b> dust and wipe the railings, and furniture	-	-	-	-
	<b>PC78.</b> damp-dust and dry the equipment like telephones, computer components, fax machines, kiosks etc., using a disinfectant solution	-	-	-	-
	<b>PC79.</b> sweep, mop or vacuum the floors, as required	-	-	-	-
	<b>PC80.</b> spray room freshener at the end of the cleaning	-	-	-	-
	<b>Clean dining area</b>	<b>10</b>	<b>10</b>	-	<b>10</b>
	<b>PC81.</b> open all the drapes/blinds for better lighting in the area	-	-	-	-
	<b>PC82.</b> vacuum and clean the carpet area	-	-	-	-
	<b>PC83.</b> remove any food stains from the carpet using an appropriate cleaning agent	-	-	-	-
	<b>PC84.</b> sweep and mop without leaving any food or spillage on the hard floor area	-	-	-	-

	<b>PC85.</b> dust and wipe the furniture in the dining area	-	-	-	-
	<b>PC86.</b> polish the furniture if required	-	-	-	-
	<b>PC87.</b> clean wall hangings like paintings, pictures, etc. artworks, and corners	-	-	-	-
	<b>PC88.</b> polish metal, glass, and wood items and surfaces, if required	-	-	-	-
	<b>PC89.</b> wipe the mirrors and windows with glass cloth/ micro fiber cloth using the right chemical	-	-	-	-
	<b>PC90.</b> report any repair or maintenance required to the housekeeping control desk	-	-	-	-
	<b>PC91.</b> report any lost and found items as per SOP	-	-	-	-
	<b>PC92.</b> collect all dirty table linens and replace them with fresh ones	-	-	-	-
	<b>NOS Total</b>	<b>90</b>	<b>100</b>	-	<b>60</b>

## Annexure -III

Chapter No.	Unit No.	Topic Name	Page No.	Link to QR Code	QR Code
Chapter -1 Introducon t o Hotel Industry and Housekeeping Acvies	UNIT 1.2 An Overview of Tourism and Hospitality Industry	1.2 An Overview of Tourism and Hospitality Industry	26	<a href="https://www.youtube.com/watch?v=rddPE20dDrs">https://www.youtube.com/watch?v=rddPE20dDrs</a>	 Introduction to Hospitality Industry
Chapter -1 Introducon t o Hotel Industry and Housekeeping Acvies	UNIT 1.3 Housekeeping Department and Layout of a Hotel	1.3 Housekeeping Department and Layout of a Hotel	26	<a href="https://youtu.be/OhpWoHzas3c">https://youtu.be/OhpWoHzas3c</a>	 Introduction to Housekeeping Department
Chapter -1 Introducon t o Hotel Industry and Housekeeping Acvies	UNIT 1.3 Housekeeping Department and Layout of a Hotel	1.3.1 Organisaon Hier archy of a Housekeeping Department	26	<a href="https://youtu.be/qAjY3OQQ8Jo">https://youtu.be/qAjY3OQQ8Jo</a>	 Organizaon S tructure of Housekeeping Department
Chapter - 2 Perform Cleaning Operaons f or Carpet and Upholstery	UNIT 2.1 Various Cleaning Soluons, E quipment and Carpet Types	2.1.1 Types of Cleaning Equipment	46	<a href="https://www.youtube.com/watch?v=5JxRUXPLwHA&amp;t=41s">https://www.youtube.com/watch?v=5JxRUXPLwHA&amp;t=41s</a>	 Manual Cleaning Equipment
Chapter - 2 Perform Cleaning Operaons f or Carpet and Upholstery	UNIT 2.1 Various Cleaning Soluons, E quipment and Carpet Types	2.1.1 Types of Cleaning Equipment	46	<a href="https://youtu.be/m8PsLBqij2g">https://youtu.be/m8PsLBqij2g</a>	 Types of vacuum cleaners

Chapter - 2 Perform Cleaning Operations for Carpet and Upholstery	UNIT 2.1 Various Cleaning Solutions, Equipment and Carpet Types	2.1.4 Different Type of Carpet and Floor Cleaning Equipment	46	<a href="https://www.youtube.com/watch?v=tudlbWRForc&amp;t=172s">https://www.youtube.com/watch?v=tudlbWRForc&amp;t=172s</a>	 Cleaning equipment
Chapter - 3 Perform Post-Cleaning Activities	UNIT 3.2 Perform Tasks to Clean Tools and Equipment Necessary Repair Post-cleaning	3.2.1 Perform Tasks to Clean Tools and Equipment and Do the Necessary Repair Post-cleaning	59	<a href="https://www.youtube.com/watch?t=48&amp;v=aWuh5FzRk&amp;feature=youtu.be">https://www.youtube.com/watch?t=48&amp;v=aWuh5FzRk&amp;feature=youtu.be</a>	 Care and Maintenance of Cleaning Equipment
Chapter - 4 Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces	UNIT 4.1 Cleaning Agents, Equipment and Stains Removal	4.1.1 Care and Cleaning of Different Surfaces	80	<a href="https://www.youtube.com/watch?v=d934AH9t74s">https://www.youtube.com/watch?v=d934AH9t74s</a>	 Cleaning of Different Surfaces
Chapter - 4 Carry out the Stain Removal and Polishing Activities on the Floors and Surfaces	UNIT 4.1 Cleaning Agents, Equipment and Stains Removal	4.1.2 Cleaning Agents and Equipment for Cleaning Activities	80	<a href="https://youtu.be/D2r6EW_VZLA?t=148">https://youtu.be/D2r6EW_VZLA?t=148</a>	 Cleaning Agents
Chapter - 5 Prepare for Cleaning Activities	UNIT 5.1 Guest Supplies	5.1.2 TASKI Cleaning Agents	92	<a href="https://www.youtube.com/watch?v=UVFC_DaBrkk">https://www.youtube.com/watch?v=UVFC_DaBrkk</a>	 TASKI-R Series Chemicals (R1 to R9)
Chapter - 6 Perform Cleaning Operations in the Guests Room	UNIT 6.1 Clean and Polish Different Surfaces in the Guest Room	6.1.4 Cleaning Bathroom Tiles, Mirrors, Shower Curtain, Bathtub, Sink and Vanity Area	104	<a href="https://www.youtube.com/watch?v=ClswsN8WVvM&amp;t=740s">https://www.youtube.com/watch?v=ClswsN8WVvM&amp;t=740s</a>	 Cleaning Public Areas

Chapter - 7 Carry out the Cleaning Activities in the Guests Bathroom	UNIT 7.1 Replenish, Replace and Refill the Toiletries and Other Supplies	7.1.2 Replenish Guest Supplies	115	<a href="https://www.youtube.com/watch?v=uXDOn_XIJ_o">https://www.youtube.com/watch?v=uXDOn_XIJ_o</a>	
Chapter - 8 Perform Cleaning Operations in the Common Area and Elevators	UNIT 8.1 Activities Involved in Cleaning the Elevator and Other Common Areas	8.1.1 Activities Involved in Cleaning the Elevator and Other Common Areas	133	<a href="https://www.youtube.com/watch?v=MP-1F8Kv2p4&amp;t=1s">https://www.youtube.com/watch?v=MP-1F8Kv2p4&amp;t=1s</a>	
Chapter - 8 Perform Cleaning Operations in the Common Area and Elevators	UNIT 8.1 Activities Involved in Cleaning the Elevator and Other Common Areas	8.1.3 Pest Control	133	<a href="https://www.youtube.com/watch?v=m7iTdJnmqS8&amp;t=20s">https://www.youtube.com/watch?v=m7iTdJnmqS8&amp;t=20s</a>	
Chapter - 9 Maintain Effective Communication and Service Standard	UNIT 9.1 Maintain Effective Communication and Service Standard	9.1.1 Effective Communication	155	<a href="https://youtu.be/X3Fz_Gu5WUE?t=112">https://youtu.be/X3Fz_Gu5WUE?t=112</a>	
Chapter - 9 Maintain Effective Communication and Service Standard	UNIT 9.3 Sensitization Towards Different Age Groups, Gender and Persons With Disabilities	9.3.1 Discrimination	155	<a href="https://www.youtube.com/watch?v=-FCEBe5VNcA">https://www.youtube.com/watch?v=-FCEBe5VNcA</a>	
Chapter - 10 Organizational Confidentiality and Guest's Privacy	UNIT 10.1 Maintain the Confidentiality of the Organization	10.1.1 Intellectual Property Rights (IPR) and its Importance	165	<a href="https://youtu.be/avSdoMz6OuA?t=85">https://youtu.be/avSdoMz6OuA?t=85</a>	

Chapter - 10 Organizational Confidentiality and Guest's Privacy	UNIT 10.2 Maintain the Privacy of Guest Information	10.2.1 Respect Guest's Copyright	165	<a href="https://www.youtube.com/watch?v=1C42q3UL26o">https://www.youtube.com/watch?v=1C42q3UL26o</a>	 Copyright infringement
Chapter - 11 Basic Health and Safety Standard	UNIT 11.2: Apply Precautionary Health Measures	11.2 Apply Precautionary Health Measures	205	<a href="https://www.youtube.com/watch?v=j2NtUOa_yB4">https://www.youtube.com/watch?v=j2NtUOa_yB4</a>	 Importance and Methods of Protecting People and Assets
Chapter - 11 Basic Health and Safety Standard	UNIT 11.2 Apply Precautionary Health Measures	11.2.4 Firefighting and its Prevention	205	<a href="https://www.youtube.com/watch?v=sM8yiOzXaNE">https://www.youtube.com/watch?v=sM8yiOzXaNE</a>	 Introduction to Fundamental Concepts of Fire Safety
Chapter - 11 Basic Health and Safety Standard	UNIT 11.3 Employ Effective Waste Management	11.3.3 Types of Waste	205	<a href="https://www.youtube.com/watch?v=Plr2jpscZ7w">https://www.youtube.com/watch?v=Plr2jpscZ7w</a>	 Waste-Types and Classification

## Pre-Training Hours recommended for Persons with Speech and Hearing Impairment (SHI)

Sr. No.	MODULE	THEORY (hours)	PRACTICAL (hours)	TOTAL (hours)
1	Learn Basic Indian SignLanguage (ISL)	15	12	27
2	Use Basic English	27	12	39
3	Personal and Social Skill	9	3	12
4	Professional & Ethical Behaviour in the Workplace	9	3	12
5	Developing Keyboarding Skills	0	30	30
	Total	60	60	120

- Please note that Point 5 in the table (Developing Keyboarding Skills), are applicable only for the job roles that have an IT Skills component.

## Module Details

### Module 1: Learn Basic Indian Sign Language (ISL)

*Mapped to: Bridge Module*

#### Terminal Outcomes:

- Communicate using basic Indian Sign Language.

Duration: 15:00	Duration: 12:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"><li>• Discuss the regional differences in signs used in Indian Sign Language.</li><li>• Describe ways to greet and respond to others.</li><li>• Explain significance of facial expressions and gestures in enhancing meaning of signed words.</li><li>• Discuss the general sentence rules used while signing</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate introductions and greetings using Indian Sign language</li><li>• Demonstrate use of finger spellings in ISL (for example: names, places and abbreviations.)</li><li>• Express simple actions and feeling using ISL.</li><li>• Express information related to time, directions, numbers and currency using ISL.</li><li>• Express information related to self-using ISL. (e.g., name, native place, city, state, family members, work etc.)</li></ul>
<b>Classroom Aids</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

## Module 2: Use Basic English

*Mapped to: Bridge Module*

### Terminal Outcomes:

- Apply knowledge of basic English to interpret information received and respond accordingly.
- Recognise familiar words and basic phrases concerning self, family members and immediate workplace.
- Read and Write simple sentences in English about self, activities planned and events of the day.

<b>Duration: 27:00</b>	<b>Duration: 12:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Recognise words and phrases related to formal and informal greetings.</li> <li>• Recognise simple personal information about self and others when shared in writing (e.g., name, age, place of residence etc.).</li> <li>• Recognise very simple words related to home, neighbourhoods, everyday objects, market place, names of the days of the week, months, time, directions, clothes food and drinks.</li> <li>• Recognise simple pronouns (he/she/ we / they).</li> <li>• Comprehend basic hobby related verbs (like playing, singing, dancing).</li> <li>• Recognise common verbs related to movement of transport (e.g., buses run, boats sail).</li> <li>• Recognise words related to common feelings and emotions. (e.g., sad, unhappy, depressed, irritated, furious, angry).</li> <li>• Recognise familiar English words and phrases used in the workplace especially as instructions related to direction, safety instructions, date and time etc. (vocabulary: stop, close the door etc.).</li> </ul>	
<b>Sample Classroom Aids</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

## Module 3: Personal and Social Skill

*Mapped to: Bridge Module*

### Terminal Outcomes:

- Manage Professional and Social behaviour.

<b>Duration: 09:00</b>	<b>Duration: 03:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of professional appearance and behaviour at workplace.</li> <li>• Discuss the importance of following social etiquette in formal and informal settings.</li> <li>• Explain the principles of communication.</li> <li>• Discuss the barriers to effective communication and ways to overcome these.</li> <li>• Discuss the importance of managing stress.</li> </ul>	<ul style="list-style-type: none"> <li>• Display professional appearance.</li> <li>• Demonstrate formal and informal communication etiquettes/gestures/body language in dealing with seniors/peers or clients.</li> <li>• Demonstrate ways to manage stress as per choice like breathing exercises/ spending time with friends etc.</li> <li>• Create a method for stress management with reference to self by listing techniques/steps.</li> </ul>
<b>Classroom Aids</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capp, Let's Talk	

## Module 4: Professional & Ethical Behaviour in the Workplace

*Mapped to: Bridge Module*

**Terminal Outcomes:**

- Maintain professional and ethical behaviour in the work environment.

Duration: 09:00	Duration: 03:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of Completing task/assignments on time/ by prioritizing.</li> <li>• Discuss the importance and challenges of team work in an organisation to achieve goals.</li> <li>• Discuss the importance of seeking assistance from peers and supervisor when required.</li> <li>• Outline the importance of maintaining privacy and confidentiality.</li> <li>• Discuss situations that may lead to conflict of interest with peers/organization and ways to resolve them.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare a work schedule prioritising given tasks.</li> <li>• Demonstrate effective team behaviour to accomplish a given task.</li> <li>• List activities/write to seek application assistance of supervisor/peers.</li> </ul>
<b>Classroom Aids</b>	
Laptop, white board, marker, projector	
<b>Tools, Equipment and Other Requirements</b>	
LCD TV, Visual curricula, Assistive Aid/Service, Ai-Live, Captions First, Captions 2020, Closed Capt, Let's Talk	





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