Front Office Basics

Structure

1.1 Introduction
1.2 Guest cycle in a Hotel
1.3 Relations between reservations and registration.
1.4 Inter departmental cooperation.
1.5 Glossary of terms used in front office/Housekeeping.

Learning Objectives

After studying this unit a student should be able to

- Explain the guest cycle in a hotel
- Understand the importance of reservation activity and the formats used
- How to register a guest, the need and importance of registration
- The importance of inter department cooperation

1.1 Introduction

Front office happens to be the face of the hotel; it is the first and the last point of contact of the guest with the hotel. Hence the front office staff and front office department plays a major role in making or breaking an impression on the guest. Hence In order to deliver satisfaction to the guest, it is not only the
contribution of the front office, but it coordinates with several other departments in the hotel to deliver excellent service to the guest. The front office staff should know the various stages through which guest passes when he/she stays in the hotel, so that a proper service procedure can be designed and with the help of other departments a much satisfied guest can be achieved who gives repeat business and thus the revenue of the hotel increases.

1.2 Guest cycle in the hotel

There are a series of steps one after the other which the guest passes through during the visit to a hotel. As the process is repetitive it is called as cycle. The various steps through which a guest passes during his visit to a hotel can be discussed as under with the help of a diagram.

![Fig 1.1 Guest cycle in a Hotel](image)

**1 Pre Arrival**: This is the very first stage of the guest life cycle. This happens even before the guest comes to the hotel. At this stage the guest may contact the hotel for reservation. If the rooms are not available the guest is informed accordingly. If the rooms are available reservation is received and confirmed. The various functions that take place from the time a reservation is received to the time a guest is received are.

(a) Receiving the reservation, recording it on the reservation form.

(b) Enter the reservation details in the system and note the reservation confirmation number generated by the system.
(c) Convey the reservation confirmation number to the guest.
(d) This stage also involves taking guarantee for the reservations.
(e) Rooms are blocked if required
(f) Pre registration cards are prepared for all the reserved guests
(g) Meal coupons are prepared as per the plan of various guests reserved.
(h) Preparations are being made to receive the guest.

2. **Arrival**: This is a stage when the guest arrives at the hotel. The guest has to be received in a very pleasing way and make the guest feel very comfortable. The following activities take place during arrival of the guest.

(a) Wish and welcome the guest.
(b) Receive the guest in the most hospitable manner.
(c) **Registering the guest** - The details of the guest are entered in the registration card such as name, address, contact number, date of arrival, date of departure, type of room and room number, and also the mode of bill payment.
(d) The guest goes through the details on the registration card and approves it by signing it.
(e) Room is allotted and room key card prepared and handed over to the guest.

3. **Stay**: The third phase in the guest cycle is stay. This is the stage when the guest stays in the hotel and experiences the hospitality of the hotel. This is an important phase and it has a great impact on the satisfaction of the guest. The various services which the guest experiences during the stay in the hotel are

(a) Comfortable room
(b) Room service
(c) Laundry service etc

4. **Departure**: This is the final point of contact of the guest with the hotel and is also called as guest check out. Most of the hoteliers undermine this stage, but this phase of the guest experience with the hotel is as important as first contact. It is at this stage that the front office staff can lay a foundation for the next visit of the guest to the
hotel. Hence it has to be seen that while departing also the guest has to leave the hotel happily and merely as he was when he entered the hotel.

**The following activities happen during the departure**

(a) Guest’s baggage is brought down to the lobby

(b) Bill is prepared by the cashier and presented to the guest

(c) The guest settles the bill.

(d) Hotel staff thank the guest for staying at the hotel.

(e) Guest departs from the hotel

**5. Post departure:** This is a phase which takes place after the guest leaves the hotel. At this stage the guest is away from the hotel. But the intention of the hotel is to maintain relations with the guest so that he gives repeat business.

**The following activities take place during post departure**

(a) A thank you letter is being sent to the guest for using the hotel’s services.

b) Feedback on the hotel’s services is sought from the guest.

### 1.3 Relations between reservations and registration

**Reservation:** It is to make sure that a particular service is available on a confirmed basis. Reservation is required when a service or a facility is in high demand. In the hotel, rooms are on high demand and a guest visiting a hotel without prior reservation stands less chance of availing a room. Hence in order to avoid problems, guests always reserve rooms in advance while making their travel plans.

**Registration:** Registration is a legal procedure (enforced by the law), which seeks the details of the guest to be recorded at the reception at the time of check in. After registration formalities a guest can be allotted a room and be roomed.

As it is seen that reservation precedes registration all the activities have to be done keeping in mind that both the processes sync with each other. Reservation is taken in order to confirm a request for a room. During reservation all the details of the guest are taken such as name, address, contact number, date of arrival, date of departure, mode of settlement of bills, any other requests are also asked and recorded so that necessary arrangements are made.
Reservation details are recorded in the system so that they can be retrieved at any point of time. Thus reservation record gives the expected list of arrivals for a particular day.

Registration succeeds reservation. By referring to the expected arrivals; receptionist can plan the day and arrival procedures. During registration all the details of the guest have to be filled on the registration form. In a reservation check in the details of the reserved guest are already available in the system, thus these details are printed on the registration form and kept ready for the guest signature during the check in. These registration forms are called (pre reg cards). At the end of the day no of guest arrivals can be tallied with the expected arrivals and the total arrivals for the day can be calculated. If any reserved guest fails to check in, it is called as no show and such reservation forms are filed in the no show file.

Based on the number of no shows and cancellations of reservations, Hotels generally book more number of rooms than actual available rooms. This is called over booking. During over booking the receptionist is aware of the situation and in case all the guests who booked the rooms turn up, there will not be any room to be offered to the guest. In such cases the receptionist will be prepared to tackle the situation by pre planning the remedies’

1.4 Interdepartmental cooperation

As it is discussed above, front office is the department that builds the image of the hotel. It always strives at guest satisfaction. All this cannot be performed by the front office department alone, it coordinates with various other department to serve the guest to his satisfaction.

Inter departmental coordination between front office and housekeeping

(a) Front office allots rooms to the guest, the guest stays and departs: As soon as the guest departs the room is taken over by the housekeeping department, it is cleaned, and supplies furnished and handed over to the Front office again to be allotted to the guest. In the case housekeeping has to provide a ready room to front office in time so that the guest need not wait for long.

(b) Discrepancy report: Every day housekeeping will prepare housekeeper’s report, this report consist of room status of all the rooms floor wise. This is handed over to the receptionist. On cross checking if the receptionist finds any difference in the room status between the information on hand and the status as given by the housekeeping, discrepancy report is prepared. This report prevents guests from cheating the hotel.
(c) **VIP Service**: Front office learns from the reservation report, the status of the expected guest. According to the status of the guest such as VIP, CIP, special treatment is offered, this can be in the form of special décor in the room or simply placing flower basket. This information is notified to the housekeeping by the front office department, particular rooms are blocked and amenities to be placed are mentioned. According to the amenities report housekeeping places flower arrangements in the rooms mentioned.

(d) **Housekeeping**: At times while cleaning the rooms finds that a particular repair is time consuming, at such times rooms are blocked for maintenance and informed to the front office, so that such rooms are not allotted to the guest.

**Billing**: Housekeeping provide the service of laundry to the house guest, on delivering the laundered clothes guest’s signature is taken on the bill and is passed on to the front office cashier, who posts the bill amount to the guest’s main bill.

### 1.5 Glossary of terms

- Check in
- Check out
- Reservation
- Registration
- Discrepancy
- No show
- Reservation guarantee
- CIP
- Amenities

### Summary

- Guest cycle in a hotel, helps one to understand the movement of the guest in the hotel.
- If the staff understands the nature of reservations then registration can follow it.
- Front office coordinates with housekeeping to meet the guest satisfaction.
Short Answer Type Questions

1. Define check in.
2. What is reception?
3. What is No show?
4. Define VIP amenities.
5. Define reservation.
6. What do you mean by over booking?
7. What do you mean by room blocked for maintenance?
8. What is expected arrival list?
9. What do you mean by post departure of the guest?
10. What is reservation confirmation number?

Long Answer Type Questions

1. List the various stages in the guest cycle in a hotel.
2. Explain the details of the guest taken during reservation.
3. What is discrepancy report, explain.
4. Explain the steps to be followed during guest arrival.
5. What are the services used by the guest during his stay in the hotel?
6. How does housekeeping and front office coordinate while billing a guest.

OJT

1. Role play - receiving the guest during check in.
2. Role play – Taking a reservation on the telephone to be practiced.
3. Visit a hotel and observe the reservation and registration process.
UNIT 2

Registration

Structure

2.1 Introduction

2.2 Formats used in Front Office Hotel

2.3 Pre registration

2.4 Check in procedure

Learning Objectives

After studying this unit students should be able to

• Able to identify and fill up various forms used in reception
• Differentiate between various types of check in
• Understand various types of bill payment by the guest

2.1 Introduction

Registration Is one of the steps in the check in process of a guest in a hotel. It is a legal procedure to be followed. Registration document is an agreement between the guest and the hotel. The guest by signing the registration form agrees to follow the rules of the agreement and pay for the services received and the hotel agrees to provide the services. By clearly entering all the details on the registration form it helps the receptionist to follow up with the guest during the stay and also while the guest checks out.
## 2.2. Formats Used in Front Office Hotel

### Reservation Form

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<th>Details</th>
</tr>
</thead>
<tbody>
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<td><strong>Title</strong></td>
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</tr>
<tr>
<td><strong>Surname</strong></td>
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</tr>
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<td></td>
</tr>
<tr>
<td><strong>Second Name</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Arrival Date:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Departure Date:</strong></td>
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<tr>
<td><strong>No. of Rooms/Room Type:</strong></td>
<td></td>
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<tr>
<td><strong>Room Rate:</strong></td>
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<tr>
<td><strong>Corporate Discount</strong></td>
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</tr>
<tr>
<td><strong>Travel Agent Discount</strong></td>
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</tr>
<tr>
<td><strong>Airline Discount</strong></td>
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</tr>
<tr>
<td><strong>Courtesy Discount</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Package</strong></td>
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<td><strong>Transportation Required:</strong></td>
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<td><strong>Airport to Hotel</strong></td>
<td></td>
</tr>
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<td><strong>Hotel to Airport Round Trip</strong></td>
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<tr>
<td><strong>Billing Instruction:</strong></td>
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<tr>
<td><strong>Guest A/C</strong></td>
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<tr>
<td><strong>Room on Company</strong></td>
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<td><strong>All Expenses on Company</strong></td>
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<tr>
<td><strong>Other:</strong></td>
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</tr>
<tr>
<td><strong>Company</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Guaranteed By:</strong></td>
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<tr>
<td><strong>Company</strong></td>
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<tr>
<td><strong>letter/fax/e-mail</strong></td>
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<tr>
<td><strong>Fax</strong></td>
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<tr>
<td><strong>Deposit</strong></td>
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<tr>
<td><strong>Credit Card No.</strong></td>
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<tr>
<td><strong>Expiry Date:</strong></td>
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</tr>
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<td><strong>Telephone/Fax no.:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Reserved by:</strong></td>
<td></td>
</tr>
<tr>
<td><strong>E-mail Address:</strong></td>
<td></td>
</tr>
</tbody>
</table>
Registration Form

![Registration Form](image)

**Fig 2.2 Registration form used in hotel room registration**

### 2.3 Pre-Registration

Pre-registration is an activity that takes place before the guest arrives at the hotel. The following process takes place during pre-registration:

- **Pre registration of guests**: This is done for reserved guests. With the help of the details of the guest available from the reservations, the reception prepares the registration cards by printing the details on the registration card. This saves the time of the guest at the time of check in and will make the process easy for the receptionist.

- **VIP blocks**: Every hotel places some importance to the guest based on their status, business orientation and importance. When a reservation is received for such a person, the best rooms available in the hotel are selected and blocked, specially decorated, amenities placed and the staff will be ready to receive the guest.
• **Rooms inventory**: The total number of rooms available in a hotel for sale is called the room inventory. Based on the reservations received, rooms occupied the status of the rooms can be discussed as under. As soon as a receptionist takes over the shift, he/she should know the hotel position. Accordingly the shift can be planned.

  i. **Hotel position negative**: It means hotel’s rooms are in high demand and the hotel has received more number of reservations than the actual number of rooms available for sale.

  ii. **Hotels position Positive**: This means the numbers of reservations received are less than the actual number of rooms available.

• **Flight Schedule**: The information on the flight is required for the guests of the hotel who are travelling by various flights. Based on the information received on the arrival of the guest by a particular flight, arrangements can be made to receive and transfer the guest to the hotel. Flight schedules are to be known in advance so that the car pick up can be arranged according to the time of arrival of the flight.

### 2.4 Check-in Procedure

Check in of a guest in a hotel involves, receiving the guest, ascertaining the requirement, registering the guest, allotting the room and rooming the guest. Depending on the nature of the reservation the different check in procedures are followed.

(a) **FIT**: The abbreviation stands for Free independent/individual traveler. Generally people who wish to travel will buy a package from a travel agent. The package consists of travel tickets, accommodation, food, sight seeing, guide etc. The traveler need not bother about booking these services independently as all these services are available together in a package. However there are some travelers who do not wish to go by the travel packages and arrange their own services, such people are known as free independent traveler.

**Check in of an unreserved guest (walk in check in)**

The following procedure is followed while check in of walk in guest, DFIT

1. Receive the guest
2. Enquire on how many guests would be staying in the hotel.
3. Present the tariff card and explain the tariff of different types of rooms
4. Present the registration form and request the guest to fill in the details (alternately ask the guest for his business card and fill in the details to help the guest).
5. Confirm the room category, number of rooms the rate and enter on the registration card.

6. As a matter of precaution request the guest for a room advance (at least 2 times the tariff).

7. Prepare the room key card holder and activate the room key.

8. Convey the room number to the guest and guide the guest to his room, alternately the bell boy can escort the guest to his room.

7. Provide the guest with any necessary information on the facilities and services available in the hotel.

8. Wish the guest a pleasant stay.

**Group check in**

In the hotel industry if 10 or more than people travel together it is considered as group. People travel in groups for several reasons which includes tourist, conference, sports, concerts, etc.

As groups include large number of people checking in and occupy many rooms some caution and planning is required in order to have a smooth process of check in.

**The following procedure is followed for group check in**

1. The group names list and rooming list is obtained from the reservations by the receptionist the previous evening of the group arrival.

2. According to the rooming list rooms are kept ready and blocked.

3. Room key cards and meal coupons are also prepared and kept ready.

4. A separate group check in counter is set up in the lobby for the group, this is done to prevent interference of the group with the routine activity at the reception.

5. The group arrives in a couch and it is parked in the portico.

6. The group leader ids received by the front office manager, guest relations executive.

7. The bell boys offload the baggage of the guest and place them in the luggage area in the lobby.

8. The group leader signs on the group registration form and confirms the rooming list.
9. All the guests hand over their passport and visa information.
10. The room keys are handed over to the group leader.
11. Bell boys tag all the baggage with luggage tags.
12. The group leader distributes the room keys to the group members along with the meal coupons.
13. The guests are being asked to identify their baggage and their room numbers are written on the tags.
14. The guests are escorted to their rooms respectively.
15. By observing the room number on the tags, the baggage is transferred to the respective rooms.
16. Check in is shown in the system.
17. A copy of the group details is circulated to the housekeeping and Room service department

Crew

The crew members are generally from airlines. Airlines will have a contract for a long period with the Hotel. It is for the Flights which are parked in the airport for the night and which intend to depart in the early morning. For such flights the crew member which consists of pilots, and cabin crew are accommodated in a nearby hotel. As the flight arrives every night the crew will have to be accommodated every night. Hence the Hotels keep aside few rooms for the crew which will be allotted to them on their arrival.

Crew check in is very simple procedure and consists of the following steps

1. The pre registration card will be prepared on the name of the airline and kept ready.
2. On the arrival of the crew registration card will be presented to the crew and the names are entered on it.
3. The pre allotted room keys are handed over to the crew and are guided to their rooms.

FIT are further classified into two types based on their origin

i. DFIT : The abbreviation stands for domestic independent traveler. If the traveler travels within the boundaries of the country of his origin, he is known as a domestic traveler. A Domestic traveler who makes his own travel arrangements is called as DFIT.
Check in of DFIT (Check in of reserved guest)

The following procedure is followed while check in of a reserved guest, DFIT

1. Receive the guest
2. Ascertain that the guest holds a reservation by asking the reservation confirmation number or just the name of the guest.
3. Present the pre registration form and obtain the signature of the guest.
4. Once again reconfirm the mode of settlement of the bills.
5. Prepare the room key card holder and activate the room key.
6. Convey the room number to the guest and guide the guest to his room, alternately the bell boy can escort the guest to his room.
7. Provide the guest with any necessary information on the facilities and services available in the hotel.
8. Wish the guest a pleasant stay.

ii. FFIT: The abbreviation stands for foreign Free independent traveler. A traveler who travels out of his country of origin is called as foreign traveler. A foreign traveler who makes his own arrangements of travel is called as FFIT.

The procedure to check in Foreign independent traveler

1. Receive the guest
2. Ascertain that the guest holds a reservation by asking the reservation confirmation number or just the name of the guest.
3. Present the pre registration form and obtain the signature of the guest.
4. Ask the guest for passport and visa, fill up the details on the C form
5. Once again reconfirm the mode of settlement of the bills.
6. Prepare the room key card holder and activate the room key.
7. Convey the room number to the guest and guide the guest to his room, alternately the bell boy can escort the guest to his room.
8. Provide the guest with any necessary information on the facilities and services available in the hotel.
9. Wish the guest a pleasant stay.

**The various forms o be filled up during check in are**

1. Registration form

2. C form- for foreign guest only. Diplomats, ambassador of various countries, citizens of Bhutan, Bangladesh and people unde the age of 16 are exempted from filling up C Form.

**Key handling**: Now a day's electronic key cards are being used. The keys are activate at the time of guest check in and are handed over t o the guest. The keys are activated to the departure date and precise time of departure.

**Advance payment policy**: Guests who make a reservation in a hotel will be asked to guarantee the reservation by paying the entire of part of the amount in advance. If the guest cancels the reservation closer to the date of arrival or fails to check in, the advance paid is not returned and it is called room forfeiting charges.

**Room allotment**: During the time of check in the guests are asked their preference of room, rooms differ in terms of their facing and some specialties. The various rooms based on facing are swimming pool facing room, lawn facing room, garden view, road view, lake view, etc. Other specialties include Non smoking rooms, adjoining rooms, rooms for physically challenged. Hence the receptionist should be aware of the room numbers which have specific specialty so that rooms can be allotted as per the preference of the guests.

**Summary**

- Registration is an important legal formality followed during check in of guest in a hotel.
- The various formats used in reception include reservation form, registration form, C form , etc.
- The best available rooms in the hotel are are blocked for VIP’s before they arrive
- Taking advance payment is most necessary for walk in check in.
- The various modes of bill payment are cash, btc, travelers cheque, travel agents voucher, credit card etc.
- Advance paid by the guest to guarantee a reservation, if cancelled is called as forfeiting charges.
Short Answer Type Questions

1. What is reservation form.
2. Define registration.
3. What is the importance of flight schedule of the guest to the front office staff.
4. What is FIT?
5. Define DFIT.
6. What is crew?
7. Which guest is called walk in.
8. What is TAV?
9. What is traveler’s cheque?
10. Define no Show.
11. What are VIP amenities?

Long Answer Type Questions

1. Draw the format of reservation form and explain its importance.
2. With the help of the format of a registration form explain the procedure of reservation check in.
3. Explain the steps involved in walk in check in.
4. Mention the various modes by which bills can be settled in a hotel.
5. How do you differentiate rooms based on their facing, explain.
6. Write a note on the room inventory.
UNIT 3

Responsibilities During Guest Stay

Structure

3.1 Introduction
3.2 Message handling
3.3 Paging
3.4 Mail handling
3.5 Complaint handling

Learning objectives

After studying this unit, students should be able to

• Learn handling message for the guests
• Paging the guest
• Understand the procedure of handling guest complaints
• How to receive and deliver wake up calls

3.1 Introduction

The stay of the guest is the most important phase in the guest cycle in a hotel. It is during the stay that the guest experiences the maximum services of the hotel. Again it is the room component that creates maximum satisfaction to the guest. Other important aspects are handling mails for the guest and taking messages. Handling complaints on priority and solving them at the earliest will create a more satisfied and loyal guest.
3.2 Message Handling

Messages are very important for the guest and every care has to be taken in receiving the message clearly, properly and has to be delivered in time to the guest. A message is received for a registered guest of the hotel who is not in the hotel at the time a person calls on him or would like to leave a message on the phone.

The following procedure is followed to take message on the phone

1. Receive the call

2. Check if the guest whom the caller intends to speak is in the room, this can be checked by looking for the room keys, now a days as the guest does not leave the keys at the reception, the call is connected directly to the room.

3. If there is no response from the room, it means the guest is not in the room, then proceed and take the message for the guest.

4. The message is taken on a message format.

5. The following details are noted on the message form— name of the person calling, the company and mobile number, the main message to be conveyed, The name of the guest for whom the message is, room number, date and time of the message received, finally the staff who receives the message signs it.

6. The message is written in triplicate.

7. Two copies are torn from the message booklet – one message is sent to the guest room, the 2nd is retained at the reception desk. The 3rd copy lies in the booklet.

8. On seeing the guest returning from outside the message copy can be handed over to the guest, if it is missed the guest finds a copy in the room.

Leaving Message to Guest Procedure

GSA Handling Leaving Message to Guest Procedure
3.3 Paging

Paging is used to locate a guest in a hotel. Guest may require this paging service during their stay in the hotel. Sometimes a guest is expecting a guest visiting him/her or a phone call, but the guest does not want to wait in the room, he may be somewhere in the hotel (restaurant, bar, swimming pool etc), in such cases he leaves a message with the reception on the same. When a visitor calls upon such guest or a phone is received for the guest, the bell boy moves around in all the public areas with the paging board. Paging board consists of a stand with a board and bell, the entire equipment is loaded on a trolley which has wheels and can be just moved around. The name of the guest to be located is written on the board and the ringing of the bell will draw the attention of the guest and on approaching the bell boy will escort the guest to the visitor or the phone call.

Fig 2.1 Procedure to receive a message for a guest in the hotel
### 3.4 Mail handling

Handling of mail is as important as serving a guest. The guest who visit commercial hotels generally carry on with the business activity wherever they are, hence Hotels also should also support the guests in carrying on their work during their stay. Mails can be received for the guest in three different instances.

(a) **Before the guest arrives**: A mail may be received by the hotel for an expected guest. This will be known by the staff by checking the reservations. Hence any mail/parcel received for a guest who is expected to check in is received and stored safely and it is delivered to the guest on his arrival at the hotel during check in.

(b) **During the guest stay**: During the guest’s stay in the hotel if a mail/parcel is received for the guest the following procedure is followed.

1. Receive the parcel
2. Enter the details of the parcel in the parcel register.
3. Stamp the parcel as received, the date and time of receiving the parcel are entered on it.
4. The parcel along with the register are carried to the guest room by the bell boy.
5. The parcel is delivered to the guest and a signature of acknowledgement is taken.

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<table>
<thead>
<tr>
<th>Ping Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest Name:</td>
</tr>
</tbody>
</table>

**Fig 3.2 Paging board**
3.5 Complaint handling

Though complaints are considered as defects of a hotel, no Hotel in the world exists which operates on zero percent guest complaints. Though complaints are deemed as failures of the hotel, a well handled complaint can be strength of the hotel. Complaints arise in the following cases

(a) When the guest is not satisfied with the product (room, Food, Etc).
(b) When the service is delayed.
(c) If the guest is ignored.
(d) When there is a defect in the facility in a room.

The procedure to handle complaints is

1. Listen to the guest with empathy.
2. Apologies for the inconvenience.
3. Try and collect as many details as possible on the nature of the complaint.
4. Act immediately, if the problem is due to engineering, inform the engineering and maintenance department.
5. Follow up with the engineering department after a while on the complaint.
6. After the engineering has cleared the problem, call up the guest to reconfirm on the complaint.
7. After getting assurance from the guest close the complaint. It has been observed that it is not the complaint but the time in which it is attended makes the guest happy and more loyal towards the hotel.

Summary

- Message is a service offered to the hotel guest, by receiving, recording and delivering to the guest on time.

- Paging is done to locate a guest in the hotel when a he has a visitor or a call holding for him.

- Mils and parcels are received for the guest even before the guest arrives, during his stay and even after the guest departs.

- Handling complaints professionally will make the guest more satisfied than a guest who never suffered any service failure.
Short Answer Type Questions

1. What is guest message?
2. What is parcel register.
3. Define paging.

Long Answer Type Questions

1. What is the procedure to take a message for the guest, explain with a format.
2. Explain the procedure of paging in a hotel.
3. What are the points to be taken care while handling a guest complaint in a hotel.
4. How are guest mails handled in a hotel, explain.
Check out and settlement of Bills

Structure

4.1 Introduction
4.2 Standard Guest check out procedure
4.3 Check out formalities by Housekeeping
4.4 Handling various methods of payment

Learning objectives

After studying this unit, students should be able to

• Understand the standard check out procedure of a guest in a hotel.
• The role of Housekeeping during guest checks out.
• Understand and handle various types of bill payment.

4.1 Introduction

Check out of the guest is the last point of guest contact with the Hotel. It is at this stage that the bill is presented to the guest and the guest settles. There are various modes of settlement of the bills; depending on the convenience of the guest, he/she settles the bills. A front office cashier must be aware and update his knowledge on the latest procedures of bill settlement.
4.2 Standard Guest check out procedure

The following steps are followed during a guest check out:

i. The guest who intends to check out informs the reception.

ii. Receptionist will send the bell boy for getting the baggage’s down.

iii. Reception will inform the housekeeping and the room service on the guest intended check out and request them to send any pending bills pertaining to that particular guest room.

iv. If any bills are received the cashier posts the bills to the room bill.

v. Room service will check the room for any mini bar consumption, if any it is notified to the front office cashier.

vi. The bell boy while getting the baggage’s down, takes a look at the contents of the room and gets the baggage down.

vii. The cashier prepares the final bill of the guest and presents it to the guest for payment.

viii. The guest goes through the bill signs it and pays for it.

ix. The original copy of the bill is issued to the guest and the duplicate is retained by the hotel.

x. The cashier approves the bills settlement and authorizes the bell boy to move the guest baggage.

xi. The bell boy loads the baggage of the guest on to his vehicle.

xii. The guest leaves the hotel.

4.3 Check out formalities by Housekeeping

Housekeeping has to closely coordinate with front office for every movement of the guest weather it is check in or check out. At the time of guest check out the housekeeping performs the following.

Actions:

i. In hotels where mini bar is handled by the housekeeping department, housekeeping staff will inspect the mini bar and update the cashier on any un billed consumptions.

ii. Housekeeping will inspect the room for any missing supplies and informs the cashier.
iii. After the guest departs, Housekeeping takes over the room and starts cleaning and makes it ready for sale.

### 4.4 Handling various methods of payment

The bills in a hotel can be settled by various methods as under

1. **Cash** : It is the most simple and widely used mode of payment, the guest pays the cash against the final bill and it is settled.

2. **Credit card** : In the recent past usage of credit cards has gained more prominence. On producing the final bill to the guest, he issues the credit card, it is swiped on the credit card swiping machine and the transaction amount is entered. The authorization is obtained and the transaction details are printed. The print out is in duplicate and the signature is obtained on the slip. The original is retained by the cashier and the duplicate copy is issued to the guest.

3. **Travelers’ cheque** : Travelers cheques resemble currency notes, but for the fact that the signature of the person obtaining them is present on them and only he/she can utilize it. Major authorized banks and travel agents issue travelers cheque. The customer intending to purchase travelers cheque pays the equivalent amount and a transaction fees to the bank and obtains the cheques. The cheques when being issued have to be signed in front of the issuer. The customer can carry the cheques without the fear of theft and when settling the bills the guest produces the cheques and has to sign on the reverse of the cheques similar to he one done during issue of cheques. The cheques equivalent of the bill amount is received by the cashier and the bill is settled.

4. **Company settlement** : Hotels enter into contract with corporate companies for long term mutual benefit. The companies give regular business to the hotel and the hotel offers discounted rate. In this type of billing, after the guest stays in the hotel, he/she signs the bill and leaves the hotel. These bills are accumulated and sent once in a fortnight for settlement.

5. **Travel agent voucher (TAV)** : A travel agent while planning the tour blocks the rooms in various hotels and prepares a voucher as per the agreement. A copy of the voucher is sent to the hotel to confirm the booking, later a copy of the voucher is submitted by the group leader at the time of check out.

### Summary

- The guest check out is an important aspect and has to be handled with utmost care, as the front office has to coordinate with various other departments for the final bill posting.
• There are various modes of settlement of guest bills and the cashier has to be conversant with all the procedures of bill settlement.

**Short Answer Type Questions**

1. What is check out?
2. What is a guest bill?
3. Who is bell boy.
4. What is mini bar?
5. What is the meaning of Tav?

**Long Answer Type Questions**

1. Explain the various steps involved in guest check out.
2. What is bill to company, explain?
Introduction of Guest Accounting

Structure

5.1 Introduction
5.2 Vouchers
5.3 Folios
5.4 Ledgers
5.5 Visitors tabular ledger (VTL)

Learning Objectives

After studying this unit, the student will be able to

• Understand about guest accounting
• Different vouchers and Folios used in accounting
• How to maintain the visitors tabular ledger

5.1 Introduction

Guest accounting is an integral and important aspect of Front office cashiering. Various documents are maintained in order to account for the transactions. The several vouchers and receipts are a proof for a particular transaction and based on the vouchers amount is posted or returned to the guest. Hence a thorough knowledge of raising the vouchers and filing them is very important.
5.2. Vouchers

A voucher is an accounts slip which is prepared to record a transaction. Each voucher details a single transaction to be posted to a front office account. This document lists detailed transaction information gathered at the source of the transaction. The voucher is then sent to the front office for posting onto the guest folio. Usually any service or goods brought on credit by the guest has to be supported by a voucher.

Types of vouchers

Cash Vouchers: These are vouchers which are treated equivalent to cash. These vouchers are issued to the guest for the convenience of settlement, or as a part of the promotional schemes. The cash vouchers can be used by the guest for bill settlement.

Cash advance/Paid out voucher: This is a voucher which is being raised by the front office cashier. If the hotel makes a payment on the behalf of the guest, a paid out voucher is raised on the name of the guest and after obtaining the signature of the guest amount is paid by the cashier.

**HOTEL ABC**

**PAID OUT VOUCHER**

<table>
<thead>
<tr>
<th>Date ..................</th>
<th>Time ..............</th>
</tr>
</thead>
<tbody>
<tr>
<td>Guest’s name: ..........</td>
<td>Account folio no:</td>
</tr>
<tr>
<td>Room no. ...............</td>
<td>Detailed Explanation</td>
</tr>
</tbody>
</table>
| Rs....................| (In words..........
|                      | )                  |
| Prepared by: .......... | Authorised by:.....|
| Audited by: ..........  |                   |
| Signature of the guest|                    |

**Fig 5.1 Paid out voucher**

Ex: A guest arrives from the airport in a cab, he does not have change to pay the driver, the hotel will pay for the cab and raise paid out voucher and the same amount is debited to the guest account.
Allowance vouchers and Correction vouchers: The allowance voucher is used when some amount has to be returned to the guest. This happens in situations when the cashier debits a wrong room number for a particular posting, also when the advance received is more than the guest bill, the difference amount is returned to the guest. This voucher is also raised when a discount has to be passed to the guest.

![Allowance Voucher](image)

**Fig 5.2 Allowance voucher**

Charge vouchers such as Restaurant/bar check

This is a voucher which is raised, when an in-house guest avails some service and does not pay at the moment of the sale but will settle all the bills together at the time of check out. When such guest’s order for any services it is rendered and the signature of the guest is obtained on the voucher. This voucher is further sent to the front office cashier, the front office cashier posts these amounts to the respective rooms.

Credit card voucher

This voucher is raise when the guest settles the bill by credit card. It is a voucher (print out), that is raised which contains all the tails of the sale, after obtaining the signature of the guest a duplicate copy is returned to the guest and the original is kept with the hotel. This voucher is further sent to the bank for payment.
5.3 Folios

A folio is a statement of all transactions (i.e. debits & credits) affecting the balance of a single account. At Checkout, any guest folio should be balanced to 0 through full cash payment, credit card transfer, personal check transfer, special program transfer, and direct billing transfer...

The way of maintaining folios starts with proper posting, which is the process of recording transactions on a folio (i.e. proper folio, proper location and proper amount)

Under the manual, semi automated and fully automated systems, folios are called hand-written folios, machine-posted folios, and computer-based electronic folios respectively. Moreover, all folios shall have a unique serial number for internal control and storing purposes.

Types of folios used in front office department

There are four types of Folios, they are

(a) **Guest folios**: Accounts assigned to individual persons or guestrooms

(b) **Master Folios**: Accounts assigned to more than one person or guest room; usually reserved for guest groups

(c) **Non-Guest (or semi-permanent) folios**: Accounts assigned to non-guest businesses or agencies with hotel charge purchase privileges.

(d) **Employee Folios**: Accounts assigned to employees with charge purchase privileges.

5.4 Ledgers

![Hotel ABC Guest Ledger High Balance Report](image)

<table>
<thead>
<tr>
<th>Room No.</th>
<th>Guest Name</th>
<th>Amount</th>
<th>Action Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>103</td>
<td>Ms. Sonia</td>
<td>8000/-</td>
<td>Contacted, paid Rs 4000, address &amp; credit verified</td>
</tr>
<tr>
<td>122</td>
<td>Mr. Prakash</td>
<td>5000/-</td>
<td>Left 3 messages. No contact, action necessary</td>
</tr>
<tr>
<td>301</td>
<td>Mr. Vaseem</td>
<td>7000/-</td>
<td>Direct billing</td>
</tr>
</tbody>
</table>

Fig 5.3 Ledgers
Ledger

A Ledger is a book in which the accounts of both resident and non-resident guests are entered. In simple words, it’s a grouping of guest accounts. This ledger aids in preparing the Profit and Loss account and Balance Sheet of a hotel.

(a) City Ledger: The City ledger is also known as the Non-guest ledger. It is the collection of non-guest accounts. If a guest account is not settled in full by cash payment at checkout, the guest’s folio balance is transferred from the guest ledger to the city ledger in the accounting division for collection.

i. City Ledger could also include accounts held by: Local business people who are not resident in the hotel but who use the hotel facilities and services for entertainment or business meetings.

ii. Guests who walk out of the hotel without settling the outstanding balance. Walkouts are no longer resident so their account is transferred to the city ledger, till the account is settled or closed by writing off as bad debt, if the amount is overdue and not forthcoming for a long period.

iii. Guests who have sent prepayments to guarantee their bookings, but have not arrived or checked in. This amount is recorded in the city ledger and the account needs to be closed as per the terms of the reservation.

iv. Even a skipper’s outstanding balance is transferred to city ledger with a hope that the amount may come through. Eventually, if there was no trace of the guest the amount will be written off as a Bad Debt.

v. Guest ledger: Guest Ledger is a type of ledger that has the accounts of all the guests residing in a hotel. After the registration process of the guest is over, a guest folio is opened on his/her name to record all the purchases which he/she is making from the hotel. This ledger is also known as Transient or Room Ledger.

Guests who make appropriate credit arrangements at registration may be extended privileges to charge purchases to their individual account folios. Guests may also pay against their outstanding balance at any time during occupancy. Guest’s financial transactions are recorded in guest ledger accounts to track guest account balances.

Some of the accounts of the resident guests may be settled by their company, travel agency or Airline Company. In this case, at the time of the guest’s check-out, his signature is taken and the guest account is transferred from the Guest Ledger to City Ledger.
**5.5 Visitor’s Tabular Ledger (VTL)**

VTL is a loose large sheet used in small hotels in which the daily guest transactions are entered. Whenever a guest is purchasing, the entry is made against each guest account in a VTL Guest bill is made on the basis of VTL and hence it should be updat.

**Short Answer Type Question**

1. What is a voucher?
2. What is a folio?
3. What is VTL?
4. What is Cash voucher?

**Long Answer Type Question**

1. Explain the use of paid out voucher with the help of a diagram of the format.
2. What are allowance vouchers? Explain with format.
3. What is folio? Explain various types of folio.
4. Define city ledger. What are the various types of accounts used in city ledger.
UNIT 6

Cleaning Routines

Structure

6.1 Introduction
6.2 Guest Room Cleaning
6.3 Public area cleaning

Learning Objectives

Are completing this unit, student should be able to

• Understand the procedure for cleaning an occupied, departure and vacant rooms.

• Plan the cleaning of public areas and execute the cleaning.

6.1 Introduction

Though a five star hotel looks elegant, luxurious and esthetic, it is the housekeeping department that is responsible for it. This department is not visible as the staff does not directly interact with the guest. The housekeeping department takes pride in maintaining the entire hotel spic and span, it is not only the rooms but also the public areas. Hence presenting a beautiful hotel to the guest is the motto of housekeeping.
6.2 Guest Room Cleaning

Cleaning of occupied rooms: Occupied rooms means cleaning the rooms which are held by the guest, the guest may or may not be in the room when the cleaning takes place. The following steps are followed while cleaning an occupied room:

1. Be careful not to treat as rubbish something the guest may want again, e.g., a re-sealed, half-finished container of drink. If a bathroom glass is part filled with a dental solution, leave it.

2. Clean under all guest belongings and replace.

3. Tidy guest clothing, footwear as necessary: follow workplace guidelines and your own judgment of how much tidying to do.

4. Do not open drawers as guest would have kept his personal belongings.

5. In some hotels, beds are remade with clean linen each day; otherwise this is done every 2 to 7 days of a long stay (depending on prices charged/policy).

6. Clean the bathroom. Replace damp or soiled towels.

7. Top up supplies of soap, drink sachets, etc. Follow hotel policy on whether to replace partly-used soap.

8. Excuse yourself if guest returns and tell them that you shall return later to complete the room. Respect the fact that this room is the guest’s temporary ‘Home’.

9. Report to your supervisor if
   - The guest is ill
   - The “Do not disturb” sign is still displayed in the afternoon.

10. Anticipate guest’s needs, eg. If you note that they have placed the spread on their bed-leave extra blanket etc.

Some of the Don’ts:

- Open drawers
- Touch money or valuables (if in doubt-ask your supervisor)
- Dispose of any newspapers or other items unless they are in the waste bin.
Try on guest’s clothing or experiment with perfumes etc.

Answer the telephone (according to house policy)

Use the guest room facilities, e.g. Toilet

**Cleaning a Vacant Room:** A vacant room is one in which is clean and ready for sale.

**A bedroom vacant for one or two nights:** Checks dust, and flush toilets. If long term treat as for checkout and carry out the cleaning routine.

Cleaning a check out room: A check out or a departure room is a room from where the guest has checked out. It is dirty and not ready for sale. The following procedure is followed.

- Check the condition of the room.
- Check for pilferage and damage to hotel property.
- Check if the guest has left behind any of his belongings. This must be done as quickly as possible, so that possible action can be taken before the guest check outs.
- The room is thoroughly cleaned for the next guest. All used linen and supplies are removed and replenished.
- The W.C. is disinfected and a band indicating that it has been disinfected is slipped on to the W.C. seat.

**Content of Guest Room**

**Furnishings and fixtures**

<table>
<thead>
<tr>
<th>Alarm clock radios</th>
<th>Draperies</th>
<th>Pillows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Armoires</td>
<td>Drapes</td>
<td>Signs</td>
</tr>
<tr>
<td>Ashtrays</td>
<td>Dressers</td>
<td>Roll-a-ways</td>
</tr>
<tr>
<td>Baby cribs</td>
<td>Hangers</td>
<td>Shower Curtains</td>
</tr>
<tr>
<td>Bed bolts</td>
<td>Headboards</td>
<td>Signage</td>
</tr>
<tr>
<td>Bed frames</td>
<td>Ice buckets</td>
<td>Sofas</td>
</tr>
<tr>
<td>Bedspreads</td>
<td>Ironing boards</td>
<td>Standing Lamps</td>
</tr>
</tbody>
</table>
6.3 Public Area Cleaning

Public areas in a hotel are those areas that are common to all the guests’ weather staying at the hotel or visitors to the hotel. Nothing says more about a hotel’s standards than the quality of cleanliness of public areas. As most of the guests spend their time in the hotel in public areas it is more appealing to see attractive and beautiful surroundings.
Public areas consists of Lobby, Restaurants, bar, elevators, stairs, swimming pool, gym, banquete halls, lawns, corridors etc.

**Public area cleaning**

1. Food and Beverage cleaning
2. Lobby and other Public Areas cleaning
3. Front Entrance cleaning
4. Pest control
5. Public Toilets cleaning

**Weekly Cleaning Procedures**

![Image of spot cleaning](image1)

**Fig 6.1** Spot cleaning the carpeting will keep it looking nice until the next full cleaning

![Image of scrubbing and polishing](image2)

**Fig 6.2** Scrubbing and polishing the hard floor surfaces should be done monthly or semi-annually, depending on traffic
1. Food and Beverage cleaning

The cleaning of food and beverage areas is mostly a partnership between housekeeping and food service personnel, with the managers of each section agreeing on their cleaning responsibilities.

For example, perhaps within a lounge bar the food and beverage personnel would be responsible for maintaining the lounge tables, cushions, sofas and bar area, whereby the housekeeping personnel would vacuum, polish brass fixtures, clean windows and maintain plants. The importance is not who does what as long as one department is given responsibility.

Although, some responsibility may be given to food and beverage personnel the executive housekeeper is still responsible overall, and will carry out routine checks to ensure the areas are being cleaned appropriately.

Most food and beverage cleaning is carried out at off peak or night time, when there is least demand for service. It’s important for the executive housekeeper to monitor special events around the hotel (conferences and functions, as this creates more demand for cleaning.

A sports event being televised in the bar is normally a popular attraction and would create more demand on the housekeeping function, such as higher supervision of public toilets throughout the evening).

2. Lobby and other Public Areas cleaning

Within these areas duties include vacuuming, polishing floors, organising cushions, wiping tables, polishing mirrors, cleaning plants, emptying bins and ashtrays and polishing brass fittings.

3. Front Entrance cleaning

This area is the first impression and the last impression for most visitors and so it is imperative that it is clean and presentable at all times. The appearance of the approach and entrance is also important and so wiping hand smudges from doors, sweeping leaves and removing debris are some of the tasks required to be carried out. Poor weather conditions require additional monitoring and cleaning throughout the day.

4. Pest control

An ongoing, proactive pest control program is imperative in order to maintain customer satisfaction and a healthy reputation. "The biggest pest threats to hotel accommodation areas are bedbugs and other biting insects."
5. Public Toilets cleaning

Customers can have a lovely meal in the restaurant but if the toilet they have to use is unclean it can have a negative impact on the whole visit. Refilling toilet rolls, paper hand towels and soap dispensers, emptying bins, cleaning of toilets, hand basins and mirrors and regular mopping are just some of the checks required throughout the day.

**Short Answer Type Questions**

1. What is departure room?
2. What is a room amenity?
3. What is rest room?
4. At what time of the day is staircase cleaned and why?
5. What is housekeeper’s trolley?
6. Who is chamber maid.
7. What is room check list?
8. What are fixtures?

**Long Answer Type Questions**

1. List the contents of a guest room and explain their importance.
2. How do you clean a vacant room, explain the steps.
3. What is the procedure to clean a departure room?
4. List the various areas that fall under public areas and explain the procedure to clean them.
5. Write a note on bed making.
7.1 Introduction

Housekeeping department is responsible for cleanliness and esthetic upkeep of the hotel. A supervisor in housekeeping should have high degree of eye for detail. It is the unique quality of the supervisor which helps him/her deliver a good hotel to the guest. Moreover, a supervisor should have a strong control over the housemen, should be able to motivate the staff and get the work done and meet the deadlines on time.

7.2 Role of Housekeeping Supervisor

A housekeeping supervisor plays a vital role as he/she heads a team of housemen. The supervisor should be a good leader and team player. It is the efficiency with which the supervisor plans and executes the work which helps him achieve success.
The nature of housekeeping job is physical, most of the housemen get tired and if consistently being pressurized to complete the task will feel dejected and leave the job, hence a high rate of employee turnover is seen in the housekeeping department. The supervisor should exhibit good amount of tact, responsibility, camaraderie, goal orientation in leading a team of housemen.

### 7.3 Duties And Responsibilities Of Housekeeping Supervisor

The housekeeping supervisor shoulders great responsibilities to showcase the activities of the department and plays a great role in successful functioning of the department.

There are 4 supervisors in housekeeping based on the responsibility they handle:

- Floor supervisor
- Public area supervisor
- Control desk supervisor
- Linen room supervisor
- Night supervisor

**Floor supervisor**

- Checks staff on duty
- Redeployment
- Supervision of staff
- Checks section/floor of rooms by filling in the room inspection list
- Conducts induction and general training
- Orders and issues cleaning materials
- Linen checks
- Maintenance checks
- Liaises with reception on guest arrivals and departures

**Public area supervisor**

- Inspects public areas cleaned to see whether cleaning is adequate, supplies in public areas meet the standard and needs for immediate repair is reported.
- Makes maintenance report for restaurant or item in need of repair and follows up to make sure work is completed satisfactorily.
• Supervises cleaning of public areas, corridors and offices

• Trains cleaners, advises executive housekeeper if performance is not satisfactory.

• Liaises with other departments such as food and beverage department regarding the cleaning schedule.

Control desk supervisor

1. The role of the housekeeping control desk is to facilitate communication to various parts of hotel. This role can be exercised in many forms which are as follows.

2. The control desk receives messages from in house guests over the telephone apart from maintaining the intra and inter-departmental channels of communication. Hotel room directories provide the control desk extension number to the guests which they can use if they require housekeeping services.

3. The control desk attendant receives all the message of the guests such as a request for extra blankets, baby-sitter services, which she transmit to the concerned floor supervisor for further action.

4. Front office also alerts the desk attendant about the expected and existing crews in the house. So that the rooms can be make ready for the new arriving crew after the departure of existing crew in a very short period of time.

5. In most of the hotels, this is the area where housekeeping employees; report for work; collect keys and signing for them; pursue the log book get their briefing and at the end of their shift, report back to.

6. Its is the control room attendants who receives departure room numbers from the front office and transmits them to the appropriate floor supervisor.

7. The floor supervisor informs the desk attendant once rooms are cleaned and ready for sale and this is updated in the computer so that front office can easily obtain the information of the status of room.

8. The main physical feature visible in most control desk is the key cabinet. On the wall, where all floor masters keys and store keys are kept under lock and key themselves.
Linen room supervisor

Receive records and sort out clean uniform from laundry and arrange them properly on the shelves and racks

- Issue linen to Food & Beverage outlets as per requisitions
- Issue uniform to all employees and maintain uniform records
- Check all uniform for any loose buttons and hems and give to the tailor for mending
- Ensure a clean and tidy linen room at all times and report if any items have been damaged (linen as well as uniforms)
- Ensure that linen and uniforms are properly stored and recorded
- Report to Superiors in case any uniforms need to be discarded or replenished
- Ensure that the proper procedure is followed when linen or uniform needs to be discarded
- Ensure that all uniforms are ready for special events as well as for any seasonal events

Night Supervisor

The night supervisor is solely responsible and accountable at night for smooth housekeeping through her night shift and has larger decision-making authority than other supervisors as she is the housekeeper for the night. The night supervisor duties are special in a manner that would require him or her to be able to handle any aspect of housekeeping at night which includes

- Desk control operations,
- Issue of linen and uniform in an emergency,
- Activity includes guest rooms, public areas,
- Linen and uniform rooms.

Summary

The housekeeping supervisor is the whole and sole of the housekeeping department. As the supervisors are directly in contact with the room boys, they exercise greater control, motivation, guidance, direction on the boys. The supervisors they themselves are highly confident, motivated and goal oriented, hence the department will be able to achieve high standards for the hotel.
Short Answer Type Questions

1. Who is floor supervisor?
2. What is control desk?
3. What items come under floor linen?
4. What is floor pantry?
5. What is room check list?

Long Answer Type Questions

1. What is the role of supervisor in housekeeping department?
2. Examine the duties of floor supervisor.
3. Mention the duties and responsibilities of public area supervisor.
4. List and describe the various duties performed by linen room supervisor.
5. Explain the procedure followed for the exchange of linen in housekeeping.
6. List and explain the important qualities required for Housekeeping supervisors.
## Structure

8.1 Introduction  
8.2 Wood and laminates  
8.3 Stone and ceramics  
8.4 Leather, rubber and Rexene  
8.5 Metals and glass  

## Learning Objectives

After studying this unit, the student will be able to

- Understand about various types of surfaces  
- Different types of leather, rubber, rexene, metals and glasses used in hotel

## 8.1 Introduction

There are various types of surfaces that are used in a hotel, some surfaces give a rough appeal, some are very smooth, some are delicate and fragile. Based on the type of surface used for a particular purpose the care and cleaning methods are being deployed. The chapter details on the cleaning procedures adopted for various surfaces.
8.2 Wood and Laminates

Laminated wood floors do not use any real wood during the manufacturing process. They are topped with a photographic simulation of real wood to mimic different types of wood floors. Laminated wood floors require different care than other hard floors, including real wood floors. While they are generally tough, you can still unintentionally damage them with scratches and marks, or by cleaning them improperly. Dust mop or vacuum with hardwood-floor/soft-brush attachment Cloth or mop Dust mop the floor or vacuum using a soft-brush or hardwood-floor attachment. There are many types of dust mops available, including microfiber dust mops that collect and attract dust, hair and other debris from your laminate floors.

Mop the floor with a damp — not wet — cloth or mop for areas that do not need cleaner. General damp mopping without a cleaner often wipes away dirt and other items from your floor. Use a laminate-wood-floor cleaner with the cloth or mop only when necessary. Wipe up liquid spills immediately with a cloth.

Protecting and Maintaining

Attach felt pads to the feet of furniture you drag across the floor often. This includes chairs and tables. Use moving pads for larger pieces that aren’t regularly moved. Both felt pads and moving pads are available at retailers such as hardware stores and big-box stores. The feet of the furniture can cause unsightly gouge marks or scratches on laminated wood floors. Place a protective mat under chairs with casters. The casters can damage the floors, as well. Place area rugs over high-traffic areas of laminated wood floors. Use a laminated-wood-floor touch-up kit for small scratches or gouge marks. These may be in the form of silicone filler or wax sticks that look similar to crayons.

8.3 Stone and Ceramics

Ceramic Tiles

Ceramic tiles are made of clay and fired at high temperature. They are hand or machine made, glazed and unglazed. Shapes of the tiles may be square, rectangular or hexagonal. Tiles are waterproof and impervious to cleaning liquid. They are commonly used in bathrooms, kitchens, laundry, canteens, bars etc. These floors are hard, noisy and tire the feet. Ceramic floors should not be polished since that would make it dangerously slippery.

Mosaic

They are made of glass, silica and clay. They may be set directly on the floor or made as tiles and laid on a sub floor unaffected by pests or fungi and the glass can be retained for a long time.
8.4 Leather, rubber and Rexene

Rubber floors are usually made by a combination of natural and synthetic rubber. They may be laid in sheets or tile form. They may be coloured and mottled with inlaid patterns. The floor is hard wearing, resilient, quiet and waterproof. It is non-slip and may be grease resistant. Damage may occur due to alkalis, acids and spirits. They are not affected by mould, bacteria and pest infestation. It is commonly used in kitchens, bathrooms, health clubs, near swimming pools etc.

Cleaning Instructions

1. Vacuum the piece of furniture thoroughly, being sure to use the soft brush attachment (leather scratches easily). If the suction on your vacuum is too strong, consider using a smaller hand held vacuum with less power to prevent leaving marks on the leather.

2. Mix a few drops of liquid soap with about a quart of distilled water, mixing until suds form.

3. Test a small, inconspicuous area of the furniture first.

4. Dip one of the rags in the soapy water and wring out thoroughly.

5. Working one section at a time, wipe the surface of the furniture with the damp rag.

6. Dip a separate rag in clean distilled water (no soap), wring thoroughly, and wipe away the soap residue.

7. Dry thoroughly with the third rag.

8. Buff the surface with the fourth clean rag to restore luster.

9. Treat the surface with leather protector/conditioner as per product instructions.

Leather Furniture Stain Removal

For leather Remember to Always test a small, inconspicuous area of the furniture first before using any of these methods.

**Ink stains**: Dip a cotton swab in rubbing (Isoprophil) alcohol and rub over the ink stain. Dry with a blow dryer set on its lowest setting.

**Dark stains (i.e. food, blood, etc.)**: Make a paste of one part cream of tartar with 1 part lemon juice. Rub this paste on the stain and leave it set for 10 minutes. Remove the paste with a damp rag and moisturizing soap, as described above for general cleaning. Buff the leather dry with a soft cloth.
Grease stains: Simply wipe stain from the leather using a dry cloth. Do not apply water to the grease stain.

Newsprint: Newspapers left on leather furniture can cause a newsprint ink stain. Spray the stain lightly with aerosol hair spray and then wipe with a soft cloth.

Additional Tips and Advice

• Clean spills immediately! Leather is porous in nature and if any liquid is allowed to penetrate the surface, the stain will be extremely difficult to clean.

• Avoid using any type of harsh cleaners or abrasive cleansers on your leather furniture as these will cause damage to the surface.

• Never use any kind of oils (such as mink oil), furniture polish, or any product containing waxes or silicone (including many car care products) on your leather furniture as it may damage the leather and leave it feeling sticky. Consequently be very careful when using Pledge, or any other type of furniture polish, around your leather.

• Generally, it is not good to use saddle soap, varnish, ammonia-based cleaners (i.e. Windex) or bleach on your leather furniture, all of which may be too harsh for the leather and may cause serious damage or discoloration.

• Vacuum and dust the leather furniture on a regular basis to help the leather breathe and last longer.

• To protect the leather furniture, keep it from fading, drying out and/or cracking, avoid placing it in direct sunlight and keep it at least two feet away from any heat (i.e. heating vents, fireplaces, radiators, etc.) and air conditioning sources.

• Leather does occasionally need to be replenished. Although there are products on the market for this, you might try mixing 1 part distilled white vinegar with 2 parts linseed oil. Shake well and apply to leather in broad circular motions. Let sit for about 10 minutes, then buff with a soft cloth. A second buffing may be necessary.

• Never use baby wipes or any other alkaline cleaner on your leather furniture as it may damage the finish.
8.5 Metal and glass

Metals are hard and can sustain pressure while cleaning but glass being fragile gives up on being thrusted upon. Hence depending on the surface to be cleaned the pressure tactics applied change.

**Metals**: Metals mostly used in the hotel are aluminum, steel, brass and copper.

Aluminum surfaces have to be dry dusted, if badly stained the dust has to be removed with a damp cloth. The surface has to be dried and metal polish can be used to add shine.

Steel if left for a long time exposed to water or even damp weather, will rust and crumple down to powder. This can be prevented by routine checks. Always ensure that steel surfaces are painted preventing oxidation and rusting.

Brass surfaces tend to oxidize and develop black texture on the surface. This can be prevented by proper care. Brass surfaces have to be regularly cleaned and a coat of brasso (Bras cleaning agent) has to be applied and when rubbed the surface will shine.

Copper, of late the use of copper as a surface has almost stopped. Copper surfaces have to be away from dust and dry heat. Direct exposure to sunlight will make the surface dull and the luster is lost.

**Glass**: Glass is one of the best and most widely used surfaces in a hotel. The best character of glass is that being transparent and translucent. Glasses are mostly used for windows, doors, table top, decorative pieces etc. As glass is fragile utmost care has to be taken in cleaning the glass. The following procedure is adopted in cleaning glass surface

i. Dry dust to remove superficial dust.

ii. Any hard stains can be removed with detergent and slight scrubbing.

iii. After the surface is dry, clean the surface with glass cleaners such as prill or colin and finish up with a paper. Paper is used as cloth leaves lint.

**Summary**

Hotels use different surfaces in different places. As different surfaces exhibit various levels of luxury, wood, ceramic tiles, metal and glass surfaces are used. The cleaning of these surfaces is a big challenge as the characteristics of these materials is different. Hence by understanding the make of the surface a
perfect cleaning agent can be used. The best way of maintaining surfaces is to prevent damage, rather than rectifying a spoilt surface.

**Short Answer Type Questions**

1. What is wood laminate?
2. Mention 5 characteristics of ceramic floor.
3. What are the don’ts in leather cleaning?
4. List five areas where glass is used as a surface.
5. What is the use of rubber in hotels?

**Long Answer Type Questions**

1. Explain the care for wood laminates.
2. What is the procedure for cleaning ceramic floors; also explain the frequency of cleaning?
3. Explain the care and upkeep of metals.
4. How is glass treated during cleaning, explain.
UNIT 9

Fabrics used at Hotels and their Care

Structure

9.1 Introduction
9.2 Construction of Cloth
9.3 Uniforms
9.4 Upholstery
9.5 Soft Furnishings
9.6 Washing Dry Cleaning Chemicals used

Learning Objectives

After studying this unit, the student will be able to

• Know about different fabrics used in a hotel
• Understand how to take care of those fabrics

9.1 Introduction

Linen is very important asset in a hotel. It involves major investment and is for long term. Linen is used for bed sheets, towels, curtains, table cloth etc. Apart from these fabrics as upholstery and soft furnishing add more beauty to the hotel.
9.2 Construction of cloth

Cloth is a very important material which is used for various purposes. In a hotel linen is mostly used for bed sheets, curtains, towels, table cloths, napkins etc.

Textiles are important for everyone. It is used for covering body, for warmth or coolness, personality enhancement and sometimes to display one’s status in the society. From the wholesale textile manufacturer and merchant to the retailer and the end-user, the customer, everyone consumes textile. Not only those who are in this direct trade are related to this product but there are certain industries which are indirectly associated with textile. Automobile industry is a good example of this type of industry which uses textile in various forms. Others who use textile in one or the other form may include designers, interior decorators, craftsperson’s, advertisers using hoardings and banners, painters etc.

![Fig 9.1 Textiles](image)

Weaving

Weaving is a major process of making fabric or cloth. In it, two distinct sets of yarns called the warp and the filling or weft are interlaced with each other to form a fabric. Yarn is a long continuous length of interlocked fibers. The lengthwise yarns which run from the back to the front of the loom are called the warp. The crosswise yarns are the filling or weft.

A loom is a device for holding the warp threads in place while the filling threads are woven through them. Yarns made from natural fibers like cotton, silk, and wool and synthetic fibers such as nylon and Orlon are commonly used for weaving textile. But other fibers can also be used for weaving. Yarn intended for the warp goes through operations such as spooling, warping and slashing to prepare them to withstand the strain of the weaving process.
Weaving operations

Four major operations are involved in weaving- Shedding, Picking, Beating up (Battening) and Taking up and letting off.

Shedding

Each alternate warp yarn is raised to insert the filling yarn into the warp to form a shed.

Picking

As the warp is raised, the filling yarn is inserted through the shed by a carrier device. Different types of looms are used for carrying the filling yarn through the shed- Shuttle loom, shuttle less looms, circular looms etc.

Beating up (Battening)

With each picking operation, the reed pushes or beats each filling yarn against the portion of the fabric that has already been formed. Reed is a comb like structure attached to the looms. It gives the fabric a firm, compact construction.
Taking up and letting off

With each shedding, Picking, Battening operation, the new fabric must be wound on the cloth beam which is called ‘taking up’. At the same time, the warp yarns must be released from the warp beam which is called ‘letting off’.

As the shuttle moves back and forth across the width of the shed, a self edge is woven which is called selvage or selvedge. The selvage prevents the fabric from muddling. It is usually more compact and strong than the rest of the fabric. There are different kinds of selvages depending upon the expected use of the fabric—Plain Selvages, Tape Selvages, Split Selvages, Fused Selvages, Leno Selvages and Tucked Selvages.

Knitting

After weaving, the most prevalent method of fabric construction is knitting. Its popularity has grown tremendously over the recent years. Today, knitting is a very big industry which has two main divisions.

One division manufactures knitted goods for apparel production, sewing centers, consumers and others. The other division manufactures finished apparel such as hosiery, sweaters and underwear.

The knitted fabric has the advantage of stretchability which provides fit and comfort. It also gives warmth. At the same time, they are porous and provide breathing comfort. It is light in weight and wrinkle-resistant. However, certain specialized techniques like Pak-nit or Permasized have to be used so that it may not shrink too much. Also, care should be taken so that not a single loop breaks. If even one loop breaks, a hole is made and it starts running. This disadvantage can be eliminated by variation in the stitch that protects the fabric from raveling.
The kind and quality of the needle also affect the quality of the knitted fabric. Different kinds of needles are used in knitting latch needle, spring-beard needle, compound needle etc.

**Weft and warp knitting**

There are two major varieties of knitting: weft knitting and warp knitting. In weft knitting, one continuous yarn forms courses across the fabric. In warp knitting, a series of yarns form wales in the lengthwise direction of the fabric.

The knitting machine also called knitting frame, knitting loom, or hand knitting machine, is used to manufacture knit fabrics. These fabrics are produced on a fixed bed of hooked needles. The Knitting machines can be hand driven or motor powered.

The machines come in domestic and industrial models, with either flat or circular beds that produce rectangular or tubular fabrics. The fabric produced by a knitting machine has a more fine texture than hand-knitted fabric.
Uniforms are very important in hotels. Uniforms are issued to the staff based on the department and the nature of work and job title. Uniforms are worn for the following reasons:

- Uniforms represent a particular department and the nature of job. Ex: chef coat, chef cap for kitchen staff. White shirt, black trouser, and a black bow for stewards in the restaurant.
- Uniforms facilitate the staff while performing their duty and protect them during work.
- A well laundered and crisp uniform makes the staff look more bright and confident.
- Uniforms create a sense of professionalism among the staff.

**Care of uniforms**

- Uniforms should be tailored and fit exactly the person wearing it.
- Uniforms are maintained by the uniform department, which in turn is a part of the linen room.
- At the beginning of the shift uniforms are issued to the staff which are crisp and clean by the uniform room.
- At the end of the shift the uniforms are returned to the uniform room. If the uniform is soiled it is sent to the laundry, if not it is stored properly so that it can be reissued to the staff.
- Uniforms are checked from time to time for damages, tear, missing of buttons, hooks etc.
9.4 Upholstery

Upholstered armchairs and sofas are comfortable and attractive additions to any hotel. When neglected, however, upholstery can quickly turn into next year’s yard sale’s featured item. Help the upholstered furniture in your dining room, living room, family room and bedroom last for years and years, by getting to know the ABC’s of upholstery preventative and corrective care.

Stop Damage before it Occurs

Protect Upholstery from: Sunlight, Newspaper Ink, Fabric Dyes, Paints & Polishes.

Allow common sense to dictate what you should keep from harming your upholstered furniture. Sunlight will fade upholstery, so keep your upholstered couches, armchairs and ottomans away from the window, or else well-shaded. Put your newspaper on a coffee table or side table, to avoid ink damage to your upholstered furniture.

Other items that can cause permanent damage include dark-colored sheets and blankets, for when damp or wet, the dark dyes on these fabrics can rub off and ruin your upholstery. Finally, paints and polishes, such as nail or shoe polish, should never be used on upholstery. Make sure to cover your upholstered furniture when painting your living room, dining room, or bedrooms!

Keep it Clean

1. Vacuum, 2. Damp-Dust, 3. Professionally Clean

Cleaning upholstered furniture is easy as 1, 2, 3. First, Vacuum as often as possible. Second, damp-dust arms and headrest areas with cleaning solution recommended by the manufacturer. Third, indulge occasionally in professional cleaning for maximum dirt and dust particle removal.

Here's a tip for keeping your favorite chairs & couches clean: Don't be fooled by the zippers on those cushions: the cushion covers are NOT meant to be removed and washed separately! Before you vacuum, remove the cushions. Beat them, rotate them, then vacuum them. Emergency Care Blot, scrape, vacuum. Read label, match spill with remedy.

Spills happen. The key to avoiding a permanent stain is to react in the manner most appropriate to the type of spill. For liquid spills, don’t rub the spot, BLOT. Use a fresh, clean paper towel. For food or solid spills, first lift as much of the spill as possible with a dull knife or a spoon, scraping gently towards the center. For powder or cigarette ash spills, don’t add a liquid or rub. Instead, vacuum up the spill.
9.5 Soft Furnishing

Soft furnishings include fibres that are used for curtains, loose covers, cushions, bedspreads and quilts. They contribute greatly to the appearance of the room by bringing to it colour, pattern and texture. Some articles in addition provide warmth and comfort. Each article is subjected to variable amount of wear and tear.

Curtains

Windows dressing is essential to enhance or obscure the shape of the window and improve the style and décor of the window and room. It provides privacy and thermal insulation, controls light, and helps in sound reduction. This can be achieved by the use of curtains. The line, colour, pattern and texture contribute to character and atmosphere of the room. Selection of fibre should be done with regard to its resistance to fading, abrasion, drape, dimensional stability and flame resistance. The exposure to sunlight and airborne soiling should be considered. Lining of curtains helps to reduce damage of fading and rotting. Curtains are subjected to abrasion by being pulled and drawn, brush against, rub along a floor or window frames and being laundered. The abrasion resistance depends upon the type of fibre selected and fabric construction. Loosely woven material tends to loose drape and constant hand drawing may cause loss of shape.

Fibre for Curtains

Natural fibres like cotton, wool and linen have high tenacity and wear well. They do not catch fire fast and provide good thermal insulation. Loosely woven fabrics do not drape well and these fibres may become yellow due to oxidation. Synthetic fibres like nylon and polyester are easy to maintain and wear well. They have good abrasion resistance but may be highly flammable. A flame retardant finish is desirable. Other fibres like glass fibre, acrylic and blends are also popular. Plastic is used for shower curtains.

Types of Curtains

Glass curtains: These are made of sheer fabrics of simple straight-line covering the entire window area with draperies.

Back curtains: These are made of sheer fabrics and lightweight material with decorative ruffles. They are fixed on the frame or wall by special fixtures.

Criss cross curtains: Wide panels are mounted on walls so that they overlap on the top and are tied back.
Café Curtains: Short curtains that cover the portion of a window often hung on decorative rods by means of rings.

Cottage curtains: These are combination of café and back curtains.

Tier curtains: Two or more horizontal rows of short curtains, which are mounted on rods so that they overlap.

Vertical draw curtain: These are mounted on traverse tracks so that they can be drawn open.

Vertical drop curtain: These are curtains, which move up and down and are found in theatres and cinema halls.

Swag and Tail curtains: These are heading at the top of the curtains and form an integral part of the styling.

Curtains are fixed to the track by rings or hook and drop to the floor or windowsill. The fabric for the curtain should be a large piece hanging in folds with the entire pattern visible. It is better to avoid fabrics with white background in large establishments. The general width of the material may be 90 cms, 120 cms, 150 cms or more. The curtain width should be a minimum of one and half times the track width. Lining the curtain helps to protect from dirt or sunlight and provides good drape. Silk fabrics are expensive and usually used in luxury establishments in public areas and suites. Brocades, damasks, velvet’s and a variety of weaves may be used. For the bedroom, a lighter material like cotton, linen, chintz, satin etc may be used. In bathrooms, a heavy window does not require curtains but nylon, plastic and glass fibre material are often used for shower curtains. Plastics may easily dry but may tear easily.

General Points in Curtain Construction

1. Velvet and pile fabric should hang with the pile running downwards.
2. 15-30 cms should be allowed for hem and turning on each curtain.
3. For floor length curtains, it should be 1.5 - 2.5 cms. above floor level to prevent friction.
4. The minimum width for any curtain should be one and half times or 2 times the width of the track.
5. The curtain heading may be gathered, pleated or held with tapes.
6. Lining should be fixed at the top and side of the curtain but not attached at the hem.
7. Hems and sides should be hand sewn but not machine stitched.
8. Heavy curtains may have weights or chains at the hem to improve the hang.

9. Flame retardant fabrics should be used in public rooms.

10. Draw cords or curtain controls should be used to pull the curtain.

**Care and maintenance**

1. Keep the rod and track free from dust by using wall broom or vacuum cleaner.

2. Shake the curtain to dislodge dust.

3. Deal immediately with fade edges, stains, detached hooks and gummed curtains.

4. Reverse double sided unlined curtains for fading.

5. Use dry cleaning or solvent sprays for brocade, damask curtains.

**Loose Curtains (Covers)/ Skirting**

These are detachable, fitted over, upholstered chairs, stools etc. They give a clean, fresh appearance but require constant maintenance. They protect the original upholstery and can be changed more frequently. Fixtures like holes, zips or Velcro can be used to hold them in place. Closely woven fabrics like chintz, crystalline with close weave are preferred for these covers. They can withstand abrasion and do not snag easily. The pattern, colour and texture of material should blend with the décor and other soft furnishing. Loose covers may be laundered but dry cleaning is preferable to avoid shortage. Nylon stretch covers may be used. To protect upholstered furniture from soiling, arm and back covers may be used.

**Care and maintenance**

1. Shake and tidy frequently

2. Brush and suction clean regularly

3. Dry clean as required

**Cushions**

It may be used to increase the comfort of chairs and sofas and provide colour pattern and texture to the room. They may be fitted to form a seat or a back; or may be used loosely as scatter cushions. Shapes may vary from square, rectangular, circular, triangular, semi-circular to bolsters, which are elongated pillows. They will be filled with down, feathers, kappa, rubber, polyfill, urethane foam, thermo coal ball, silk cotton, foam plastic etc.
Care and maintenance

Cushions require constant attention

1. Shake and tidy frequently
2. Repair when necessary
3. Brush and suction clean regularly
4. Remove covers and wash or dry clean.

Quilts

Provides a warm light bed covering but are quite expensive initially. They may be used as such or given a fabric covering. Satin, polyester, silk and good quality fabrics are suitable for the top layer of the quilts. Less slippery material like satin or linen may be used for under layer to prevent slipping. They may be placed loosely on the bed or fixed with zips and flaps. Duvets and eiderdowns are filled with down or synthetic fibres and used in place of blankets. All the materials should be fire retardant. Sheets of sponge can be used as an inlay.

Care and Maintenance

1. Attend to repairs
2. Check for stains and dirty marks
3. Shade occasionally
4. Launder and dry-clean when necessary

9.6 Washing and dry cleaning chemicals Used

Washing

This process is designed to perform three basic functions

1. Removal of soil
2. Suspension of soil
3. Discharge of the soil from the machine to the drain

In the wash process, the following factors must be considered

1. Length of cycle: If the cycle is too short, the linen will not be cleaned. If the cycle is too long, there will be unnecessary wear and tear and the clothes may actually become dirtier as a result of redeposition of soil.
2. **Temperature of water**: If the temperature of water is too high, it is likely to damage the linen. If the temperature is inadequate, the chemicals will not work effectively.

3. **Water level**: Incorrect ‘dip’ levels can alter the concentration of the laundry agents rendering them ineffective. In case of a gentle action the water level is usually higher forming a protective envelope to the delicate linen.

4. **Type and amount of detergent and when it will be dispensed in the wash cycle**

   This is also a crucial factor that affects the quality of wash. Deciding which laundry agent should be used is dependent on the nature of the fabric being washed. Too little detergent will result in an incomplete cleaning process. And too much may remain as a residue after the rinse cycle is complete. It is important that the laundry agent is introduced into the wash cycle at the appropriate time if it is to have the required action.

5. **Mechanical action**

   This refers to the centrifugal action brought about by the movement of the drum that causes friction between the linen articles and is radically affected by overloading or underloading as well as the speed of the drum. Modern machinery often operates on sensors, which are capable of gauging each of these requirements for a specific load.

**Rinsing**

   Once the wash cycle is completed, rinsing becomes essential. Rinsing is carried out at least twice and the purpose of this stage is to:

   1. Remove residue of laundry agents, which might show as patches on the linen after ironing or irritate the skin.
   2. Remove suspended dirt, which remains in the carry over liquor in the load at the end of the wash.
   3. Lower the temperature of the wash load by using a cold water rinse or alternatively reducing the temperature of water in consecutive rinses.

   A running rinse with an open drain is more effective but a larger volume of water is utilized.

**Hydro-extraction**

   Is the removal of excess moisture through centrifugal action and is equivalent to wringing in handwashing. The absorbency of the fabric affects the
length of the cycle (6 to 8 mins.) and the residue of moisture (10% to 30%).

Draining must precede hydro-extraction and hydro-extraction must precede tumbledrying. Some articles cannot be hydro-extracted so there is a pumping action to draw out the water from the linen load.

Too short an extraction time will increase the drying time and may hinder the proper operation of finishing equipment. The most efficient extraction for cottons takes place at temperatures higher than 38° C but lower than 55° C so that they are not too hot to handle. Polyesters and blends should be extracted at a temperature below 38° C to prevent wrinkling. The compact mass of hydro-extracted clothes is referred to as ‘cheese’.

Unloading

Transferring washed linen from the hydro-extractor to the Tumble Dryer is a difficult task because of the added weight of moisture. Articles may be manually removed and put into trolleys. Tilting and dumping machines reduce the physical effort of manual unloading. A laundry cart can be positioned under the door and a pushbutton operated to rotate the cylinder and empty its contents. Alternatively, the machine can unload onto a conveyor belt that will transport the linen to the next set of operations.

Tumble Drying

This process is capable of rendering the linen completely dry by blowing hot air ranging between 40° C to 60° C onto the articles as they are slowly circulated in the rotating drum. For articles that are susceptible to damage by heat, there is the option of simply airing by circulating air at room temperature. To avoid wrinkles and the risk of spontaneous combustion, many dryers have a cool-down cycle at predetermined intervals. The process of tumble-drying creates a good deal of wear and tear on the fabric as particles of lint come off the fabric in the drying process. The time taken is approx. 30 mins. depending on whether the article is to be completely or partially dried. Finishing For those articles that require a pressed finish, ironing and pressing are usual, but there are also other finishing equipment. Articles like blankets, towels, candlewick bedspreads, hosiery, etc. that do not require a pressed finish are only tumble-dried.

Folding

Can be done by machine but in most cases is carried out completely manually or at least the finishing folds are done manually. The use of a folding stand helps minimize this otherwise very labour-intensive operation. Manual folding makes it possible to achieve the desired fold as well as ensure quality control. Employees in this area are the one ones who ‘reject’ stained linen and are a good source for ascertaining.
What types and quantities of stains commonly occur. This is an important stage in the processing of laundered linen as it can be the ‘bottleneck’ in an otherwise efficient laundry operation. Correct folding is important to the appearance of the article and makes it convenient to store and use.

Airing

This is essential prior to storage, especially if the articles are to be stored in closed shelves. It ensures that any moisture that is likely to cause mildew will be got rid of.

Storage

Should be properly done in a well-designed storage space. Linen should be allowed a rest period to recuperate before it is used again. The life span of linen is greatly increased if proper rotation of stock is carried out, thereby ensuring a ‘rest period’ between uses. As a general rule, at any given time, approximately 50% of the total linen inventory should be on the shelves, 25% in use and 25% in processing. The storage area must be isolated from the soiled linen and kept clean.

Transfer

The linen is issued to the unit/department for use. Since transfer of clean linen is usually done by linen trolleys, it is important to keep the trolleys clean.

Dry Cleaning

This is a process by which textiles are cleaned using a solvent other than water. This solvent is usually an organic liquid that acts first to remove the layer of grease which bonds most grease particles to the surface and then to carry this dirt away.

The solvents used are

1. Perchloroethylene
2. Tri-chloro-tri-fluoro-ethane

The solvent is removed first by centrifugal action and finally by evaporation. The solvent being expensive is filtered and recycled. Darker coloured articles are dry-cleaned after the lighter coloured ones. All articles require to be aired after the dry-cleaning process. Where Perchloroethylene is not suitable, a system called Aquatex from Iowa Techniques is used. It involves the use of bio-degradable chemicals and water and a controlled stage-by-stage drying temperature that restores the article to its original condition.
As technology vendors strive to automate every face of operations, some might think that laundry service have been left behind. Computerized laundry systems have been in use since the mid-eighties and today as hoteliers realize the potential benefits of cleaning up the laundry operations, more and more streamlining processes are starting to filter into the industry. Some hotels are experimenting with Windows-based laundry software and ozone washing.

Ozone washing is an energy efficient system that can cut laundry costs by 50%. Ozone is a powerful oxidizer formed when an electric current is passes through oxygen. Ozone washing became popular in the US in the mid-eighties. It is carried out by mass injecting ozone into the laundry system via the cold water lines. The resulting ozonated water facilitates the breakdown of insoluble soils leading to a whole host of benefits. Ozone washing, the brainchild of GuestCare inc., cuts detergent use by 60%. It reduces the need for hot water and can cut energy costs by 80%. The returns on investment could be as little as two years. Little hot water, reduced chemicals and shorter wash cycles greatly extends the life of linen and also the life of the laundry staff. Chemicals used in laundry.

Regularly used laundry products, such as detergents and fabric softeners, contain many different chemicals that can affect your health and the environment. Toxins may be absorbed through the skin when moisture from the body attaches to chemicals and is absorbed through the bloodstream. Some of the toxins in these chemicals can cause nervous system disorders, cancer and liver toxicity. By being aware of ingredients and choosing cleaner products, you can live a healthier life.

1. Surfactants

Surfactants are rarely listed on product labels. A statement might be printed on the box, such as “ingredients include surfactants and enzymes,” but ingredients are not required by law to be listed and these warnings mean nothing to the general consumer. Most types of surfactants are biodegradable, yet some are very slow to break down. Surfactants are also known to be toxic to aquatic life, and pure compounds may cause irritation to the skin with prolonged contact. Surfactants are synthetic compounds, meaning they are not natural; they are chemical. Some surfactants, such as alkyl phenoxy polyethoxy ethanols or closely related compounds, have been used as a spermicide and have been found to effect estrogen receptors in the cells, even in trace amounts.

Phosphates

Phosphates are natural minerals that are used in laundry detergents to remove hard water minerals and stop dirt from redepositing on clothes. Yet if
these phosphates are released into the ecosystem, they cause explosive marine growth, throwing off the system’s balance. EDTA, for example, is a phosphate compound that has the ability to release heavy metals that are trapped in underwater sediments, enabling them to reenter the ecosystem.

**Optical Brighteners**

Optical brighteners, such as coumarin, are chemicals used to “brighten” clothes and can be toxic to humans. Yet these “brighteners” don’t actually alter clothing; they convert UV light into visible light, making the clothes appear brighter.

### Short Answer Type Questions

1. Define linen.
2. What are the various types of linen used in hotels?
3. What is knitting?
4. What is the procedure to take care of uniforms?
5. What is upholstery?
6. Define soft furnishings.
7. What is curtain?
8. What is swag?
9. Define Quilt.
10. What are surfactants?

### Long Answer Type Questions

1. List and explain various chemicals used in the laundry.
2. What are the various steps followed in dry cleaning, explain?
3. Explain the steps in washing.
4. What are the various points to be considered while selecting curtains?
5. Explain the elements of cloth.
UNIT 10

Safety and Security

Structure

10.1 Introduction
10.2 Theft by employees of the hotel
10.3 Procedure followed during fire in the hotel.
10.4 Bomb Threat
10.5 Types of keys used in hotels
10.6 First aid

Learning Objectives

After studying the unit, students should be able to

• Define the various emergency procedures in hotels
• Understand the importance of training to handle fire, theft etc.
• Relate the illness of the guest and take immediate measures (first aid) before taking the guest to the doctor.

10.1 Introduction

Safety and security are the most important aspects that the guest considers while choosing a hotel to stay. Hence hotels now a days have raised the security level of the hotels, this in turn builds confidence among the guests and also the employees feel safe to work. The chapter discusses some of the
important precautionary measures adapted by the hotels in order to carry on safe business.

Safety And Security

Theft

Theft of articles is a huge threat to the hotel. It may be guest belongings or hotel belongings. The people involved in theft may be the hotel staff, guest staying in the hotel or outside people entering into the hotel.

10.2 Theft by employees of the hotel

1. Great amount of care is taken to see that the staff do not steal anything from the hotel, but it is human tendency to take chance. For the same reason hotels have stepped up security to safeguard the hotel property. Some of the measures taken by the hotels to prevent theft are

(a) Check the credentials of the staff during recruitment.
(b) Train the staff towards being loyal and honest.
(c) Awarding and rewarding honest employees.
(d) Maintain registers and surveillance cameras to record movement of staff in the hotel.
(e) Provide safe deposit locker for all the guests in their rooms to secure their valuables.
(f) Preventing hotel staff from carrying large amount of cash on them while on duty.
(g) Restricting the issue of room key cards to the employees.
(h) Check and frisk the hotel staff while they leave the hotel after the duty.

2. Theft by the guests: it may be the guest staying in a hotel who indulges in theft, a great care and observation on the part of the hotel security is required to prevent such acts by the guest.

Some of the precautions taken by hotel to prevent theft by guests are

(a) All the guests staying in the hotel are requested for their personal identity.
(b) Any suspicious movements of the house guest are observed and immediate action taken.
(c) Any unauthorized movement is severely condemned and actioned upon.

**10.3 Procedure To Be Followed During Fire In The Hotel**

It is very uncertain that high rise buildings and complexes have a threat of fire accidents. Several precautionary measures will be taken to see that fire does not happen, but due to obvious reasons sometimes hotels experience fire accidents. Fire accidents prove fatal if not attended immediately, not only property but also life of guests and staff can be at stake. Ever staff working in the hotel is trained in fire fighting.

The following is the procedure followed during fire accident in a hotel

1. As soon as a fire is noticed the staff should not panic, he/she should inform the immediate senior.

2. The telephone operator is informed about the fire, so that the operator will inform the required managers and further action on their guidance.

3. The general manager should be in the lobby and very much reachable for all the people required for any guidance.

4. Strictly, elevators should not be used during the fire, as it can be more disastrous if the lift gets stuck with the people inside.

5. If evacuation is ordered, the same should be informed to the guest promptly.

6. The staff should reach the guest and help them in guiding the way during evacuation.

7. The priority should be in the following manner while saving:
   - (a) The guest in the hotel
   - (b) Staff of the hotel
   - (c) The hotel property.

**10.4 Bomb Threat**

When faced with a bomb threat, the primary concern must always be the safety of personnel. A comprehensive threat response policy is required to ensure the maximum margin of safety of all persons. This section has been prepared with this most essential criterion in mind.
In the event of a bomb threat, if evacuation is initiated, the exit routes and assembly areas should be searched prior to vacating the premises. Personnel cannot safely re-occupy the building and resume normal activities until a search has been conducted. These processes require a procedure with logical, chronological steps.

**Bomb Threat Reception**

**Bomb Threat Check List**

**Instruction:**

Be courteous, listen, and do not interrupt the caller’s message. Do not hang up. Signal to someone (by a prearranged signal) to call **911 and *General Services Division (GSD) at 444-3060.** After caller hangs up, do not put handset back on the receiver. Gather as much information as possible then bring this form with you when you evacuate the building.

DATE: ___/___/___ CALL BEGAN: _______ a.m./p.m. CALL ENDED: _______ a.m./p.m.

**Caller’s Exact Words:**

**Questions To Ask Caller:**

- When is the bomb going to explode?
- Where is the bomb now?
- What type of bomb is it?
- What does it look like?
- Did you place the bomb & why?
- What is your name and call back number?
- Where are you?

**Try to Determine the Following**

**Caller Is:** __Male__Female__Adult __Juvenile __Child (age/years) : ................

**Voice:** __Loud__Soft__Low__High__Raspy__Pleasant__Intoxicated.
Bomb threats are often transmitted by phone. The person receiving the call should be prepared to obtain precise information, including:

- The time the call was received and on which telephone number or extension.
- The exact words of the person making the threat
- Indicate whether it was a male or female voice and an approximate age.
- Note any accent or speech impediment or slurring of speech which could indicate intoxication or an unbalanced condition.

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**IMMEDIATELY AFTER CALL IS TERMINATED:**

- Do not put handset back on the receiver. Use another phone to call 911 & *GSD (444-3060).
- If you have a display phone, write down what is displayed for the incoming call.
- Initiate your agency’s Emergency Action Plan and Bomb Threat Guidelines.
- Your name (print): ________________________________
  Contact Number: __________________ Position/Title: ________________________________
  Phone number where call was taken: ________________________________
  Location where call was taken (address, building name, room number, etc.): ________________________________

Bomb threats are often transmitted by phone. The person receiving the call should be prepared to obtain precise information, including:
• Listen for the presence of any background noises such as traffic, music, or other voices indicate if the voice is familiar.

The person receiving the threatening call should be prepared to ask the caller certain questions if the information has not been volunteered.

• Where is the bomb.
• When is it going to explode.
• What does it look like?
• What kind of bomb is it?
• Why did you place the bomb.
• What is your name?

The caller may provide specific information by answering these questions.

Often the type of person making a threat of this nature becomes so involved that they will answer questions impulsively. Any additional information obtained will be helpful to police and explosive technicians. The Bomb Threat Checklist Report should be kept near your phone to assist you in recording this information.

**Action to be Taken**

The employee receiving the call will notify his/her manager/supervisor immediately and provide a completed Bomb Threat Checklist Report to him/her, if their manager/supervisor is not available, contact the first available manager.

**Senior Management will**

• Proceed to emergency Response Room, or other Designated Area, to co-ordinate emergency efforts
• Notify the police - Call 102
• Uniform Police Officer(s) will be dispatched to the scene
• Initiate the search procedure on direction of police
• Initiate evacuation on direction of police (evacuation will be in accordance with the Fire Plan)

Notification to police should be prompt, and include as much detail as possible. The person who received the threatening call should be available immediately for police interviewing.
Search Procedure

Police cannot conduct a proper search of your premises. Co-ordination of employee’s response is essential. Management staff and volunteer personnel will be designated responsibility for searching a specific area including washrooms and meeting rooms, etc. The Emergency Response Room (General Managers Office) will be specified as the control centre. A printed floor plan should be available to assist the search coordinator. As each area is searched, it must be reported to the designated Emergency Response Room and crossed off the floor plan. Senior Management in the designated Emergency Response Room will then determine if the search has been completed.

Areas that are accessible to the public require special attention during a search, and may be vitally important if an evacuation is to be conducted.

During the search procedure the question often arises, “What am I looking for?” The basic rule is look for something that does not belong, or is out of the ordinary, or out of place. Conduct the search quickly, yet thoroughly, keeping the search time to a maximum of 15 to 20 minutes. Both the interior and exterior of the building should be searched. If an unidentified or suspicious object is found, Do Not Touch it.

10.5 Types of Keys used in hotels

1. Guest Room Key’s
2. Master Keys
3. Grand Master
4. Emergency Keys
5. Floor Supervisor Key

Guest Room Key

The hotel guest room key is normally issued to open only one room for which it was intended, viz. individualised key for each lock. If the guest room lock is in shut-out mode the guest room key can neither open it nor lock from outside of the room.

Master Key

A master key is designed to open a set of several locks. These locks also have keys which are specific to each one (the change key) and cannot open any of the others in the set. Locks which have master keys have a second set of the mechanism used to open them which is identical to all of the others in the set of locks.
For example, master keyed pin tumbler locks will have two shear points at each pin position, one for the change key and one for the master key.

**Grand Master**

Key operates all locks in the Hotel. Including laundry and linen rooms.

**Emergency Key**

The emergency key opens all guestroom doors, even when they are double locked. It can be used, for example, to enter a room when the guest needs help and is unable to reach or open the door. The emergency key should be highly protected and its use strictly controlled and recorded; it should never leave the property. One procedure for emergency keys is to have them locked in a safe or safe deposit box and signed out by the individual needing one. The log should be dated and signed by the individual taking the key.

**Floor Supervisors Master Key**

Key operates all sections on the floor/floors supervised by the particular supervisor.

**Housekeeping Staff Master Key**

Key operates all rooms serviced by particular room maid or housekeeping staff.

**Important Key Control Procedures:**

- Security of keys is essential from the moment they arrive on site.
- Keys should be stored separately and securely.
- No unauthorized person should be allowed access to any key, either to examine or handle it, since a photograph or impression can be taken in few seconds and duplicate subsequently made.
- Keep a log book of all keys signed out.
- Establish protocol for distribution of keys.
- Use keys that do not identify the property’s name, address, logo, or room number.
- Perform an annual key audit
- When keys are lost or stolen, the locks should be changed or rotated to another part of the property.
- Authorised employees should remind guests to return keys at check-out.
• The loss or suspected compromise of a key should be reported immediately and, after due investigation, a decision be made as to whether or not the lock should be changed.

• Place well-secured key return boxes in the lobby, at exit points of the property, and in courtesy vehicles.

### 10.6 First aid

#### (a) Breathing difficulties - first aid

Breathing difficulties can range from being short of breath, unable to take a deep breath, gasping for air, or feel like you are not getting enough air.

This article discusses first aid for someone who is having breathing problems.

**Considerations**

Breathing difficulty is almost always a medical emergency (other than feeling slightly winded from normal activity such as exercise).

**Causes**

There are many different causes for breathing problems. Common causes include

- Asthma
- Being at a high altitude
- Blood clot in the lung
- Chronic obstructive pulmonary disease (COPD)
- Collapsed lung
- Heart attack
- Heart disease or heart failure
- Injury to the neck, chest wall, or lungs
- Life-threatening allergic reaction
- Respiratory infections, including pneumonia, acute bronchitis, whooping cough, croup, and others

#### (b) First aid for burns

First aid advice for burns and scalds caused by heat, such as flames, is outlined below.
• Stop the burning process as soon as possible. This may mean removing the person from the area, dousing flames with water or smothering flames with a blanket. Do not put yourself at risk of getting burnt as well.

• Remove any clothing or jewellery near the burnt area of skin, but do not attempt to remove anything that is stuck to the burnt skin because this could cause more damage.

• Cool the burn with cool or lukewarm water for 10-30 minutes, ideally within 20 minutes of the injury occurring. Never use ice, iced water or any creams or greasy substances, such as butter.

• Make sure that the person keeps warm, using a blanket or layers of clothing (avoiding the injured area). This is to prevent hypothermia occurring, when a person’s body temperature drops below 35°C (95°F). This is a risk if you are cooling a large burnt area, particularly in children and the elderly.

• Cover the burn with cling film in a layer over the burn, rather than by wrapping it around a limb. A clean, clear plastic bag can be used for burns on your hand.

• The pain from a burn can be treated with paracetamol or ibuprofen. Always check the manufacturer’s instructions when using over-the-counter (OTC) medication. Children under 16 years of age should not be given aspirin.

• Once you have taken these steps, you will need to decide whether further medical treatment is necessary (see box, right).

See Recovery for advice about what to do next.

(c) Electrical burns

Electrical burns may not look serious, but they can be very damaging. Someone who has an electrical burn should seek immediate medical attention at an accident and emergency (A&E) department.

If the person has been injured by a low-voltage source, up to 220-240 volts (such as a domestic electricity supply), safely switch off the power supply or remove the person from the electrical source using a non-conductive material. This is a material that does not conduct electricity, such as a wooden stick or a wooden chair.

Do not approach a person who is connected to a high-voltage source (1,000 volts or more).
Chemical burns

As with electrical burns, chemical burns can be very damaging and immediate medical attention should be sought at an A&E department. If possible, find out what chemical caused the burn so that you can inform the healthcare professionals when receiving medical assistance.

If you are assisting someone else, wear appropriate protective clothing, then:

- Remove any affected clothing from the person who has been burnt
- If the chemical is in a dry form, brush it off the skin
- Use running water to remove any traces of the chemical from the burnt area

Sunburn

In cases of sunburn, follow the advice below.

- If you notice any signs of sunburn, such as hot, red and painful skin, move into the shade or preferably inside.
- Take a cool bath or shower to cool down the burnt area of skin.
- Apply after-sun lotion to the affected area to moisturise, cool and soothe it. Do not use greasy or oily products.
- If you experience any pain, paracetamol or ibuprofen should help to relieve it. Always read the manufacturer’s instructions and do not give aspirin to children under 16 years of age.
- Stay hydrated by drinking plenty of water.
- Watch out for signs of heat exhaustion or heatstroke, when the temperature inside your body rises to 37-40°C (98.6-104°F) or above. These includedizziness, a rapid pulse or vomiting.
- Seek medical advice if you experience any of the symptoms of heat exhaustion or heatstroke. See Complications for more information.

(d) Scald

A scald is a burn that is caused by hot liquid or steam. Scalds are managed in the same way as burns.

Fainting: Fainting is a medical emergency, till proven otherwise. When a person feels faint- Make them sit down or lie down. If sitting, position head between knees. When a person faints, position him on his back. Check to see if
airways are clear. Restore blood flow by loosening clothing/belts/collars. Elevate feet above head level. Patient should become normal within a minute. If not, seek medical help. Check if breathing/pulse is normal. If not, perform Cardiopulmonary resuscitation (CPR).

Short Answer Type Questions

1. Define bomb threat.
2. What is floor key?
3. What is first aid?
4. Why should one avoid elevator during fire in a hotel.

Long Answer Type Questions

1. What is the first aid given during a guest suffering from cardiac arrest?
2. List and explain the different types of keys used in hotels.
3. What is the procedure followed for bomb threat in a hotel?
4. How can theft be avoided in hotels, explain the procedure followed during theft in a hotel.