

CLEANING ORGANISATION

Cleaning is the removal of dust, dirt, foreign matter, tarnish, and stains from various surfaces with the aid of certain cleaning agents and equipment.

For cleaning to be efficient it must be well organized. Surfaces should be restored to its original state with no harm to any surrounding surface and must be economical.

REASON OF CLEANING

- Dust/soil removal.
- HYGIENE: Prevention from spread of infection or diseases.
- MAINTENANCE: Prevention/Preservation of fabric, fixtures, fittings and furnishings.
- AESTHETIC APPEAL: The environment is made visually attractive and eye-appealing.
- SAFETY AND SECURITY: Cleaning is done for safety against health hazards, fire hazards, and slip hazards.

Cleaning is the process of removing the different types of soil i.e.

- DUST This is composed of loose particles deposited from the air. It contains both organic (human and animal hair, dead skin cells, particles of excreta, pollen from plants, and so on) and inorganic (sand, dry earth) matter. Although dust is light, it is heavier than air and thus settles readily on any surface, horizontal and vertical.
- DIRT This implies dust held together firmly by moisture or grease on the rough surface.

- **TARNISH** This is discoloring or deposition on a metal or alloy surface caused by chemical reaction with certain chemical reaction with certain substances found in air, water, and foodstuffs.
- **STAIN** This is a discoloration caused on a surface by substances containing dyes, proteins, acids or alkalis. For e.g. Coffee stains, Ink, Blood etc.

Cleaning method depends on the following factors:

- Nature of soiling
- Nature of surface
- Properties of cleaning agents
- Cost effective process
- Method should restore the surface to its original sheen & color without affecting its durability

Importance of Cleaning

- It creates a pleasant & hygienic environment resulting in high guest satisfaction & high morale of employees.
- It improves the appearance and preserves the life of the surfaces
- It prevents the spread of infections and disease.
- To meet the health and safety requirements for the hotel / premises.

PRINCIPLES OF CLEANING

- The cleaning should be done without harming or damaging the surface being cleaned or the surrounding surfaces. Cleaners should take all safety precautions for themselves & for guest.
- The cleaning procedure should be efficient, using minimum of equipment, labor, time & cleaning agents.
- Cleaning should be started from ceiling towards the floor / Top to Bottom.
- The cleaner should start from the farthest end of an area, working towards the exit.
- The cleaner should take clockwise or anti-clockwise motion/direction for cleaning the area and to prevent confusion.
- All loose dust & litter to be removed before dealing with stubborn stains/dirt
- Use lighter cleaning first before attempting stronger methods
- When in doubt choose the simplest method
- Abrasives should be used as the last resort as they can damage the surface
- All staff to be well trained in cleaning methods & the use of cleaning agents.
- Use methods that are least inconvenient to guests.
- While wet cleaning of the floor, the cleaner should work backwards towards the exit
- Divide the area into two parts/ half /sections for the purpose of cleaning for guest convenience
- Stains should be removed as soon as they occur
- Caution boards to be used while cleaning public area
- Noise level to be kept as low as possible
- All the equipments & cleaning agents to be stacked neatly at an appropriate place
- After cleaning is over all the equipments should be washed, wiped, dried and stored properly; Cleaning agents should be replenished and stored; waste discarded and the area left neat & clean.
- Dusting then sweeping then suction cleaning

- Damp dusting is more effective than dry dusting as it prevents dust from flying out. (the damp duster should be clean or else it might leave streaks)

HYGIENE AND SAFETY FACTORS KEPT IN MIND WHILE CLEANING

Hygiene Factors

- Grooming & personal Hygiene to be maintained
- Equipment hygiene to be maintained – all equipments to be washed, rinsed & dried after use
- Work place hygiene – pantry to be kept clean at all times
- Colour coded dusters to be used
- WC duster to be kept separately in the chamber maid's trolley
- Cleaning solution to be changed frequently while cleaning
- Cleaning agents to be prepared freshly. Never top up a disinfectant solution. Bacteria will survive a disinfectant, may multiply in solution which has deteriorated. If a solution is stored and used later, it may spread germs rather than kill them
- Use of sanibins in public area toilets
- Garbage not be touched bare hand
- Telephones need to be disinfected

Safety Factors

- Use of protective gears
- Ladder to be checked of its stability & durability before using
- Caution board to be used in public areas
- Appropriate equipments to be used while cleaning

- While lifting heavy items, weight should not fall on the backbone (bend from the knees and not back).
- Avoid lifting heavy weight; help should be taken wherever possible
- Cleaning agents to be stored in the labeled bottles; instructions should be written on the bottles
- Proper training to given to cleaners in terms of use of equipments & cleaning agents
- First aid kit to be maintained and kept available
- Fire exit should never be blocked by keeping equipments/ furniture in front of it
- At the time of fire, elevators should not be used
- Ensure that the cigarette butts are fully extinguished before they are trashed
- Dispose of rags after using any solvent as they can increase the risk of fire

METHODS OF ORGANIZING CLEANING

1. **Orthodox/Conventional/Traditional cleaning:** In this method the Guest Room attendant completes all the cleaning tasks in one room before proceeding to other room. On an average an GRA may be required to clean about 12-20 room in 8 hours duty.
2. **Block cleaning:** In this method GRA moves from one dirty room to another and completes the same task in every room before returning for starting the next task on list. This involves blocking several rooms at a time and usually more than 1 GRA are involved in cleaning at a time. Different GRA's pick up different tasks. (Bed making, Toilet Cleaning, Room cleaning, replenishing supplies). For instance, one GRA might take all the beds in that particular room section, while another GRA cleans the toilets, and a third GRA dusts and cleans the area, replenishing supplies that are low.

3. **Team Cleaning:** This is a combination of the two methods mentioned above. In this method two or more GRA's work in the same room taking up different tasks so that room is cleaned quickly before moving on to the same room. A team of 3 GRA's may be assigned 30-35 rooms in a day.
4. **DEEP CLEANING:** It refers to the intensive cleaning schedule in which periodic cleaning tasks are scheduled for monthly, quarterly, half yearly or annual frequency. This is done for areas and surfaces which cannot be cleaned on daily basis. This kind of cleaning is conducted in close co-ordination with maintenance department. Example, carpet shampooing, Rotating and cleaning mattresses, Ceilings, light fittings, fans, signage boards, laundering of soft furnishings.
5. **SPRING CLEANING:** This is a term used for annual cleaning of guestrooms and public areas in off season periods and low occupancy periods. This involves complete overhaul of the rooms by undertaking few steps as: Removal of carpets from the room for shampooing, polishing wooden furniture, shampooing upholstery (sofas), Painting on walls, Redecoration, Cleaning air conditioning vents and Airing the room

FREQUENCY OF CLEANING

Cleaning tasks may be divided according to the frequency of their scheduling, which depends upon the level of soiling, the type of surface, the amount of traffic, the type of hotel and the cleaning standards. Employees should be given the procedures and frequencies for carrying out various tasks outlined in the book or manual. This information may also be displayed in the floor pantries.

- **DAILY CLEANING:** These are routing operations carried out on a day-to-day basis by the staff of the housekeeping department. These include the regular servicing of guestrooms, cleaning of bathrooms and toilets, suction cleaning of floors and the floor coverings and so on.

- **PERIODIC CLEANING**: This is the task carried out on monthly, quarterly, half yearly or on annual basis. Some of the usual periodic task in the hotel includes shampooing of carpets, washing of walls, polishing of floors and cleaning of chandeliers.

- **WEEKLY CLEANING**: These, as term implies, are routine tasks carried out on a weekly basis. Weekly cleaning schedules are made and these normally include some cleaning tasks that are time consuming or tasks that cannot be done on a daily basis. Example
 - Monday Polishing Brassware
 - Tuesday High dusting
 - Wednesday Scrubbing of Bath room Tiles
 - Thursday Vacuuming under heavy furniture
 - Friday Scrubbing of balconies / terrace
 - Saturday Changing paper under liner in drawers
 - Sunday Cleaning the window Ledges

- **FORTNIGHTLY CLEANING** – 15-day cleaning schedule

DESIGN FEATURES THAT SIMPLIFY CLEANING

- **Texture:** it refers to the surface quality – how something feels when we touch it. Smooth, straight & neat textures collect less dust as compared to rough texture, raised patterns & grooves.
- **Floor plan:** The furniture to be bought according to the size of the room. Enough place should be available in between of the furniture so that the cleaner may clean them easily.
- **Design:** Furniture should be so designed that the cleaning under and behind them is easy. Furniture on castor wheels is easy to move. Bed frames should not have raised edges as it may graze the hands of bed maker. Drawers should slide easily and handles well placed.
- **Colour:** medium toned colour should be used so that the dust is not visible. Dark colors show dust and dirt. Light colors show stains.
- **Carpets:** dark colored and shorter pile carpets are preferred since they are easy to clean.
- **Upholstery:** should have minimum of decorative items like buttons as it becomes difficult to clean around them. Upholstery should be easily detachable for easy cleaning. Upholstery may have stain resistant chemicals applied on its surface. Bed covers are provided so that the bed does not get crumbled or dirty during the day time.
- **Surfaces:** Tables should have easily maintained finishes. Laminates and stone top tables are easy to clean as compared to wood. Wooden tables may have glass pieces kept on them so that the wooden surface does not get scratched. Brass and silver surfaces become tarnished easily.
- **Lighting:** The fixture should such that they can be easily opened for cleaning. Decorative light fixture should be lacquered instead of brass since brass tarnishes easily. The lamp shades should be of the material which is easy to clean.
- **Bathroom:** Non slip, easily drained surface, tiled walls, moisture proof lighting. Ceramic bath tubs are easy to maintain as compared to marble

Bath tubs but are delicate and may crack on mishandling. Grouting should be done on the edges of bathtub & tiles. Shower curtain made of plastic be used which are easy to clean.

- **Corridor:** should have easy clean material on its lower part of the wall called DADO.
- **No smoking rooms:** should be maintained separately as the smell of cigarette is not easy to remove.
- **COVERED SKIRTING** – helps in maintaining a room clean since there are no edges which would trap dirt.