

BOB - BOOK OF BUSINESS – HOVIMA LA PINTA HOUSEKEEPING DEPARTMENT

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1. Who is who. Functions

The housekeeping department is responsible for maintaining the cleanliness of all hotel facilities. The housekeeper manager, in charge of the department and with the support of the assistant housekeeper, coordinates, organizes and supervises tasks of the team formed by 25 till 30 employees between room attendants and valets. Her office is on the first floor and is always open!



Guadalupe Navarro
**Housekeeper
Manager**



Sandra Alonso
**Assistant
Housekeeper**



ROOM ATTENDANTS

Their main function is the cleaning and tuning of customer rooms.

HOUSEKEEPERS AND COMMON AREAS

The main function of the housekeepers it's to clean the common areas for the guests and also the internal areas of the hotel.

There are usually one or two people in the morning and in the afternoon.



LAUNDRY HOUSEKEEPER

It is responsible for washing, drying and ironing clothes. Tablecloths, cushion covers, curtains, bedspreads, mops, rags, etc.

Sheets and towels are usually sent to an external laundry..



VALETS

The valets complete the team.

Their tasks are based on support to housekeepers in terms of repositioning offices, loading and moving garments and trash, assembling and disassembling furniture, curtains and other items from customer rooms and other areas as well as other cleaning jobs.

2. UNIFORMITY AND WORK TOOLS

2.1 THE UNIFORM



HOUSEKEEPERS



VALETS

The Hotel provides you with the corporate uniform that you should always use during your work shift. 2 pants and 3 shirts or polo's.

The shoes you have to bring them. They must be black, comfortable, closed and non-slip. You are responsible for their maintenance and cleaning.

Remember to go neat and well groomed.

Collect your hair if it's long.

Avoid flashy or very colorful accessories.

Your image is the image of the hotel.

And do not forget to have your identification badge always visible and on the right!

2.2 WORK TOOLS

It is very important to know your work tools and make sure you are well equipped to perform your tasks.

At the beginning of your day, you must always pass through the office of the housekeeper manager, who will give you the "Control" and "Master Key". Once you know your tasks of the day, make sure you get the necessary material to carry them out..

Nº HAB.	Tipo	Piso	Cambleto	roga	Salidas	Ungüento	Reponer	Libra	Observaciones
015	FRAC								
016	AP FAMB								
017	AP FAMB								
018	AP FAMB								
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025	AP FAMB								
026	AP FAMB								
027	AP FAMB								
028	AP FAMB								
029	AP FAMB								
030	AP FAMB								

THE CONTROL

Your road map

You will be given at the beginning of your turn.

In it you will find the tasks assigned to perform during your daily journey.



THE MASTER KEY

This bracelet-type key will be programmed only for you daily and will be active during the hours of your working day. Every door you open with it will be registered.

Don't loose it!!



IN SHAPE!

Before starting, we make a group stretching session.

Everybody it's ready!

HOUSEKEEPERS CART



Equip your cart with :

- Bed sheets. **Don't forget the cradle ones, if necessary.**
- Towels. All sizes!
- Cleaning products. You will see them on the next page.
- Broom, dustpan, bucket and mop.
- Rags
- Amenities Set
 - Excellence Amenities (for rooms with Excellence Service)
 - Hovima amenities (for other rooms)
- Room information documents.
- Ladder



Excellence Amenities



Room information documents



Hovima Amenities



Scan this QR code where You will find A TUTORIAL VIDEO of "HOW TO ASSEMBLE YOUR CART"



CLEANING PRODUCTS

For the cleaning of rooms, you must take your housekeeper well-equipped cart. Here we show you the materials that you should have on it, description and use of each one of them.



Bleach - For toilet bowl
 Alcohol – For knobs and door-handles
 Air freshener - To spray after cleaning
 WC – Taps cleaner
 Multipurpose – For countertops, glass and furniture
 Ammoniac – For kitchen sink and sanitation
 Degreaser – For cooking pans and kitchen grease
 Never mix them without consulting! They can be toxic.

Black Garbage Bag – For kitchen garbage bin
 White Garbage Bag – For bathroom waste bin
 Blue Microfiber Duster – For surfaces. Doesn't scratch.

Green scrub – For sanitation. Scratches!
 White scrub (doesn't scratch) and Pink scratch (soapy and scratches). They are used together. Wrap the pink scrub with the white. In this way you will be able to keep it soapy and you will not scratch the surfaces.

Brush



THE OFFICE

It's a warehouse located in each floor to supply material and tools necessary for the equipment, replacement and cleaning of the rooms.

Must be always clean and organized and make sure at the end of your shift that the office it's provided with everything necessary for the next shift. This way you will avoid the "I forgot!" or "There's nothing left!" and to take trips to the main warehouse, wasting time and energy.

In it, in addition to replacement of cleaning material, there are sheets, towels, pillows, cushions, blankets, curtains, bedspreads among others.

By the way! We have "a la carte" pillows that are provided to the client upon request. For this, they have a "Letter of Pillows in the rooms"



Mash Gel – Medium steadiness



Antiácara – The STANDARD pillow



Duvet – Of Feathers



Latex



Latex - Ergonomic



Butterfly - Ergonomic

3. CLEANING THE FACILITIES

3.1 ROOMS

We distinguish between "customer" room cleaning (during the stay)
and "Check Out" (between client departure and new arrival)

3.1.1 "CHECK OUT" ROOM

Duration:

- 1 bedroom apartments - 87 minutes
- 2 bedroom apartments - 150 minutes

To clean an "Check Out" room and prepare it for the next arrival, we have the following steps:

After we get confirmation from the Reception of the check out, we prepare de housekeeper cart and go to the room.



ATTENTION! CALL ALWAYS BEFORE ENTERING!

Then wait 10 seconds before you open the door. After opening it, if there are guest inside, greet kindly. Leave the door open while you're inside.

Do not forget your "Control" and "Master key"!



- OPEN THE WINDOWS. To ventilate. **Dress the gloves!**
 - COLLECT DIRTY CLOTHING. Remove towels and sheets and check if the cushions and bedspreads are dirty.
 - Check the sofa bed if it had been used or there were clothes inside. And also, cabinets and drawers.
 - Deposit the dirty clothes to the cart to later lower it to lingerie.
- ATENTTION! Check that there are no underwear between the sheets!**
- TAKE OUT THE TRASH. Take out the trash bag from the bathroom and kitchen.
 - CHECK FORGOTTEN OBJECTS. Remove them to take them to the Housekeeper Manager.

Don't forget to point the number of the room they are from!

- CLEANING

- 1 – PASS BRUSH THROUGH THE CEILING AND CORNERS to take out the dust.
- 2 - Sweep the floor from the terrace till the bedroom.



3 – KITCHEN:

With scrub and dishwasher detergent: **Cups, Glass, Bowls, Jug, and Dishes**

The cups with coffee stains we put a little bleach and let act before scrubbing.
We dry with white wiper (sheet)

Attention! The glasses and cups should always be cleaned, even if it seems that they were not used. Never touch the edges of glasses, cups and bowls with your hands! Only with the wiper.

Compack WC Pink: **Cutlery, pans and frying pans.** Pulverize them and leave to act a few minutes to then scrub normally and dry with white wiper (sheet). The same with the toaster, coffee maker, kettle. We dry with white wiper (towel). If necessary we use degreaser.

Ammoniacal green: **Inside the wardrobes, doors, trash can and countertop**

White and Pink Scrubs: **Taps**



COOKWARE

An apartment must have the following utensils and kitchenware:

- Fridge
- Microwaves
- Coffee Maker
- Boiler or Kettle
- Toaster



EVERY
THING
IN ITS
PLACE!

- Cutlery for 4 people
- 4 Cups
- 4 Glasses
- 4 Bowls
- 4 Dinner Plates, 4 deep plates and

4 dessert plates

- 1 skillet
- 1 pan
- 1 saucepan
- 1 water pitcher
- Dustbin (with black bag)
- Kitchen rag, scrub in good condition
- Dishwasher

6 in the
Apartments of
2 Bedrooms



4 – TERRACE:

We scrub tables and chairs, rails, balconies and windows



5 – CORRIDOR CLOSET

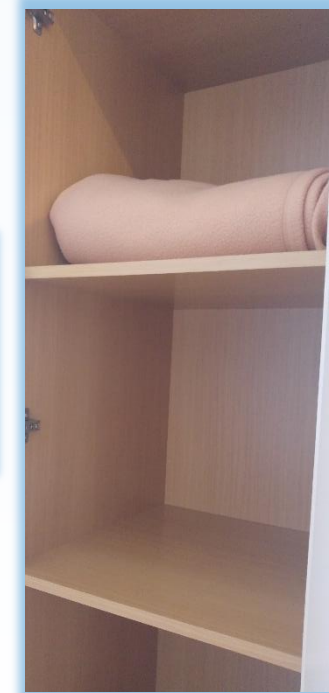
We take out blanket and pillows and clean the closet with Wiper and **Green Cleaner**. Dry with white scrub (from sheet).

Open the blanket to make sure it has not been used. We fold it and put it in the closet.

We remove the cover of the pillows and we make sure they are clean.

We put clean covers of the pillows and we put them in the closet.

In the closet there must be:
2 Pillows – 5 Hangers - 1 Blanket



6 – BEDROOM

We check the condition of mattresses, bedspreads and curtains and play.

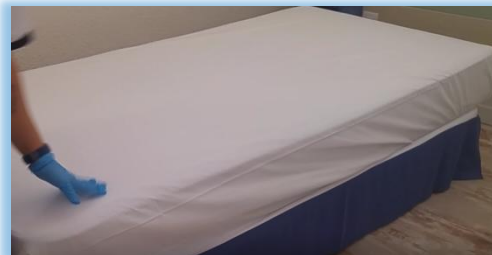
WE MAKE THE BEDS

- Mattress cover. It has set points
- Bottom sheet
- Top sheet
- Covering of Pillow – “Anti mite Pillow”
- Blanket and Play

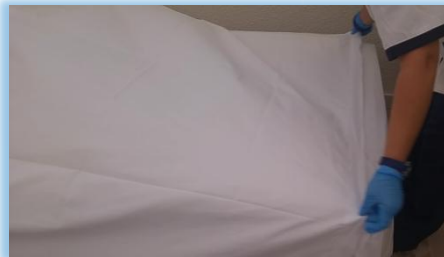
Scan this QR code where you'll find a TUTORIAL VIDEO of “HOW TO DO A BED”



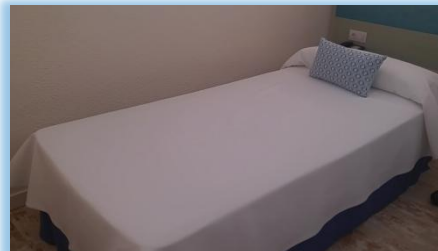
1 - Mattress cover



2 – Bottom Sheet



3 – Top Sheet



4- Blanket, pillow and cushion



5- Play y Beds done!

CLEANING THE DUST from Furniture and Closet.



The Closet must have inside:

10 hangers + 2 comforters + Safe with instructions

Bag and ticket for laundry.

Attention! Check blankets and / or quilts well in case they are dirty.

CLEAN THE PHONE, WALL LAMP AND HANDGRIPS WITH ALCOHOL



The wall lamp looking down!!



Curtain Open till the 4th curtain fold.

7 – LIVING / DINING ROOM

Review the state of sofa and cushions

Clean the furniture with a wiper and Green Cleaner. Dry with white scrub (sheet)

Wall lamps, TV control, TV and the handle with ALCOHOL



Room Setup

The curtain should be 40 cm open on one lateral
Look carefully at the furniture arrangement



Sofa-bed ready for extra person.

DINING AREA

Look carefully at the sequence of tables and chairs.



8 – BATHROOM

Pull the tank. Apply bleach to toilet bowl and insert brush

Scrub walls and sanitation with **Green Ammoniac** and **white and pink scrubs**.

Scrub the tap with **pink cleaner**

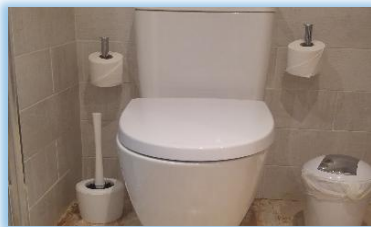
Dry everything very well with white wiper (towel).

Once everything it's clean, remove the toilet brush and put it in its place. **Do not forget this!!!**

Place clean towels according to the number of people who will occupy the room.

A bath towel and a hands towel per person!

In addition, carpet, amenities, toilet paper (2 rolls), garbage bag (white) and yellow poster.



9 – ENDING

Spray air freshener on curtains (not to stain furniture or floor)

Leave informative papers in place

Put candies on the tables

Finally, clean the floor with bucket and mop starting from the bedroom and continuing through the living room from the terrace to the bathroom. Finish by the bathroom and main entrance.

It's ready !!



Environment poster in the bathroom



"Energy saving"
Yellow and Blue Posters
Hanging on towel rail from the shower

Do not bother poster (Green and red) on the inside knob of the main door (on the green side).



Bag and laundry ticket in the bedroom closet.
Above the safe



“EXCELLENCE” ROOMS

We distinguish the rooms with Excellence Service from the others regarding certain services and special attentions
These are the following:



Excelece Amenities



Bathrobe and Pool Towels



Welcome Details



Capsule Coffee Maker



Water and Soft Drinks

ROOMS "WITH CHILDREN"

Rooms that are occupied with children, include a special Kid's kit.

Kid's Kit

- Backpack
- Colored pencils
- Bath gel
- Inflatable ball
- Jellybeans



Cradle



DEEP CLEANING PROTOCOL

Bedspreads: Wash at each check out.

Curtains: Twice a year and as needed

Sofa covers: Twice a year and according to need

Mattress and pillow covers: They are changed every two months and according to need.

3.1.2 "STAYING GUEST" ROOM

Duration: 20 minutes - Suites 27-30 minutes

Change of towels and sheets: Every 3 days

Excellence: Day yes, day no

The control will inform you if the room needs a change of sheets and towels. Before entering the room, do not forget to call and wait 10 seconds before entering.

If the client is in the room you should greet him and ask if he wants cleaning.

- Use the same procedure as in the customer's room regarding ventilation and garbage and cleaning products
- Check if the kitchen towels need to be replaced.
- Change the towels that are deposited in the floor or bathtub.
- Remove the bed sheets if necessary.
- Clean the table and chairs of the terrace and the ashtray if it is used.
- We mop the floor.
- Clean and dust the living room. Attention! Try not to touch customer objects.
- Make the beds
- Clean the bathroom, replenish toilet paper and scrub the floor.
- review possible breakdowns to pass information to Technical Service.
- Put hair freshener
- Make sure to leave closed windows and doors.



3.2 COMMON AREAS

The cleaning works of common areas and areas of personnel and clients are performed by the housekeepers on duty.

There is a manual indicating in detail each of the tasks and the order of completion according to schedules and needs.

THE HOUSEKEEPERS ON DUTY COVER THE DEPARTMENT'S CLEANING NEEDS BEFORE AND AFTER THE SERVICE

THE COMMON AREA HOUSEKEEPERS ARE IN CHARGE OF THE CLEANING OF COMMON AREAS OF THE HOTEL

Besides the daily tasks, they must be able to meet the needs that arise during the day.



Equip your car before starting your day



Keep your station always loaded in case need of contacting you



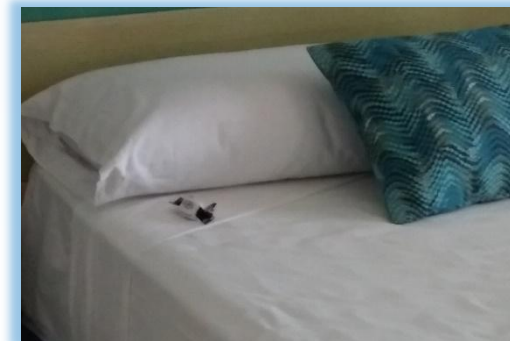
**Do not forget to put it while you clean!
Avoid people to slip!**

Among the tasks to perform, are the following:

- Reception Hall. Clean the floor and check bins and ashtrays.
- Reception and Offices. We clean dust every day. **Exhaustively twice a week.**
- Common hall, Main Bar and barbecue area bathrooms. Replenish toilet paper and soap. **Attention! The bathrooms have to be reviewed every hour!**
- Remove garbage from the Solarium
- Check terrace of the restaurant and ashtrays.
- TV and reading room
- Cleaning the floor of the Restaurant à la carte. After 4:00 p.m.
- Corridors and lifts
- Snail stairs, access to the beach. **Twice a week sweep and scrub the entrance to the hotel by the stairs to the beach.**
- **Once a week it is scrubbed with a brush and hose and passes the press machine.**



- Scrub changers in front of bathroom
- Playground, daily clean play area and decorative accessories. 2 times a week vacuuming the floor and pressurized water machine
- Sweep and scrub floor of work area of the main bar. Twice a month, the refrigerators are rolled and cleaned thoroughly.
- Clean the furniture: tables and chairs of the main bar and relocate the furniture. Clean the animation area, curtains and sound equipment.
- Suitcase room.
- External stairs.
- Office bathroom.



- **Rooms COVERAGE.**

It takes place between 6:30 and 7:00 p.m.

Call before entering. If the client is inside, greet him and ask if wants coverage.

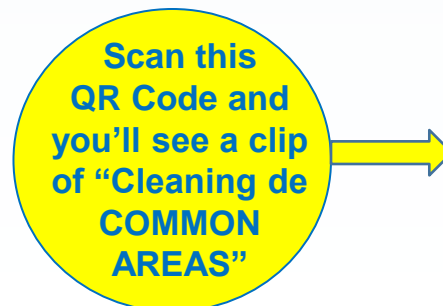
Stretch used beds, remove Play and fold it. Bend bedspread twice to the foot of the bed.

Fold the sheet around the corner where the customer enters and put a chocolate.

Attention! Leave the client's personal items manipulating them as less as possible.



- Cleaning of stairs and floors of staff area
- At 22:00, cleaning the floor of Restaurant for breakfast
- Check solarium litter bins before finishing
- Take the trash to the garbage room
- Put washers and dryers for rags and mops
- Clean the staff canteen, corridors and lifts
- Clean the loading dock
- Check laundry area. Open washers and dryers
- At the end, make sure that the doors are closed and the keys are left in the Reception



4 - DOCUMENTATION

General Information: In this document you will find detailed information on cleaning functions and protocols

Records: Check-list of tasks that you must complete to give conformity about the work done during your workday

This documentation may be requested from the Housekeeper Manager

We attach documents



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