Introduction

Sound housekeeping practices reflected principally by in-room cleanliness are one of the most important criteria which persuade a returning guest to choose one particular hotel over another.

Definition

In general, the housekeeping function is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry. Housekeeping also performs a minor security function by providing a “first alert” to potential guest problems as staff undertake daily guest bedroom cleaning.

Keys to Effective Practices

Effective small hotel housekeeping practices typically incorporate the following:

Standards

• In many instances, these are yours, the owner’s personal standards.

Observations

• Of owner and staff. Focusing on your standards afresh every morning is difficult to consistently achieve over time without a physical absence from the hotel from time to time.
• Training yourself and staff to achieve acute observation skills through one-on-one and group sessions and checklists is inexpensive and effective.
• Inviting a peer to conduct a site inspection of your housekeeping performance on a reciprocal basis is a worthwhile practice.

The importance and influence of the housekeeping department in developing repeat clientele cannot be over-emphasised. Cleanliness, safety and security are three of the highest requirements of the travelling public.

We at the Bay Gardens monitor our guest survey forms very closely and our clients never fail to comment on the housekeeping department and we take these comments very seriously. This is one reason why we have a high percentage of repeat guests.

Aim for 100% excellent comments and you’ll hit the bull’s eye, keep practicing and you will see guests return.

Johnny and Berthia Parle
Managers, Bay Gardens Hotel
St. Lucia

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Reasons Why Small Hoteliers Should Adopt Effective Housekeeping Practices:

Market expectations
- Elicit comment through questionnaires (See format in the market positioning toolkit) and,
- Conversations with guests.

Safety
- Exit corridors cluttered with furniture, slippery surfaces, are safety hazards to be avoided.

Aesthetics
- Dust on difficult to reach but visible wall ornaments, scuff marks reflect a lack of pride.
- Members of staff with soiled shirt and trousers and skirts reflect a lack of professionalism.

These are not first impressions you wish to create.

Rooms Inspection (by owner):

The inspection of rooms cleaned on a daily basis for overnighting and arriving guests achieves two purposes:
- Acts as a visual check on housekeeping and maintenance performance
- Permits deficiencies missed by housekeeping and maintenance to be rectified before guest occupancy.

The inspection of rooms on a periodic, scheduled basis is different. This is intended to:
- Help the owner plan room changes such as upgrades.
- Undertake changes in room décor, layout and other enhancements
- Effect “special” cleaning and maintenance such as carpet shampooing and the re-wiring of fixtures, plumbing matters.

Ensure that rooms are always in marketable condition.

Monitoring

Owner
- Develop a disciplined approach to your periodic arrival at the property. Try to envisage things from the first impression standpoint of a first time visitor to your hotel.
- Pick a number of rooms and other areas at random to inspect, daily and weekly, to assess housekeeping conditions against the documented checklist you have developed for your staff.

Owner/staff
- The results of inspections should be shared with staff on a regular, somewhat formal basis.

Practice refinement
- Policies and procedures are not “cast in stone” and must be periodically re-visited to ensure relevance.

Persistence
- Consistency does not just happen.

Morning Shift
✓ Dress for the job if not already changed at home
✓ Sign in on shift
✓ Receive room assignments (these range between 10 and 16 rooms per day depending on other duties such as laundry, and the complexity of room layout and furnishings)
✓ Stock maid cart with linens, supplies, guest amenities based on number of rooms assigned. These may be requisitioned or taken on an “honour” basis as prescribed.
✓ Proceed to first room in “ranking” order
✓ Clean room, note and record deficiencies, re-supply as needed
✓ Call in each room on completion to front office for random room inspection and arrivals’ check in. Identify deficiencies which need immediate attention
✓ Continue through other rooms on assignment
✓ Remove soiled linens to laundry and process if required
✓ Return maid cart to storage, noting closing inventory if required
✓ Hand in room deficiency list
✓ Shift time permitting undertake other housekeeping tasks as directed or required (laundry, additional rooms, janitorial, “special” cleaning…)
✓ Sign off shift
✓ Check shift for next day
✓ Change clothes

Evening Shift
✓ Dress for the job
✓ Sign in on shift
✓ Receive room assignments if left incomplete by morning shift
✓ Retrieve maid cart and restock if needed
✓ Complete room assignments, calling in each room on completion to front office for random inspection and late arrivals check in. Identify deficiencies which need immediate attention
✓ Remove soiled linens to laundry for processing
✓ Hand in room deficiency list
✓ Perform “turndown” service if prescribed or requested (lights on, bed turned down, mints on pillow, radio on)
✓ Answer guest requests as directed by front office throughout shift
✓ Restock all maids carts for next day’s morning shift if prescribed
✓ Sign off shift
✓ Check shift for next day
✓ Change clothes
Operating Procedures

The following table outlines typical procedures for the proper execution of the housekeeping function.

<table>
<thead>
<tr>
<th>Area</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Exterior</strong></td>
<td></td>
</tr>
</tbody>
</table>
| Grounds                      | - Remove loose debris including containers  
- Note and report routine repairs 
- Note and report evidence of rodents 
- Empty and clean ashtrays throughout the day 
- Re-position all furniture and furnishings according to prescribed layouts. 
- Maintain clean garbage storage area. 
- Clean swimming pool and surrounds 
- Clean grounds furniture and furnishings 
- Periodically remove pool towels for laundering 
- Periodically remove hotel glassware and dishes for dishwashing. 
- Rake sand/beach.                                                                 |
| Building Envelope            | - Dust, wash, sweep, vacuum and otherwise clean all flooring, ledges, baseboards, walls, glass, doors and frames up to the 6’ height level.  
- Remove surface scuff marks 
- Keep air vents and grills clean and debris free.                                                                                          |
| General Requirements        | - Clean hardwood and tile floors to avoid wax build up in corners and edges. 
- Clean and polish chrome, brass and glass finishes, fixtures and accessories. 
- Apply spot remover as prescribed to stains. 
- Maintain walls and baseboards free of stains and scuff marks. 
- Dust, wash, sweep, vacuum and otherwise clean all flooring, ledges, baseboards, walls, glass, doors and frames up to the 6’ height level. 
- Dust, wash, sweep, vacuum and otherwise clean all edges, corners, behind doors, under and behind furniture 
- Empty and clean ashtrays throughout the day 
- Re-position all furniture and furnishings according to prescribed layouts. 
- Water, fertilise live indoor plants and flowers as needed. 
- Clean public washrooms as prescribed, and inspect hourly to re-supply and maintain cleanliness. Remove soiled towelling (paper and linen). 
- Note and report routine repairs 
- Dust, wash artificial flowers, plants as appropriate.                                                                                     |
| Main lobby                   | - General requirements only -- see above                                                                                                                                                           |
| Restaurants and lounges      | - General requirements only -- see above                                                                                                                                                           |
| Kitchen(s)                   | - None (usually undertaken by kitchen staff)                                                                                                                                                         |
| Public rooms                 | - General requirements only -- see above                                                                                                                                                           |
| Bedrooms and guest room corridors | - Stock maids’ cart(s) daily based on room assignments  
- Make up guest rooms as assigned daily: (usually between 10 and 16. in total)  
  1. Special requests  
  2. Early check outs  
  3. Stay overs  
  4. Regular check outs as they occur. 
- Note and report bedroom FF&E losses 
- Note and report FF&E damage 
- Remove or arrange to have removed, guest room service trays and used dishes/glasses/serviettes 
- Inspect unoccupied rooms no less than once a week.                                                                                     |
| Back of house                | - Keep corridors and stairwells free of debris and “clutter”                                                                                                                                         |
Room Cleaning:

The table below is a tried and true approach to room cleaning in a logical, organised fashion:

**Guest Bedroom Make Up and Cleaning Procedure**

### Initial Activities –
- Knock, announce yourself “Room attendant…”: wait for reply
- Open door, wedge door open, position cart across open doorway
- Open patio door/window for air circulation
- Turn off air conditioning
- Empty waste baskets, rel ine, replace
- Strip bed linens to air bed. Soiled linens to cart
- Remove soiled towelling to cart

### Bathroom –
- Clean bathroom – mirrors, floors, sink, tub, tile surfaces, sanitise toilet bowl, check shower curtain for cleanliness and condition
- Re-supply bathroom with guest amenities as needed and as prescribed
- Check bathroom fixtures: flush toilet, test faucets for leaks/drips, towel rails for secure attachment, shower curtain rails and attachments. Note deficiencies
- Close bathroom door

### Patio/balcony –
- Sweep, wash, dust patio/balcony furniture. Reposition as prescribed
- Water live plants as needed. Wash/dust artificial plants, flowers as appropriate.
- Note deficiencies
- Close patio/balcony door/window

### Bedroom –
- Sweep, vacuum, wash floor/tiling/carpet: ensuring that edges, corners, under and behind furniture (and bed) are included
- **How to make up the bed** –
  - Straighten out mattress pad if provided
  - Place bottom sheet, main seam down, on bed so that edges hang evenly all round
  - Remove surface wrinkles
  - Tuck in the four corners making a square corner
  - Place top sheet starting at bed head so that top portion is about 15” – 20” more than needed.
  - Extend top sheet towards bed foot, with edges hanging evenly all round
  - Tuck in bottom two corners making a square corner
  - Place blanket with top at bed head and extend to foot
  - Remove surface wrinkles
  - Tuck in bottom two corners making a square corner
  - Fold excess top sheet over top of blanket
  - Tuck in top two corners making a square corner
  - Clean pillowcases on pillows. Arrange side by side on top of folded over top sheet
  - Place duvet on blanket if provided, or substitute this for blanket if prescribed
- Dust all surfaces: ledges, sills
- Apply surface polish to furniture as prescribed
- Check working condition of fixtures, radio, TV., TV control device, clock, phone
- Check guest information supplies and replace as needed
- Check reserve linens
- Note deficiencies
- Close window blinds, drapes
- Re-set temperature controls to lowest level (or as prescribed)
- Phone in completed room to front office for random room inspection and arrivals’ check in
- Report deficiencies which need immediate attention
- Close and lock door

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**About the Coaching Toolkit Series:** This series of informational booklets (available in printed and electronic versions) provide basic information and guidance related to key operations and management tasks as well as best environmental practices. The toolkit series is promoted by a number of experienced coaches providing one-on-one advice, helping solve problems, conducting on-site training sessions, and guiding owners/operators to other sources of expertise and information.

**Further Information**

Further information on this subject and other small hotel operations and management matters may be obtained from the following sources:
- [http://www.caribbeaninnkeeper.com](http://www.caribbeaninnkeeper.com)
- Caribbean Hotel Association, Tel (787) 725-9139
- Your local (national) hotel association office
- Your country Small Hotel Coordinator office
- Your country Resource Walk-In Centre
- ARA/KPMG Consulting LP, Tel: (604) 609-3864 or (604) 609-3856
- STEP: OAS Inter-Sectoral Unit for Tourism, Tel (202) 458-6144
**Special Housekeeping:**

The following table provides one example of a schedule of special cleaning and related tasks which may be prescribed for the housekeeping staff of a small hotel.

### “Special” Housekeeping Schedule

<table>
<thead>
<tr>
<th>Area (and public areas, restaurants and lounges)</th>
<th>Task</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corridors</td>
<td>Shampoo carpets</td>
<td>X</td>
</tr>
<tr>
<td>Wax, polish floors</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean walls</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean fixtures</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Clean ceilings</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo/clean furnishings and cushions/covers</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wax, polish floors</td>
<td>X</td>
</tr>
<tr>
<td>Wash/clean walls</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean fixtures</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Clean ceilings</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo/clean furnishings and cushions/covers</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Bedrooms</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean bug screens</td>
<td>X</td>
</tr>
<tr>
<td>Install/remove storm screens</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo carpets</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wax, polish floors</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean patio furniture</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo patio cushions</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo drapes/window coverings</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean shower curtains</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Clean clothes closets and dressers. Reline shelves</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean walls</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean ceilings</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean fixtures</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Shampoo/clean furnishings and cushions/covers</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Storage areas (and laundry)</td>
<td>Assist in FF&amp;E inventory process</td>
<td>X</td>
</tr>
<tr>
<td>Wash/clean items stored</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Assist re-store/re-organize items in storage</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Windows</td>
<td>Wash, polish all interiors within a 6’ height.</td>
<td>X</td>
</tr>
<tr>
<td>Wash, polish all exteriors within a 6’ height.</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Grounds</td>
<td>Wash/clean grounds’ and recreation FF&amp;E</td>
<td>X</td>
</tr>
<tr>
<td>Assist periodic landscaping tidy up</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash/clean/disinfect garbage storage/pick up area</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Wash all exterior surface ledges, and sills up to 6’ height.</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

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**About STEP**

The Small Tourism Enterprises Project (STEP) was started by the OAS with a focus on creating a support and assistance service for Caribbean small hotels. The primary emphasis to date has been on technology and hotel management support through volunteer programmes. With the addition of USAID as a major partner and support from a variety of sources, the programme is moving to implementation of a range of services for Caribbean small tourism enterprises as well as greater emphasis on environmental management. In addition to full implementation of the small hotels component, in 2002 the project will expand to include sites, attractions and community tourism support. Project implementation is planned through a self-sustaining entity – caribbean experiences – based in the region and delivering the marketing, continuing training and other services of the project.
# Removing Spots and Stains

This chart applies only to washable items. It does not apply to garments which should be drycleaned.

<table>
<thead>
<tr>
<th>Stain</th>
<th>Bleachable Fabrics: White and colorfast cotton, linen, polyester, acrylic, triacetate, nylon, rayon, permanent press (unless care label states otherwise)</th>
<th>Non-Bleachable Fabrics: Wool, silk, spandex, non-colorfast items</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcoholic Beverages</td>
<td>Sponge stain promptly with cold water or soak in cold water for 30 minutes or longer. Rub detergent into any remaining stain while still wet. Launder in hot water using chlorine bleach.</td>
<td>Sponge stain promptly with cold water or soak in cold water for 30 minutes or longer. Sponge with vinegar. Rinse. If stain remains, rub detergent into stain. Rinse. Launder.</td>
</tr>
<tr>
<td>Blood</td>
<td>Soak in cold water 30 minutes or longer. Rub detergent into any remaining stain. Rinse. If stain persists, put a few drops of ammonia on the stain and repeat deterrent treatment. Rinse. If stain still persists, launder in hot water using chlorine bleach.</td>
<td>Same method, but if colorfastness is questionable, use hydrogen peroxide instead of ammonia. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Candle Wax</td>
<td>Rub with ice cube and carefully scrape off excess wax with a dull knife. Place between several layers of facial tissue or paper towels and press with a warm iron. To remove remaining stain, sponge with safe cleaning fluid. If colored stain remains, launder in hot water using chlorine bleach. Launder again if necessary.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Carbon Paper</td>
<td>Rub detergent into dampened stain; rinse well. If stain is not removed, put a few drops of ammonia on the stain and repeat treatment with detergent; rinse well. Repeat if necessary.</td>
<td>Same method, but if colorfastness is questionable, use hydrogen peroxide instead of ammonia.</td>
</tr>
<tr>
<td>Catsup</td>
<td>Scrape of excess with a dull knife. Soak in cold water 30 minutes. Rub detergent into stain while still wet and launder in hot water using chlorine bleach.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Chewing Gum, Adhesive Tape</td>
<td>Rub stained area with ice. Remove excess gummy matter carefully with a dull knife. Sponge with a safe cleaning fluid. Rinse and launder.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Chocolate and Cocoa</td>
<td>Soak in cold water. Rub detergent into stain while still wet, then rinse thoroughly. Dry. If a greasy stain remains, sponge with a safe cleaning fluid. Rinse. Launder in hot water using chlorine bleach. If stain remains, repeat treatment with cleaning fluid.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Cosmetics (eye shadow, lipstick, liquid makeup, mascara, powder, rouge)</td>
<td>Rub detergent into dampened stain until outline of stain is gone, then rinse well. Launder in hot water using chlorine bleach.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Crayon</td>
<td>Apply soap (Fels Naptha, Ivory Snow, Lux Flakes) to dampened stain, working until outline of stain is removed. Launder in hot water using chlorine bleach. Repeat process if necessary.</td>
<td>Same method. Launder in warm water using plenty of detergent. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Deodorants and Antiperspirants</td>
<td>Rub detergent into dampened stain. Launder in hot water using chlorine bleach. Antiperspirants that contain such substances as aluminum chloride are acidic and may change the color of some dyes. Color may or may not be restored by sponging with ammonia. Rinse thoroughly.</td>
<td>Rub detergent into dampened stain. Launder in warm water. Antiperspirants that contain such substances as aluminum chloride are acidic and may change the color of some dyes. Color may or may not be restored by sponging with ammonia. (If ammonia treatment is required, dilute with an equal amount of water for use on wool, mohair, or silk.) Rinse thoroughly.</td>
</tr>
<tr>
<td>Dye (transferred from a non-colorfast article)</td>
<td>May be impossible to remove. Bleach immediately using chlorine bleach. Repeat as often as necessary. Or use a commercial color remover.</td>
<td>Use a commercial color remover.</td>
</tr>
<tr>
<td>Egg, Meat Juice, and Gravy</td>
<td>If dried, scrape off as much as possible with a dull knife. Soak in cold water. Rub detergent into stain while still wet. Launder in hot water using chlorine bleach.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Fingernail Polish</td>
<td>Sponge white cotton fabric with nail polish remover; other fabrics with amyl acetate (banana oil). Launder. Repeat if necessary.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Fruit Juices</td>
<td>Soak in cold water. Launder in hot water using chlorine bleach. Soak in cold water. If stain remains, rub detergent into stain while still wet. Launder in warm water.</td>
<td>Soak in cold water. If stain remains, rub detergent into stain while still wet. Launder in warm water.</td>
</tr>
<tr>
<td>Grass</td>
<td>Rub detergent into dampened stain. Launder in hot water using chlorine bleach. If stain remains, sponge with alcohol. Rinse thoroughly.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach. If colorfastness is questionable or fabric is acetate, dilute alcohol with two parts water.</td>
</tr>
<tr>
<td>Grease and Oil (car oil, grease, butter, shortening, oily medicines such as oily vitamins)</td>
<td>Rub detergent into dampened stain. Launder in hot water using chlorine bleach and plenty of detergent. If persists, sponge thoroughly with safe cleaning fluid. Rinse</td>
<td>Rub detergent into dampened stain. Launder in warm water using plenty of detergent. If stain persists, sponge thoroughly with safe cleaning fluid. Rinse.</td>
</tr>
<tr>
<td>Stain</td>
<td>Bleachable Fabrics: White and colorfast cotton, linen, polyester, acrylic, triacetate, nylon, rayon, permanent press (unless care label states otherwise)</td>
<td>Non-Bleachable Fabrics: Wool, silk, spandex, non-colorfast items</td>
</tr>
<tr>
<td>----------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------</td>
</tr>
<tr>
<td>Ink (Ballpoint)</td>
<td>Sponge stain with rubbing alcohol, or spray with hair spray until wet looking. Rub detergent into stained area. Launder. Repeat if necessary.</td>
<td>Same method.</td>
</tr>
<tr>
<td>In, Drawing</td>
<td>May be impossible to remove. Run cold water through stain until no more color is being removed. Rub detergent into stain, rinse. Repeat if necessary. Soak in warm sudsy water containing one to four tablespoons of ammonia to a quart of water. Rinse thoroughly. Launder in hot water using chlorine bleach.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Ink From Felt Tip Pen</td>
<td>Some may be impossible to remove. Rub household cleaner such as 409 or Mr. Clean into stain. Rinse. Repeat as many times as necessary to remove stain. Launder.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Iodine</td>
<td>Make a solution of sodium thiosulfate crystals. Use solution to sponge stain. Rinse and launder.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Mustard</td>
<td>Rub detergent into dampened stain. Rinse. Soak in hot detergent water for several hours. If stain remains, launder in hot water using chlorine bleach.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Paint and Varnish</td>
<td>Treat stains quickly before paint dries. If a solvent is recommended as a thinner, sponge it onto stain. Turpentine or trichloroethane can be used. While stain is still wet with solvent, work detergent into stain and soak in hot water. Then launder. Repeat procedure if stain remains after laundering. Stain may be impossible to remove.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Perfume</td>
<td>Same as alcoholic beverages.</td>
<td>Same as alcoholic beverages.</td>
</tr>
<tr>
<td>Perspiration</td>
<td>Rub detergent into dampened stain. Launder in hot water using chlorine bleach. If fabric has discoloured, try to restore it by treating fresh stains with ammonia or old stains with vinegar. Rinse. Launder.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Rust</td>
<td>Use Putnam Color Remover. Dissolve remover in cold water. Fill machine with hot water, add color remover and clothes. Alternately agitate and soak for 30 minutes. Allow washer to complete cycle. OR Launder in hot water with RoVer Rust Remover. Follow manufacturer’s directions. For price list and directions, write to: RoVer, Hach Chemical Company, Box 907, Ames, Iowa 50010.</td>
<td>Same method. If colorfastness is questionable, test a concealed area first.</td>
</tr>
<tr>
<td>Scorch</td>
<td>Launder in hot water using chlorine bleach. Severe scorching cannot be removed; fabric has been damaged.</td>
<td>Cover stains with cloth dampened with hydrogen peroxide. Cover with a dry cloth and press with an iron as hot as is safe for fabric. Rinse thoroughly. Rub detergent into stained area while still wet. Launder. Repeat if necessary.</td>
</tr>
<tr>
<td>Shoe Polish (Wax)</td>
<td>Scrape off as much as possible with a dull knife. Rub detergent into dampened stain. Launder in hot water using chlorine bleach. If stain persists, sponge with rubbing alcohol. Rinse. Launder.</td>
<td>Scrape off as much as possible with a dull knife. Rub detergent into dampened stain. Launder in warm water. If stain persists, sponge with one part alcohol and two parts water. Rinse. Launder.</td>
</tr>
<tr>
<td>Soft Drinks</td>
<td>Sponge stain immediately with cold water. Launder in hot water with chlorine bleach. Some drink stains are invisible after they dry, but turn yellow with aging or heating. This yellow stain may be impossible to remove.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach.</td>
</tr>
<tr>
<td>Tar and Asphalt</td>
<td>Act quickly before stain is dry. Pour trichloroethane through cloth. Repeat. Stain may be impossible to remove. Rinse and launder.</td>
<td>Same method.</td>
</tr>
<tr>
<td>Urine</td>
<td>Soak in cold water. Rub detergent into stain. Launder in hot water using chlorine bleach. If the color of the fabric has been altered by stain, sponge with ammonia; rinse thoroughly. If stain persists, sponging with vinegar may help.</td>
<td>Same method. Launder in warm water. Omit chlorine bleach. If ammonia treatment is necessary, dilute ammonia with an equal part of water for use on wool, mohair, or silk.</td>
</tr>
</tbody>
</table>

**Disclaimer**

The practices, procedures and techniques described in this publication are largely based on the hospitality industry experiences of its author(s). Notwithstanding, we do not guarantee that the application of any of these will meet the objectives of the reader and practitioner.
Natural Cleaners

The basic ingredients: baking soda, white distilled vinegar, liquid soap or detergent

Silver Polish
Toothpaste (metal spot remover) – is a fairly well known home remedy for polishing metals. If you have a choice, use the brightening whitening kind.

Degreaser
Salt (grease buster, antibacterial, power cleaner) – absorbs oil readily and combined with water, can destroy bacteria in its vicinity through a dehydrating action. The least expensive of all the homemade ingredients, it has a variety of cleaning uses, from absorbing grease to cleaning copper.

Oil

Olive oil (light kind)
White distilled vinegar (acetic acid, usually in a 5% solution) – powerful deodoriser and works great as a cleaning rinse, dissolving soap film and leftover mineral deposits from evaporated water.

Lemon or lime juice (naturally acidic cleaner) – powerful natural acidic cleaner for mineral build-up, tarnish and grease.

Disinfectant

White distilled vinegar
Liquid soap (vegetable oil-based, castile or glycerine) – dirt remover – soap derived from vegetable oils are better for the environment than detergents derived from petroleum products because they biodegrade in the environment more easily and are made from less polluting ingredients.

Purified water – minerals in water can inhibit the cleaning action of any soap or detergent. Purified or distilled water is usually soft and increases the effectiveness of recipes.

Tea tree oil (in the process of being registered as a disinfectant)

Air Freshener

Plants (absorbing odours, powerful air-filtering) – English ivy plant, chrysanthemum flowers, spider plant, corn plant, azaleas, dracaenas, Chinese evergreens, golden pathos, gerbera daisies, bamboo palms, dieffenbachia, peace lilies.

Baking soda (sodium bicarbonate) – deodorizer and mild abrasive – is one of the miracle natural cleansers. Not only does it absorb odours, it acts as an effective but mild abrasive in cleaning sinks, bathtubs and counters. It is non-toxic to humans, inexpensive and versatile.

Essential oil or fragrances (fresh, clean scents and antibacterial action – lemon, lavender, peppermint, and tea tree oil are all natural scents. For a powerful, super clean smell, use the popular tea tree oil, a broad-spectrum antibacterial and fungicide.

Citrus peels (any kind will do)

Pure vanilla extract

Cleaner
Mix together 1/3 cup ammonia, 1/3 cup washing soda, 1 gallon warm water

Floor and furniture polish

Carnauba wax
Mineral oil

Scouring powder
Mild soap flakes
Borax
Chalk powder

Work Order System
(Repair/Maintenance Requests)

This is a simple and established way of recording deficiencies for remedial action by maintenance.

A work order might look as shown below (triplicate sheets in numerical sequence).

Repair work order pads should be carried by reception, housekeeping, maintenance, kitchen, restaurant staff, and bar staff, as well as the owner.

Prepared in triplicate:
• First Copy - Front Office (for initiation)
• Second Copy - Owner/manager (coordination and follow up)
• Original - Remains with initiating department

Source: Caribbean Alliance for Sustainable Tourism (CAST)