

HOUSE ATTENDANT

JOB SKILLS HANDBOOK





Welcome!

At our company, we pride ourselves on having beautifully appointed hotels that are immaculately maintained.

That's why your role as a House Attendant is so crucial to maintaining our brand's reputation: you take care of almost everything our guests see, from the time they enter the lobby until they reach their room.

The standards and procedures in this handbook will help you deliver the kind of service that defines the brand: service that's consistent, hassle-free, personalized and inspirational. Or, as we like to say: the *best* service in the world!



Once you have your Key Cards, keep them with you at all times.



Before beginning work, check the Communication Board.



Move your cart by pushing it, not pulling it.

PREPARING FOR YOUR SHIFT

- Before beginning your shift, make certain that your personal grooming and your attire meet your hotel's standards
- Know and follow any sign in (and sign out) procedures in place at your hotel.
- Meet with your Supervisor to get
 - » Your shift assignments
 - » All Key Cards you'll need
- Once you have your Key Cards
 - » Keep them with you at all times
 - » Don't give them to anyone, including fellow employees (unless authorized by your Supervisor)
 - » Return them to your Supervisor at the end of your shift
- Before beginning work, check the Communication Board for
 - » Any guest letters or comment cards
 - » Any special notices from management that could affect your shift
 - » Any announcements of new hotel policies or procedures
 - » Any employee activities that involve you

YOUR HOUSEKEEPING CART OR TROLLEY

- Before you begin your shift, confirm that your Housekeeping cart is fully stocked with the tools and supplies that you'll need
- Make sure that your cart is well-organized and never overloaded
- Move your cart by pushing it, not pulling – and keep it away from walls to maintain a clear line of vision.
- If you encounter a guest when moving your cart
 - » Move it aside
 - » Pause and let them pass
 - » Offer a pleasant greeting, using their last name if known
- Never block any exit with your cart (or any equipment)

WORKING WITH CHEMICALS AND CLEANING AGENTS

- It is important that you know and follow all procedures in place at your hotel regarding the use of workplace chemicals and cleaning agents
- Use chemicals and cleaning products provided by your Department only
 - » Never use products from a different Department
 - » Never bring cleaning materials into the hotel on your own
- Check with your Supervisor to find out if your hotel maintains Material Safety Data Sheets; if so
 - » Know where they are kept
 - » Regularly review the information they provide about
 - The kind and degree of hazards, if any, a product poses,
 - Precautions required to avoid problems when using the product, and
 - Procedures to follow should a problem occur
- Every time you use a cleaning agent or workplace chemical, check the label and follow all instructions for
 - » Safe and effective use
 - » A list of any protective clothing or gear needed when using the product
- Never mix any chemicals or cleaning products – even with water (unless the instructions specifically call for it)



Only use chemicals and cleaning agents provided by your department.



Check the label and follow all instructions every time you use a workplace chemical.



Before you attempt to lift an object determine if you can lift it.



When lifting an object, lift with your knees, not your back.

LIFTING OBJECTS PROPERLY

- Since your job may require you to lift objects, it is important that you know and follow all safe lifting procedures and requirements in place at your hotel, as well as these basic guidelines
- Before you attempt to lift an object
 - » Determine if it's possible for you to lift it alone
 - » If it's too heavy or awkward, get help
- If you are able to lift the object
 - » Make sure your pathway is clear and dry
 - » Make sure the space needed to set the object down is clear and large enough
 - » Put one foot beside the object
 - » Put the other foot behind it
 - » Keep your back straight
 - » Bend your knees
 - » Lift with your legs, not your back
 - » Tuck in your chin and neck to avoid strains
 - » Grip the object with your whole hands, not just your fingers
 - » Draw the object up close to you
 - » Tuck in your arms and elbows
 - » Move the object to its destination
 - » Set it down by bending your knees, not your back

WORKING WITH LADDERS

- Because some of your responsibilities will require you to use a ladder, know and follow any ladder-related policies and procedures in place at your hotel and
- Remember these basic guidelines
- Before using any ladder,
 - » Inspect it to ensure it is in good working order
 - » Confirm that it's tall enough – or extends enough – for you to reach where you need when standing no higher than 2 steps from the top
- Before climbing a step ladder
 - » Position all 4 feet on a firm, level surface
 - » Lock the spreaders
- When using an extension ladder
 - » Follow the “4 to 1” rule, placing the base of the ladder
 - 1 foot/.3 Meter from the wall
 - For every 4 feet/1.2 Meters of ladder height
 - » If the top of the ladder extends beyond the surface the ladder is leaned against, make certain it extends at least 3 feet beyond its resting point
 - » If the work surface is higher than the ladder, confirm that its base is secure



Before using a ladder, ensure that it is in good condition.



Before climbing a step ladder, position all 4 feet on a firm, level surface and lock the spreaders.



Knock firmly with your knuckles and announce yourself clearly before entering a guest room.



If there is no answer after knocking, knock again, open the door with your key, and announce yourself again.

CLEANING AND MAINTAINING GUEST ROOMS

Part of your duties may involve working with your Room Attendant employees to keep guest rooms clean and well-maintained; confirm your exact Guest Room duties with your Supervisor

ENTERING A GUEST ROOM

NOTE: A red light on the lock indicates the guest is in the room with the door locked – do not knock or attempt to enter

- Knock firmly with your knuckles (not a key or other hard object)
- Say loudly and clearly, “Good (Morning/Afternoon). Housekeeping – may I come in?”
- If there’s no answer
 - » Knock again
 - » Insert your Key Card in the lock
 - » Open Door
 - » Repeat the above statement as you enter
- If you encounter a guest or guests in the room
 - » Give your name and explain why you are there
 - » Ask if they would prefer to have their room maintained at a different time
 - » If they say yes, note the time they request on your work paper
 - » If they say no
 - Perform the required maintenance
 - Smile as you work, respond to any questions or comments, but do not initiate conversation

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you’ll positively impact these

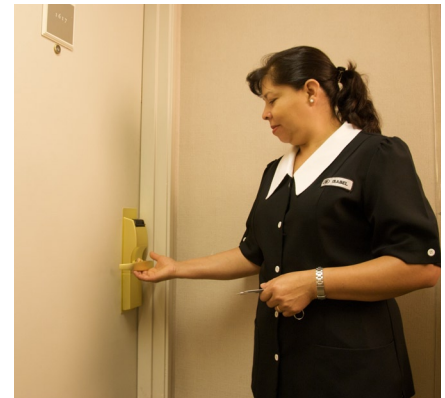
Key Performance Indicators (KPI)

- Decor/furnishings of guest room
- Comfort of bed
- Cleanliness of guest room
- Heating/cooling/ventilation system worked properly
- Ease of High Speed Internet access
- Room smelled fresh/clean

- If no one is in the room
 - » Enter the room
 - » Know and follow your hotel's policies and procedures regarding whether to leave the door open or closed while you are in it
 - » If your hotel's policy is to keep the door open, pull your cart across it for ease of access and to keep anyone from entering the room without your knowledge
- Your guest room responsibilities may include
 - » Changing wool mattress covers and rotating mattresses according to the schedule maintained at your hotel
 - » Removing and reinstalling draperies and drapery hooks when required for
 - Cleaning
 - Repair
 - Replacement
 - » Washing guest room windows
 - » Sweeping balconies and cleaning any railings and exterior lighting fixtures
 - » Cleaning guest room air vents
 - » Cleaning the walls and inside door
 - » Checking that the Wireless Application Protocol (or WAP Internet device) is properly installed
- Whenever you need to unplug something to use a vacuum cleaner or other appliance, be sure to plug it back in
- When you have finished your duties in a particular guest room, make certain that
 - » It smells fresh and clean
 - » Everything is where it should be
 - » All lights are off
 - » The door is firmly locked as you exit



If your hotel leaves guest doors open during cleaning, pull your cart across it for ease of access.



When you are finished and leaving the guest room, make certain the door is locked.



Don't forget that the public areas of the hotel are seen by everyone who visits the hotel.



Hold doors and elevator doors open for guests when possible.



Mop hallways one side at a time, leaving a dry area for people to walk by safely.

WORKING IN YOUR HOTEL'S PUBLIC AREAS

- Keep in mind that your hotel's public areas are seen by everyone who visits your hotel, including
 - » Guests
 - » Community residents who may be visiting a guest or attending an event and who may be asked in the future to recommend a hotel in your area
- Whenever you are working in the presence of guests,
 - » Always smile and acknowledge them
 - » Address them by their last name if you know it
 - » Offer assistance if it seems needed
 - » If you can't meet their need, contact someone who can
 - » If there is a language barrier,
 - Politely ask them to wait and find someone who can help them
 - Or escort them to someone who can help them
 - » Hold doors and elevator doors for guests when possible
 - » Always let guests precede you through a doorway

FLOOR AND CARPET CLEANING AND MAINTENANCE

- Your hotel's floors are in constant use and have a significant impact on how your hotel appears to your guests; always remove any dirt or debris immediately

MOPPING

- Always set up "Wet Floor" signs to block off any area of flooring that you are preparing to mop
- Mop hallways one side at a time, leaving a dry area for people to walk on safely
- Always mop using clean water
 - » Start with fresh water
 - » Change the water
 - As often as needed during the process
 - Whenever it gets cloudy or you can see dirt in it
- Make certain that any recently-mopped floor area is dry before removing the "Wet Floor" sign
- Only mop floors in the lobby or other public areas at non-peak traffic periods
- Clean up any spills immediately
- Always check the floor around ice machines and mop up any moisture you find there; if the machine appears to be leaking, report it to your Supervisor immediately
- Dry mop the non-carpeted lobby flooring during quiet times

VACUUMING

- Before using any vacuum cleaner, confirm that
 - » The cord is in good condition
 - » The grounding pin is firmly in place
- Before starting to vacuum
 - » Set up safety signs or caution cones
 - » Push any debris on the carpet edges toward the center of the carpet
- Plug your vacuum cleaner into the nearest electrical outlet to minimize how much cord is on the floor
- When vacuuming, try to keep the cord as close to the wall as possible
- Pass the vacuum over each section of carpet four times
- If you see any spots in a carpet
 - » Attempt to clean them using your department's spotting solution
 - » Report spots you can't remove – as well as tears and worn areas – to your Supervisor
- If guests pass while you are vacuuming, if possible you should
 - » Move the vacuum to the side
 - » Turn it off while the guest passes
 - » Offer the guest a pleasant smile or greeting, using their name if you know it
 - » Only resume vacuuming after the guest has moved on
- Before vacuuming near conference or ballrooms, check to see if meetings or events are in progress – and if so,
 - » Avoid running the vacuum near the room while the event is in progress
 - » Vacuum the area when
 - The participants are taking a break or
 - The meeting has concluded
- If lobby carpet needs vacuuming during high traffic periods, use a manual carpet sweeper
- Coordinate with your employees to make certain the lobby carpet is spot vacuumed as needed at least two times during each shift
- Never leave a vacuum unattended – and only have it out when you are using it; when you are finished, return it to its designated storage area
- If a vacuum makes unusual noises, seems to have poor suction, or does not operate, report it to your Supervisor, who may direct you to take it to Maintenance



Before using a vacuum cleaner, confirm that the grounding pin is firmly in place.



When vacuuming, try to keep the cord as close to the wall as possible.



If a guest is passing by while vacuuming, move with the vacuum to the side, turn it off, smile and greet the guest.



Clean and wipe down guest room doors in guest room hallways.



You are also responsible for wiping down and cleaning light fixtures in guest room hallways.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Use of guest's name
- Helpfulness of hotel staff
- Appearance of lobby
- Overall facility

OTHER CLEANING RESPONSIBILITIES

- When you are working in guest room hallways
 - » Clean and wipe down Guest room doors (except those displaying a "Privacy, Please" sign)
 - » Eliminate any dirt buildup where guest room door frames meet the carpet
- You are also responsible for wiping down and cleaning
 - » Walls
 - » Air Vents
 - » Light Fixtures
 - » Stairwells
- When emptying and cleaning the ash urns in your hotel's public spaces
 - » Extinguish any burning or smoking materials
 - » Never empty ash urn into a receptacle that
 - Is flammable
 - Has other trash in it

CLEANING AND MAINTENANCE CYCLES

- A great deal of the work involved in cleaning and maintaining a hotel is organized into cycles – for example, tasks that are performed
 - » Hourly
 - » Monthly
 - » Quarterly (every 3 months)
 - » Semi-annually (twice a year)
 - » Annually (once a year)
- Always check with your Supervisor about the specific cleaning and maintenance schedule in place at your hotel – which may be different than those described in this handbook

HOURLY CLEANING AND MAINTENANCE

- You and your fellow employees must coordinate with your Supervisor and each other to make certain that these public space tasks are performed hourly
 - » Properly disposing of old newspapers
 - » Emptying and cleaning ash trays and ash urns
 - » Emptying and wiping wastebaskets
 - » Spot-cleaning glass and windows
 - » Wiping and dusting telephones
 - » Arranging
 - Memo pads
 - Pens
 - Telephone directories
 - » Removing fingerprints and smudges from walls
 - » Straightening furniture and cushions
 - » Sweeping (or using a silent carpet cleaner)
 - » Adjusting the lights and blinds according to time of day

MONTHLY CLEANING

- Your Team's monthly tasks in your hotel's public spaces include
 - » Vacuuming draperies and valances
 - » Dusting decorative items
 - » Cleaning and polishing
 - Woodwork
 - Wood furniture
 - Doors
 - » Dusting and damp-cleaning
 - Jambs
 - Doors
 - Closets
 - » Cleaning
 - Wall outlets
 - Carpets
 - » Cleaning and dusting
 - Partition ledges
 - Wall hangings
 - Light fixtures
 - Walls
 - Corners
 - Edges



Wipe down and dust house telephones on a regular basis.



Straighten furniture and cushions throughout the day.



Clean and polish woodwork, furniture and doors on a monthly basis.



Clean decorative objects on a quarterly basis.



Wash interior and exterior windows on a semi-annual basis.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI)

- Appearance of hotel
- Staff made me feel welcome throughout my stay
- Working order of bathroom
- Quality of bathroom amenities
- Hotel safety

QUARTERLY CLEANING

- Items that need attention on a quarterly basis include
 - » Dusting chandeliers
 - » Shampooing upholstery
 - » Stripping and sealing resilient tile-covered floors
 - » Washing interior windows
 - » Removing and cleaning decorative objects
 - » Cleaning and washing
 - Ceiling lights
 - Lamps
 - Track lighting
 - » Scrubbing (and painting, if necessary) Patio and Pool furniture

SEMI-ANNUAL CLEANING

- Items that need attention on a semi-annual basis include
 - » Washing chandeliers (scheduled in conjunction with the Maintenance Engineering Department)
 - » Washing interior and exterior windows

ANNUAL CLEANING

- There are also a series of tasks that your Team is responsible for completing once a year, including
 - » Dry cleaning draperies and valances
 - » Cleaning high ceilings

AT ALL TIMES

- No matter what cleaning and maintenance cycle any item in your hotel is on, if you ever notice that something is in need of attention
 - » Attend to it immediately if you can
 - » Report it to your Supervisor

CLEANING AND MAINTAINING ELEVATORS

- Elevators are heavily used – and influence guests' impression of your hotel – so you need to be able to clean them thoroughly and quickly (to minimize how long they are out of service)
- Know and follow your hotel's timetable for elevator cleaning
- Check with your Supervisor about
 - » When to schedule elevator maintenance
 - » Your hotel's policies regarding holding elevators for cleaning

- » Guidelines regarding how quickly elevator cleaning needs to take place
- » Getting an elevator key
- Before cleaning any elevator, turn it off using the elevator key (never use a door jam or other object to hold an elevator door open)
- Begin by cleaning all the chrome or other metal surfaces in and around the elevator
- Next, clean the light fixtures inside and out of the elevator
- With carpeted elevators, use the same vacuuming techniques that you use with other carpeting, including placement of the plug and cord
- Mop non-carpeted elevator floors – and make sure they're completely dry before putting the elevator back in use
- If there is a trash container or waste bin in the elevator, empty it and make sure it is clean inside and out

CLEANING PUBLIC RESTROOMS

- Before cleaning any public rest room
 - » Get a cleaning schedule from your Supervisor
 - » Confirm that it is not in use
 - » Post a “Closed for Cleaning” sign outside the entrance
- Begin by cleaning the surface areas, including
 - » Mirrors
 - » Sink tops
 - » Vanity
 - » Chrome fixtures
 - » Walls
- Next, clean the toilet bowls and exteriors from the top of the tank to the base
- Mop the entire floor and baseboard – making certain to change the water if it becomes cloudy or dirty
- Make sure the facility is well-stocked with
 - » Toilet paper
 - » Towels
 - » Soap
- Do a final check for
 - » Streaks
 - » Hairs
 - » Odors
- Remove the “Closed for Cleaning” sign and your cart



Begin cleaning the elevator by cleaning all the chrome or other metal surfaces.



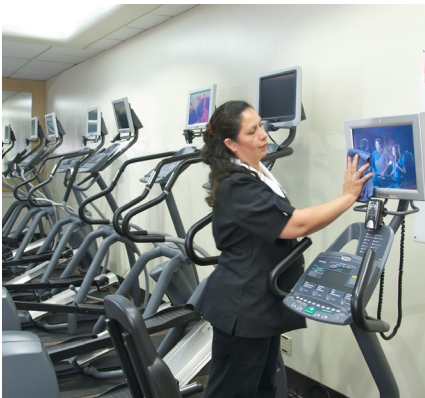
Before cleaning a public restroom, post a “Closed for Cleaning” sign outside of the entrance.



Make sure the public restroom is well-stocked with towels, toilet paper and soap.



When working in the Fitness Center, your goal is to keep everything clean and well stocked.



Wipe down all of the cardio machines, including the display screens.



If your Fitness Center has a television, make sure it is working and choose a channel showing sports or news.

CLEANING THE FITNESS CENTER

- Your overall goal is to make certain the Fitness Center is always
 - » Clean
 - » Well-stocked
 - » Ready for use
- Throughout the Center, make certain that
 - » There's no dust
 - » There's no perspiration or perspiration stains
 - » Everything is where it should be
- If you see any evidence that a piece of exercise equipment isn't working properly, report it to your Supervisor and to Maintenance immediately
- Check with your Supervisor about how frequently to clean the Center – in many hotels it requires attention once every shift

CARDIO EQUIPMENT

- Cardio equipment in most Fitness Centers includes
 - » Treadmills
 - » Elliptical machines
 - » Exercise bikes
- On all cardio equipment thoroughly wipe down
 - » Display screens
 - » Control panels
 - » Frames
 - » Hand grips
 - » Pedals
 - » Seats
- If your fitness center is equipped with a television,
 - » Make sure it's working properly
 - » Check its remote control
 - » Tune it to an appropriate channel, such as
 - Cable News
 - Sports

STRENGTH EQUIPMENT

- Wipe down all pieces of strength equipment, including
 - » Dumbbells
 - » Benches
 - » The Functional Trainer machine

CORE AND BALANCE EQUIPMENT

- Wipe down
 - » Stability balls
 - » Stability ball holders
 - » Medicine balls
 - » Stretching mats
- Empty the towel bin
 - » No matter how many or few towels are in it
 - » Before it reaches $\frac{3}{4}$ full
- Make certain that
 - » There are plenty of fresh towels
 - » All moveable items in the Fitness Center are returned to their designated storage areas

NON-EXERCISE RELATED ITEMS

- Wipe down and/or dust the
 - » Television
 - » Telephone
 - » Air cooling/heating vents
 - » First Aid kit
 - » Hygienic Wipes dispenser
 - » Water fountain or water cooler
 - » All lighting fixtures
 - » Mirrors
 - » Doors
 - » Signage
- Vacuum carpeted flooring – or sweep and mop tiled flooring, following the same safety and passageway guidelines that you apply elsewhere in your hotel



Empty all used towel bins every time you clean the Fitness Center.



Wipe down all mirrors and other non-exercise related items.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these **Key Performance Indicators (KPI)**

- Overall Fitness Center facility
- Fitness equipment
- Fitness Center service levels
- Condition of pool area



When cleaning meeting and banquet rooms, spot clean all walls and doors.



Dust all furniture and fixtures, including pictures and frames, lamps, signage and tables.



Spot clean carpets as needed using an approved spotting solution.

CLEANING MEETING AND BANQUET ROOMS

- If you are assigned by your Supervisor to work in Meeting and Banquet rooms
 - » Spot clean all horizontal and vertical surfaces, including
 - Walls
 - Doors
 - Doorplates
 - Light switches
 - » Damp wipe, clean and polish doors
 - » If requested, dust
 - Audio equipment
 - Trolleys
 - Lecterns
 - » Dust all furniture and fixtures, including
 - Benches
 - Tables
 - Pictures and frames
 - Lamps
 - Signage
 - » Clean and sanitize telephones
 - » Clean skirting boards, removing all dust
 - » Fully vacuum all carpet areas, including edges and corners
 - » Spot clean carpets as needed using an approved spotting solution
 - » Vacuum all fabric furniture, including
 - Chairs
 - Couches

ADDITIONAL HOUSE ATTENDANT DUTIES

- Always check with your Supervisor to confirm that you have an up-to-date list of assignments
- In many hotels, you will also be responsible for
 - » Bringing clean guest room glasses from the dishwashing area to the Linen Room (or designated supply area)
 - » Keeping other supplies stocked in the linen room and supply areas
 - » Keeping the linen rooms or supply closets clean and well-organized

HELPING TO KEEP YOUR HOTEL SECURE

- As a House Attendant, you perform work in almost every area of your hotel – and wherever you are, you must be on the lookout for suspicious situations or persons
- Know and follow any and all procedures in place at your hotel (as well as local laws and regulations) regarding reporting a potential breach of security or anything that could put anyone in your hotel in danger
- If you see anybody or anything that looks suspicious or out of place
 - » Immediately report the incident to your Supervisor or a Manager
 - » Never confront such people – which could put you or others at risk
- Never let anyone into a guest room who doesn't have a working key to that room
- If someone asks to be let into a guest room
 - » Politely request that they swipe their key so you can confirm it's for that room
 - » If they don't have a working key, politely refer them to the Front Desk to secure one



While on your shift, keep a look out for any suspicious situations or persons.



Immediately report any incidents or suspicious persons to your Supervisor or a Manager.

IMPACT YOUR QUALITY PERFORMANCE SCORES

By following the procedures shown here you'll positively impact these

Key Performance Indicators (KPI) '

- Ambience of the meeting room
- Overall meeting/convention experience
- Hotel safety and security
- Overall experience
- Overall accommodations
- Return to THIS hotel
- Return to ANY of our other hotels
- Likelihood to recommend
- Overall service
- Loyalty

DELIVERING THE BRAND PROMISE

As a member of **our** brand, always know that

Your work is valued

Your service is important

Your success is critical to the delivery of the Brand Promise!