

	RESOURCE LIBRARY HOTEL OPERATIONS - HOUSEKEEPING Stain Removal, Carpet & Upholstery Cleaning	<i>CODE:</i> 03.05.047
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Policy & Procedure:

Stain Removal

- Prompt stain removal is important because stains tend to harden very fast and this leads to deterioration of the wool fibre.
- First remove the source of the stain by blotting with a cloth or white paper towels. Ensure they are clean and colourless and do not leave any fibres behind.
- Always work inwards from the edge of the stain to prevent it from spreading and to control the spillage.
- Always try to remove the stain with soda water first if it cannot be identified, otherwise try general carpet spotter.
- Pat, do not rub as rubbing spreads the stain over a larger area and distorts the pile.
- Use the minimum amount of liquid for cleaning. Excessive liquid may form rings on the carpet.
- Once the stain is removed, blot all the excess moisture with paper towels or cloth. When it is as dry as possible place a cloth or paper towels over the area and then weigh down with a heavy object. This will continue to draw up moisture and residual spillage from the base of the pile so the carpet dries faster.
- When the carpet is dry, use a clothes brush to restore the direction of the pile.

Carpet Cleaning

- Carpet cleaning should be carried out on a scheduled basis depending on the wear of the areas.
- Guest bedrooms should be shampooed at least twice per year.
- Banqueting, restaurants and corridor carpets should be done on a periodic basis i.e. 1 every 4 months or more depending on necessity.
- The carpet should be thoroughly vacuumed prior any shampooing taking place.
- The correct dilution of carpet shampoo should be used and the appropriate machine used.
- The carpet should be started from the furthest point working systematically over the complete area and dust cloths placed on top and blowers used to dry the carpets.

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- All furniture should be removed prior to starting shampooing and only placed back when the carpet is dry.

Upholstery Cleaning

- Special care should be taken when cleaning any upholstery or curtains in-situ. A small check should be made to ensure how the material reacts to water and the chemicals.
- Materials should be checked against manufactures instructions for cleaning method.
- Ensure the appropriate machine is used and the correct dilution of chemicals.
- Always work methodically from one side to the other and ensure upholstery is not overly wetted to avoid water damage marks.
- Use blowers to help dry items and ensure there is an even distribution of air.
- Any spotting should be carried out in a similar way to carpet spotting and this should be done prior to shampooing the rest of the item.
- Curtains should be left closed in order to dry properly and to avoid shrinkage and water marks.