### LIMERICK STRAND HOTEL

HOUSEKEEPING DEPARTMENT MANUAL





OUR MISSION
STATEMENT

LIMERICK STRAND HOTEL IS A FOUR STAR CITY
CENTER HOTEL PART OF THE MHL COLLECTION OUR
MISSION IS TO DELIVER MEMORABLE GUEST
EXPERIENCES IN A FRIENDLY ENVIRONMENT, BY
OUR PASSIONATE & DEDICATED TEAM

### MANUAL CONTENTS



ROOM STANDARD



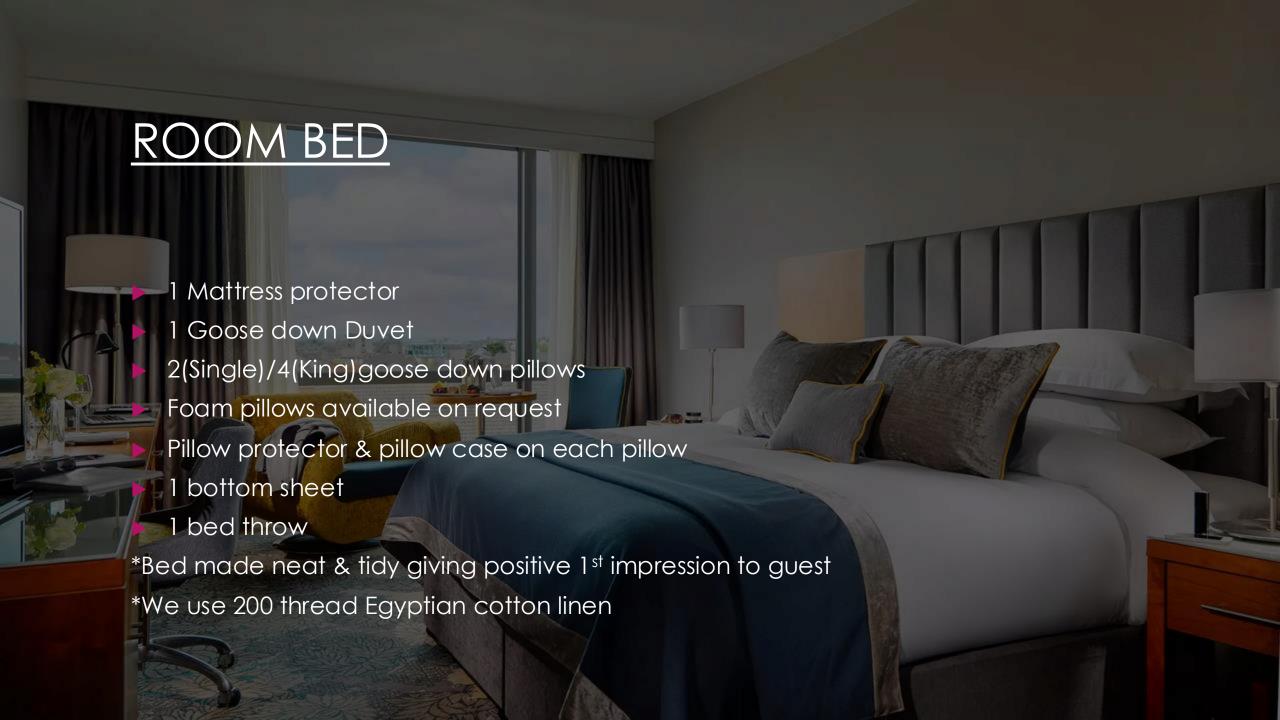
BATHROOM STANDARD



POWER OF CLEAN



### ROOM STANDARD





# ENTERING A BEDROOM

Knock door and announce "Housekeeping" 3 times, on the 3<sup>rd</sup> kock, slowly enter the room announce housekeeping 1 final time



Open Door Policy – prop open door with doorstop while inside.

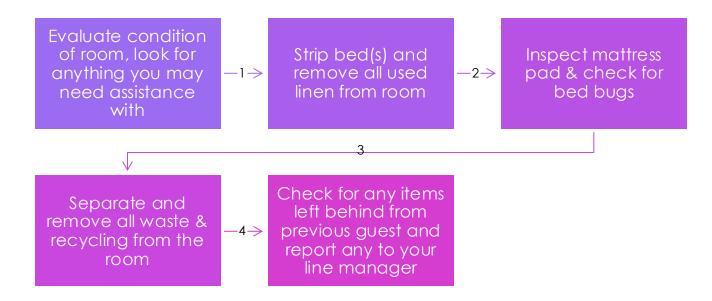


If DND (do not disturb) is displayed, do not knock or enter the room & Inform your supervisor.



Position trolley directly ir front of room door.

### **DEPARTURE - EVALUATE & REMOVE**





### MAKE THE BED



1

Using fresh gloves, retrieve clean line from your trolley



2

Place the fitted sheet, Then place top sheet



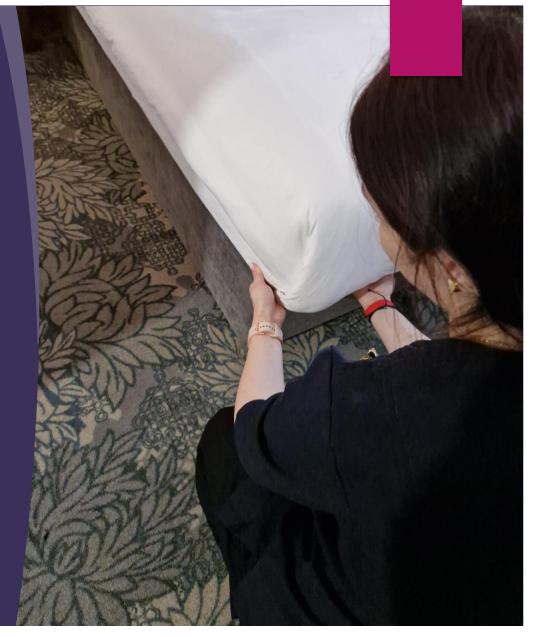
3

Assemble the
Duvet and place
on the bed folding
the ends and tuck
neatly



4

Place pillow protector/pillowcas e on pillow and set correctly on bed ensure all line on the bed is smooth and clean with no marks



### DUSTING



Work in a clockwise or anticlock wise motion around the room cleaning all surfaces including windows and mirrors



Clean coffee stations, cooler/fridge and dresser drawers



Clean bins and empty any waste into appropriate bags



Spend extra time sanitizing high touch areas such as phones, door handles, TV remote etc



As you're dusting check and ensure all lights, TV & phones are working properly



Routine high dusting should be carried out daily on picture frames, bed frames, window ledges inside wardrobes and

# BATHROOM STANDARD



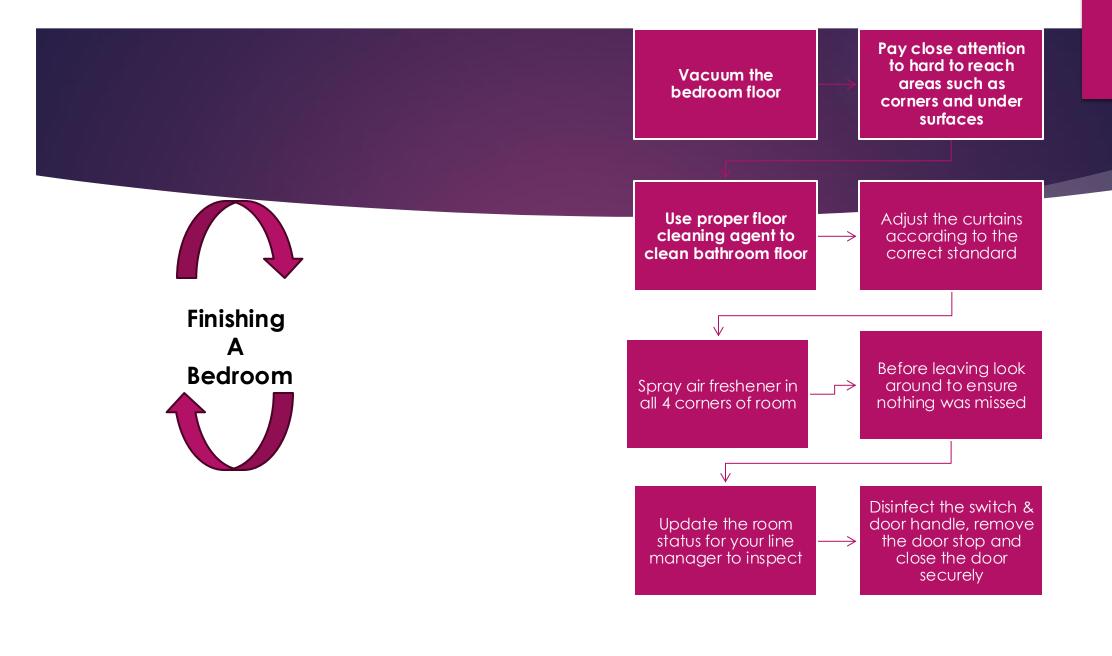
### POWER OF CLEAN



### CLEANING BATHROOM

















### CHEMICALS

- Oasis Pro Glass (Mirrors, Windows & Shower Screens)
- Oasis Pro 20 (Disinfecting all surfaces in bedroom)
- Oasis Pro White (Air Freshener)
- Disein Maxx (Disinfecting All Surfaces)
- Max WC2 (Toilet cleaner)

### CLOTH

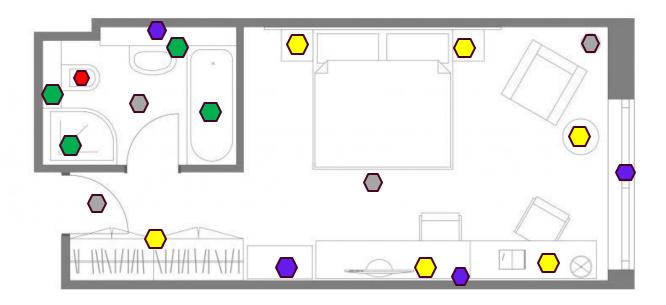
- Red Toilets & Urinals
- Green Bathroom Surfaces
- Blue Glass & Mirrors
- Yellow SurfaceDisinfecting & Dusting



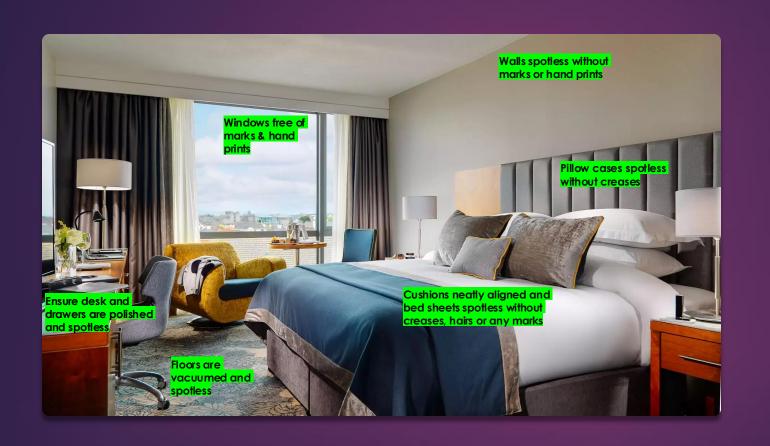
# POWER OF CLEAN

- Oasis Pro Glass
- Oasis Pro 20
- Disein Maxx
- Max WC2
- Oasis Pro White

A guide on where to use your cleaning agents in the bedrooms & bathrooms.



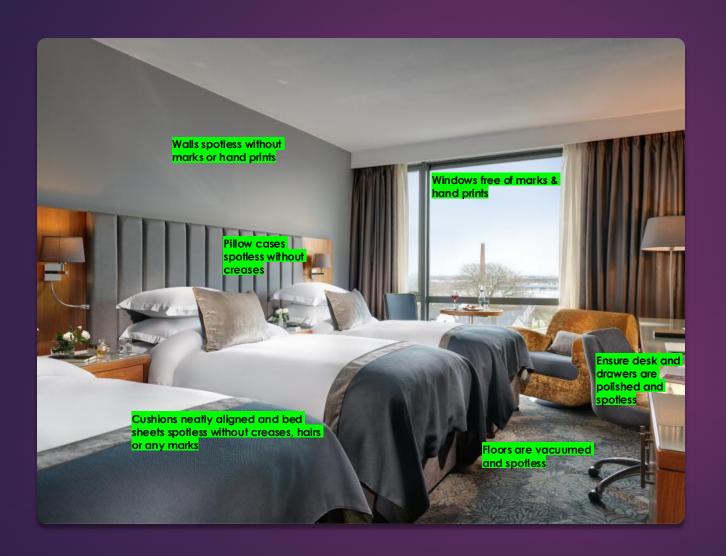
28.6m<sup>2</sup>



## SUPERIOR KING



## SUPERIOR TWIN



## SUPERIOR TRIPLE



# EXECUTIVE KING



# EXECUTIVE TWIN

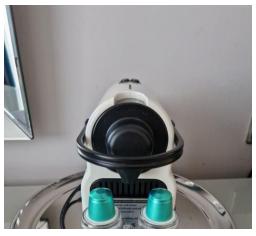


# Junior Suite

# EXECUTIVE ROOM & SUITE EXTRAS

- Nespresso Machine
- Branded bath towels
- Bath Robe & Slippers
- 24 Hour access to Executive Lounge







### ROOM AMENITIES

- Recycling Bin empty & washed
- Ice Bucket & Glasses inside press
- Cooler/Fridge is empty and spotless
- TV is working and free of any dust











### ROOM WARDROBE



- Extra blanket & Pillow
- 10 clothes hangers
- Iron & Iron Board
- Robes & Slippers if Executive or Suite
- Umbrellas only in suite

### COLLATERAL ON DESK

\*Ensuring everything is clean, not damaged & perfectly aligned. Room service menu is up to date & water best before date are in date.



### BEDSIDE LOCKER

- Phone
- DND sign
- Breakfast card
- Note Pad, paper & pen

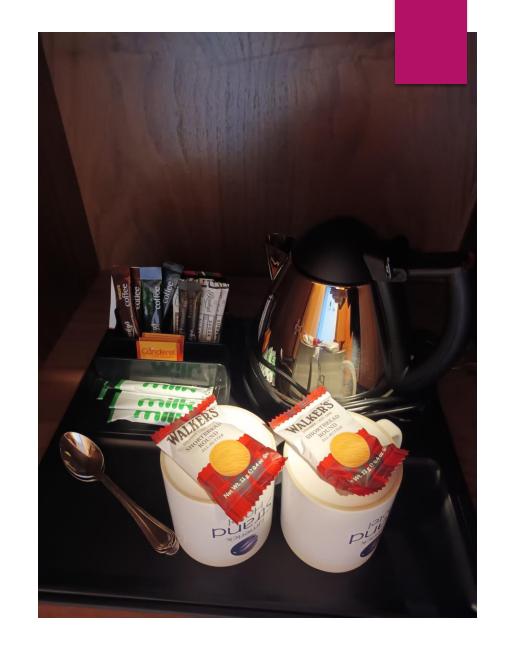
Attention to detail, everything should be neat & tidy and fit for purpose. Check phone is working and report any issue to your line manager



### TEA & COFFEE

- CLEAN POLISHED KETTLE
- ► 1 x CUP PER PERSON
- ► 1 x BISCUIT ON EACH CUP
- ▶ 2 x TEA BAGS PER PERSON
- 2 x COFFEE SACHET PER PERSON
- SUGARS & CANDEREL
- ▶ 2 x MILK SACHET PER PERSON

\*EVERYTHING SHOULD BE PERFECTLY ALLIGNED ON A CLEAN TRAY STORED INSIDE THE WARDROBE



### HOUSEKEEPING TROLLEY

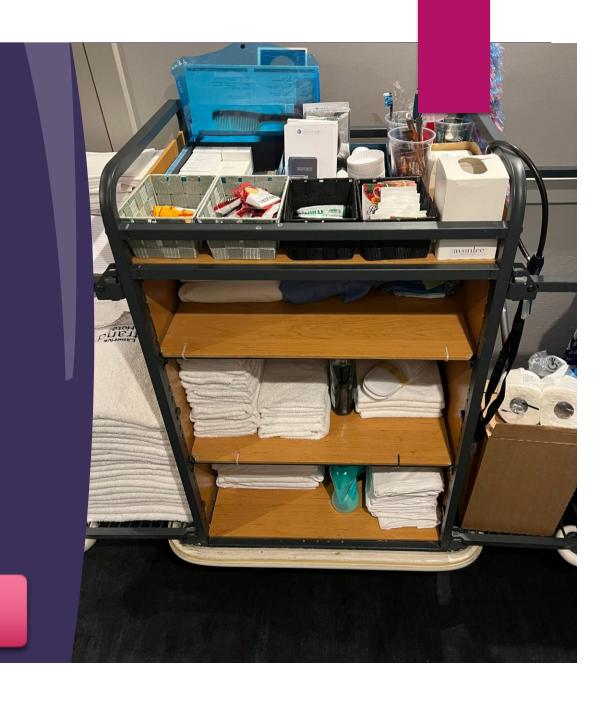
Always use the 8 principles of manual handling when using your trolley

Ensure your trolley is fully stocked daily

Ensure your trolley is neat and tidy at all times

Ensure you have the relevant waste segregation bags to capture all recyclable materials

No personal items or sensitive information should be stored on trolleys



### PUBLIC AREAS

- When cleaning any area of the hotel check for any rubbish and dispose of properly
- Dust and clean surfaces using correct cleaning agent
- Clean walls with correct cleaning agent depending on the material
- Clean under all furniture, cushions and pillows
- Use vacuum attachments to clean flooring seams
- Empty the bins and wash if necessary



### **PUBLIC AREAS**

Sweep and mop any hard floor surfaces and places a wet floor sign

In vending areas clean and dust ice machines with correct cleaning agent

In hallways and corridors, clean and dust all surfaces & ensure carpets and common areas are free of any debris and spotless

Clean windows with correct cleaning agent

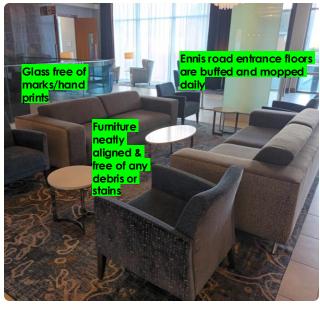
Report any defects or issues to your line manager











## LOBBY AREA

### **ELEVATORS**



Clean the exterior doors of the elevator

Clean the glass using Oasis pro glass cleaning agent Clean high touch points using Disein Maxx cleaning agent

Vacuum or mop the floors





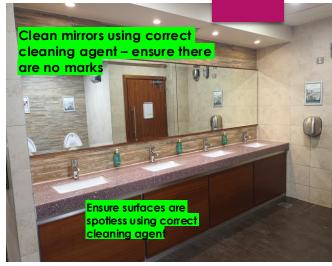
#### **PUBLIC TOILETS**

Toilets should be spotless clean at all times including floors, urinals, cubicles, toilet bowls, sinks, surface & mirrors.

Hand soaps and other amenities should be fully stocked each day

If you notice any issues in the public toilets you should report this to your line manager immediately







#### **BAR & RESTAURANT**

As part of a public area cleaners morning routine, the bar & restaurant area is cleaned following the daily checklist given to you by your line manager, tasks include deep cleaning floors, furniture, windows & doors as well as any other specific daily tasks that may be given by your manager. It is important you report any issues, damaged or stained material to your line manager immediately.

