

Chapter 10 Outline

Front-of-the-House Areas

- Entrances
- Lobbies
- Front Desk
- Corridors and Stairwells
- Elevators
- Public Restrooms
- Swimming Pool Areas
- Exercise Rooms
- Spas

Other Functional Areas

- Dining Rooms
- Banquet and Meeting Rooms
- Administration and Sales Offices
- Employee Areas
- Housekeeping Areas

Special Concerns

- Mold and Mildew
- Viruses

Competencies

1. Identify housekeeping's cleaning responsibilities in front-of-the-house areas of the hotel. (pp. 431–442)
2. Describe typical cleaning responsibilities of the housekeeping department in relation to food and beverage areas and banquet and meeting rooms. (pp. 442–443)
3. Describe housekeeping's responsibilities in relation to cleaning administrative offices, employee areas, and housekeeping department areas. (pp. 443–445)
4. Explain how the housekeeping department can respond to threats such as mold, mildew, and viruses. (pp. 446–449)