

Chapter 9 Outline

Preparing to Clean
 Assembling Supplies
 Room Assignments
Cleaning the Guestroom
 Entering the Guestroom
 Beginning Tasks
 Making the Bed
 Cleaning the Bathroom
 Dusting
 Vacuuming
 Final Check
Inspection
 Inspection Program Technology
Deep Cleaning
Allergens and Allergies
Turndown Service and Special Requests

Competencies

1. Identify procedures room attendants typically follow when reporting to work and preparing to clean guestrooms. (pp. 369–375)
2. Describe the procedures typically followed by room attendants when cleaning guestrooms. (pp. 375–391)
3. Explain the function of a guestroom inspection program. (pp. 391–394)
4. Distinguish routine guestroom cleaning from deep cleaning functions. (pp. 395–400)
5. Describe what hospitality properties are doing to provide allergen-free guestrooms. (pp. 400–401)
6. Identify typical procedures room attendants follow when providing turndown service for guests. (p. 402)