

Participant Handbook

Sector
Tourism and Hospitality

Sub-Sector
Hotels

Occupation
Housekeeping



Reference ID: **THC/Q0202, Version 1.0**
NSQF Level 4

Room Attendant

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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

Tourism and Hospitality Sector Skill Council

for

SKILLING CONTENT : PARTICIPANT HANDBOOK

Complying to National Occupational Standards of

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The preparation of this manual would not have been possible without the Tourism and Hospitality Industry’s support. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavours.

About this book

This book is designed for up grading the knowledge and basic skills to take up the job of 'Room Attendant' in 'Tourism and Hospitality' sector. All the activities carried out by a Room Attendant are covered in this course. Upon successful completion of this course the candidate will be eligible to work as Room Attendant.

This Participant Handbook is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

- Prepare for housekeeping operations
- Provide janitorial service
- Clean furniture, fittings and vertical surfaces
- Replace linen and make beds
- Conduct periodic deep cleaning
- Maintain area neat and tidy
- Collect and dispose waste properly
- Report, record and prepare documentation
- Communicate with customer and colleagues
- Maintain standard of etiquette and hospitable conduct
- Follow gender and age sensitive service practices
- Maintain IPR of organisation and customers
- Maintain health and hygiene
- Maintain safety at workplace

The symbols used in this book are described below.

Symbols Used



Key Learning
Outcomes



Steps



Time



Tips



Notes



Unit
Objectives



Exercise



Skills Practical



OJT

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1. Introduction and Orientation



Unit 1.1 - Introduction to Tourism and Hospitality Sector
(Hospitality Sector in India)

Unit 1.2 - Roles and Responsibilities of Room Attendant



Key Learning Outcomes

At the end of this module, you will be able to:

1. Familiarise with the Tourism and Hospitality Sector.
2. Identify the roles and responsibilities of a Room Attendant.
3. Familiarise with the organisational structure of housekeeping department.

UNIT 1.1: Introduction to Tourism and Hospitality Sector (Hospitality Sector in India)

Unit Objectives

At the end of the unit, you will be able to:

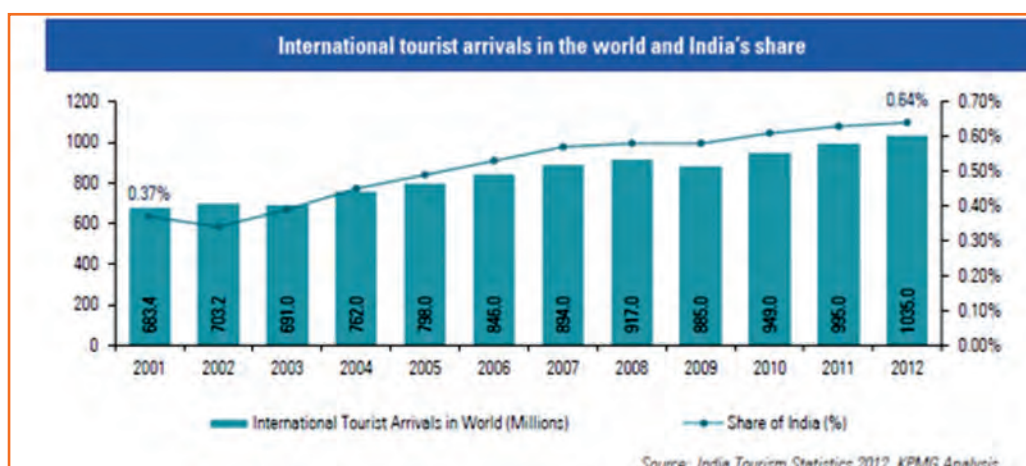
1. Familiarise with the Tourism and Hospitality Sector.

1.1.1 Introduction

The Indian tourism and hospitality industry has emerged in concert of the key drivers of growth among the services sector in India. The second-largest sub-segment of the services sector comprising trade, repair services, hotels and restaurants contributed nearly US\$ 295.7 billion or 19.2 per cent to the Gross Domestic Product (GDP) in 2015-16, whereas growing at 8.9 per cent year-on-year. tourism in India has vital potential considering the rich cultural and historical heritage, variety in ecology, terrains and places of natural beauty spread across the country. Tourism is additionally a potentially massive employment generator besides being a big source of foreign exchange for the country.

The industry is predicted to come up with 13.45 million jobs! across sub-segments like Restaurants (10.49 million jobs), Hotels (2.3 million jobs) and Travel Agents/Tour Operators (0.66 million). The Ministry of tourism plans to help the industry meet the increasing demand of skilled and trained work force by providing hospitality education to students additionally as certifying and upgrading skills of existing service providers.

India has moved up 13 positions to 52nd rank from 65th in tourism & Travel competitive index@. tourism Australia expects Indian tourist's arrivals in Australia to extend 12 per cent year-on-year to succeed in 245,000 visitors throughout FY 2015-16, therefore creating India the eighth largest source market for tourism in Australia.



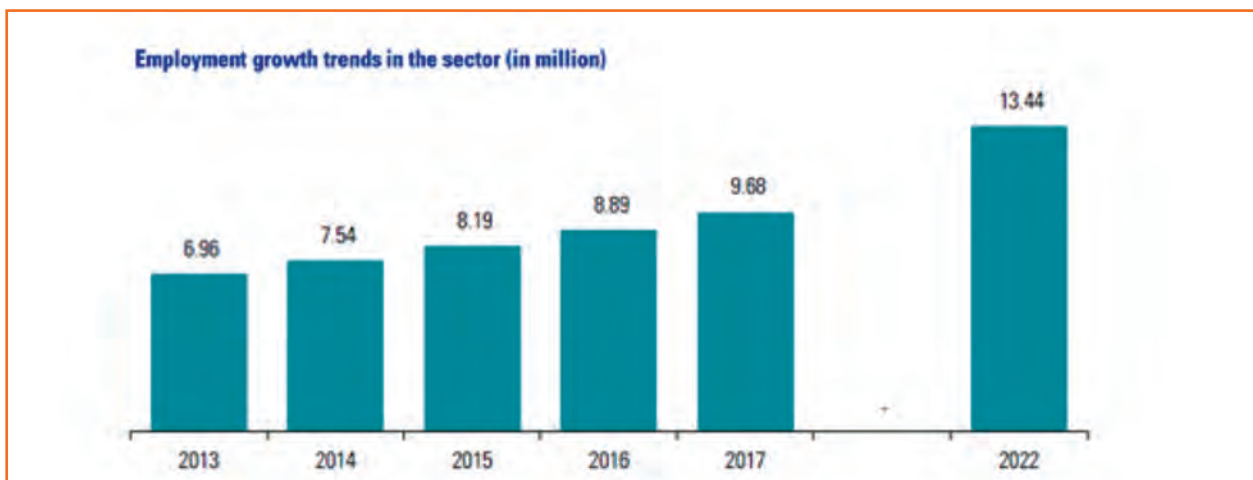
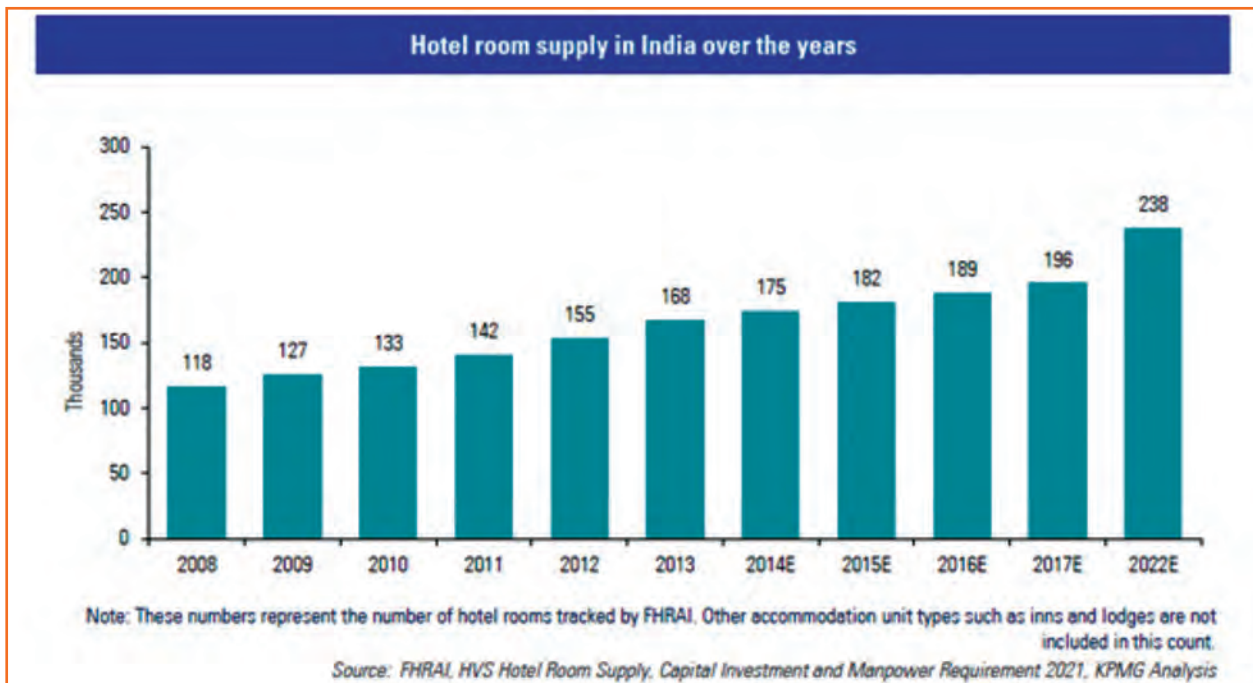
Market Size

India's rising social class and increasing disposable incomes has continued to support the expansion of domestic and outbound tourism. Total outbound visits inflated by 8.7 per cent to 19.9 million in 2015. Inbound tourist volume grew at a Compound Annual rate of growth (CAGR) of 6.8 per cent throughout 2010-15.

The number of Foreign tourist Arrivals (FTAs) has grown up at a CAGR of 3.7 per cent to 5.29 lakh year-on-year in May 2016. Foreign Exchange Earnings (FEEs) throughout the month of May 2016 grew at a rate of 8.2 per cent year-on-year to Rs10,285 crore (US\$ 1.52 billion).

The number of tourists inbound on e-Tourist Visa throughout June 2016 reached a total of 36,982 tourists registering a year-on-year growth of 137.7 per cent.

Online hotel bookings in India are expected to double by 2016 attributable to the increasing penetration of the internet and smart phones.



UNIT 1.2: Roles and Responsibilities of Room Attendant

Unit Objectives

At the end of the unit, you will be able to:

1. Identify the roles and responsibilities of a Room Attendant.
2. Familiarise the organisational structure of housekeeping department.
3. Familiarise with the objectives of housekeeping.

1.2.1 Introduction

Room Attendant is wholly responsible for keeping guest rooms and defined areas in clean and orderly position.

Brief Job Description: The room attendant identifies housekeeping needs of the designated areas and guest rooms, collects necessary resources, follows standardized procedures, takes control over systematic cleaning, makes bed, provides linen, performs timely deep cleaning, completes given housekeeping tasks and keeps records of work performed and completed.

Personal Attributes: The job role of room attendant needs the room attendant to bear good moral character, high integrity, good and healthy habits, appealing deportment, physical fitness, good grooming, proficiency and commitment towards work.

1.2.2 Roles and Responsibilities

- Identifying housekeeping requirements and procedures.
- Collecting necessary resources required for the guest rooms and defined areas.
- Completing given housekeeping tasks.
- Monitoring and maintaining cleanliness and tidiness at the workplace.
- Changing bed linen, pillow covers, towels etc.
- Making beds (morning and evening).
- Cleaning the floors using mops and vacuum cleaners .
- Dusting furniture.
- Polishing furniture, if required.
- Cleaning bathrooms; floor, sink, taps and showers etc.
- Replenishing bathroom supplies such as soaps, shampoo, moisturisers, toothpaste etc.
- Re-stocking drinks in the mini-bar.
- Replenishing water and eatables provided in the room.

Occasional Duties

- Knowledge of housekeeping standards required at the workplace.
- Well-versed with site layouts and obstacles.
- Skilled in inspecting a work area to choose what type of cleaning it requires and the best way of carrying this out.
- Knowledge of levels of personal hygiene and the importance of maintaining them during work.
- Well-versed with storage, service and upkeep all the procedure required for housekeeping equipment and consumables.
- Proficient in cleaning the work area in the correct sequence.
- Proficient at identifying the signs of pest infestation and the required action to take to deal with it.
- Well-versed with using different equipment for different cleaning tasks and the reasons for colour-coding.
- Comprehension of mixing the cleaning solutions in right amount and safely and necessity of following manufacturer's instructions.
- Well-versed with types of problems one might come across while cleaning toilets and the ways to deal with it.
- Proficient in the ways of effective cleaning that helps with infection control.

1.2.3 Organizational Structure of Housekeeping

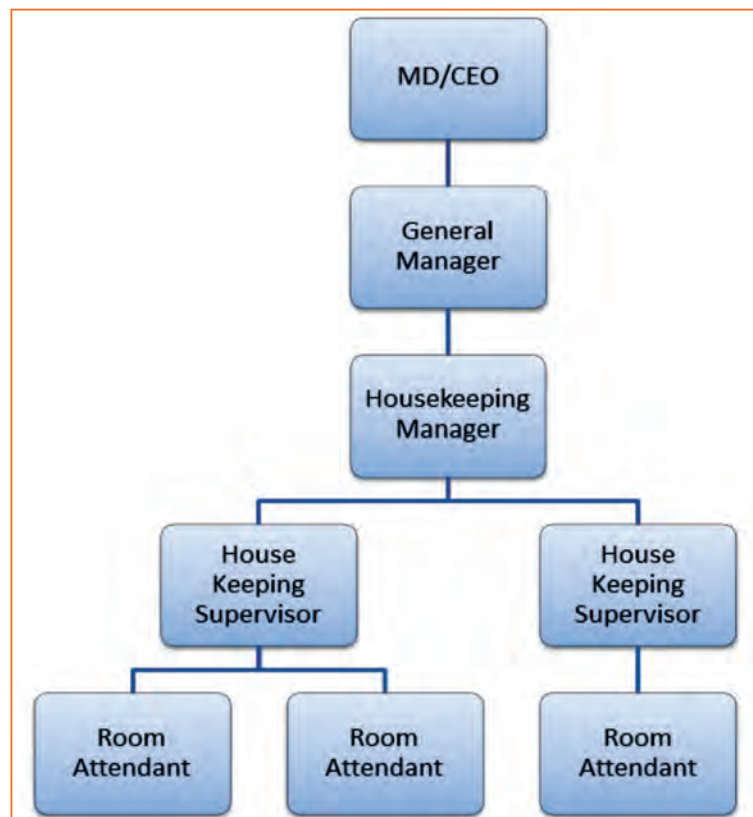


Fig.1.2.1: Organizational Structure of Housekeeping

1.2.4 Objectives of Housekeeping



Fig.1.2.2: Objectives of Housekeeping

1.2.5 Career Opportunities in Housekeeping

There are a number of opportunities for someone working in housekeeping. The career opportunities are not only confined to hotels but are also present in:

- Hospitals
- Malls
- Facility Management
- Airports
- Corporate offices
- Cruise Ships

In all these establishments, housekeeping is an important part as all these establishments experience huge customer traffic and the rooms, common areas etc. should always be presentable. In hospitals the patient wards, ICUs, common areas should be maintained in a clean and hygienic manner. Similarly, malls and offices require housekeeping to maintain the cabins, washrooms, common areas etc.

It is clear that for people working in housekeeping have a number of career opportunities present to them and can grow exponentially.

The career progression for a room attendant is depicted below:



Fig.1.2.3: Career progression for a room attendant

2. Housekeeping Requirements



Unit 2.1 - Equipment Readiness

Unit 2.2 - Equipment used in Work



THC/N0208

Key Learning Outcomes

At the end of this module, you will be able to:

1. Check assigned area as per duty roster for different types of things to be cleaned
2. Check the occupancy rate for the areas assigned
3. Inspect the area for cleaning
4. Identify the types of surfaces to be cleaned
5. Assess requirement for housekeeping equipment and consumables
6. Ensure that data and information received is complete and correct
7. Identify workplace procedures for housekeeping
8. Choose the equipment and materials taken into account
9. Prepare work area using PPE
10. Obtain the PPE required
11. Wear the personal protective equipment required for the cleaning method
12. Follow the instructions and procedures for entering and leaving the workplace

UNIT 2.1: Equipment Readiness

Unit Objectives

At the end of the unit, you will be able to:

1. Familiarise with duty roster.
2. Identify and wear/use the PPEs.

2.1.1 Documents

1. **Duty Roster:** A duty roster is a plan or list showing turns of duty or leave for individuals or groups in an organization. The duty roster is made by Housekeeping Assistant Manager/ Executive and approved by the Executive House Keeper (EHK). The roster is made on a monthly basis for all In charges. The roster is changed on the first day of the month. Off days are taken as per the roster. Changes in off days or in shifts should be with the permission of Housekeeping Assistant Manager/ Executive. A copy of the roster is sent to the HR department.
2. **Checklists for Housekeeping:** Each and every guest room should be checked on regular basis by the room attendant as this will help the hotel to achieve high guest satisfaction in terms of comfort of room and for safety measures. If the room attendant has not been able to check the room by the end of shift, the Assistant Executive housekeeper should do it before allotting the room for guest occupancy. Use of a pre-printed room inspection check-list form will prove effective for the hotel management. It will establish a set procedure making sure that will remind Housekeeping Supervisor / Executive and Room Attendants of any defects and missing amenities for the guest.
3. **Standard Operating Procedure (SOP):** Written procedure prescribed for repetitive use as a practice, in accordance with agreed upon specifications aimed at obtaining a desired outcome.

2.1.2 Personal Protection Equipment

Personal protective equipment (PPE) refers to protective helmets, clothing, goggles, or other garments or equipment made to protect the wearer's body from infection or injury. The hazards addressed by protective equipment include electrical, physical, heat, chemicals, and airborne particulate matter. Protective equipment may be worn for job-related occupational safety and health purposes, for sports as well as other recreational activities. "Protective clothing" is applied to traditional categories of clothing, and "protective gear" applies to items like guards, masks, pads, or shields, and others.

The motive of personal protective equipment (PPE) is to minimize employee exposure to hazards when engineering and administrative controls are not feasible or effective to minimize these risks to acceptable levels. Personal protective equipment (PPE) is required when hazards are present there. Personal protective equipment (PPE) has the serious restriction that it does not remove the hazard at source and may result in employees being exposed to the hazard if the equipment fails. Any item of personal protective equipment (PPE) imposes a barrier between the wearer/user and the working environment. This can make additional strains on the wearer; damage their ability to carry out their work and make notable levels of discomfort. Any of these can dissuade wearers from using PPE correctly, therefore placing them at risk of ill-health, injury or, under great situations, death. Good

ergonomic design can help to reduce these barriers and can therefore help to ensure safe and healthy working conditions by the correct use of PPE. Practices of occupational safety and health can use hazard controls and interventions to reduce workplace hazards, which pose a threat to the safety and quality of life of workers. The hierarchy of hazard control hierarchy of control provides a policy framework which ranks the kinds of hazard controls in terms of complete risk reduction. At the top of the hierarchy are elimination and substitution, which remove the hazard wholly or replace the hazard with a safer alternative. If elimination or substitution measures cannot apply, administrative controls and engineering controls, which look to design safer mechanisms and coach safer human behavior, are implemented. Personal protective equipment (PPE) ranks last on the hierarchy of controls, as the workers are regularly exposed to the hazard, with a barrier of protection. The hierarchy of controls is important in acknowledging that, while personal protective equipment has enormous utility, it is not the desired mechanism of control in terms of worker safety.

2.1.2.1 Eyes

Hazards: Chemical or metal splash, dust, projectiles, gas and vapour, radiation

Options: Safety spectacles, goggles, face screens, face shields, visors

Note: Ensure that the eye protection selected has the correct combination of impact/dust/splash/molten metal eye protection for the task and fits the user properly.



Fig.2.1.1: Eye protector

2.1.2.2 Head and Neck

Hazards: Impact from falling or flying objects, risk of head bumping, hair getting tangled in machinery, chemical drips or splash, climate or temperature

Options: Industrial safety helmets, bump caps, hairnets and firefighters' helmets

Note: Some safety helmets incorporate or can be fitted with specially-designed eye or hearing protection. Don't forget neck protection, eg scarves for use during welding. Replace head protection if it is damaged.



Fig.2.1.2: Hairnet