

Business Plan Phnom Tong Daeng Golden Heart Hotel

Eco-vriendelijk Hotel, Restaurant en Duurzaam Toerisme

Cleaning Hand Book

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PTD Golden Heart Hotel

This cleaning hand book contains all the relevant information required for the employees.

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Laws and regulations in the Netherlands and Cambodia

Cleaning in the Netherlands

Employers and employees have to abide to several laws and regulations for cleaning like health, safety and environmental rules.

The employer have to observe the following principles:

1. Employers have to ensure that the working environment for the employee is safe and healthy.
2. The employer ensures that the employee get education and instructions so that the employee can do his work safe en healthy.
3. The employees have to be notified by the employer to the specific hazards which can occur in their employment situation. The employer must observe the instructions and regulations for safe and healthy working.
4. Together with the supplier group, the employer orient to the use of environmental friendly resources.
5. For the establishment and implementation of the health and safety policy, the employer will consider its own responsibility, that of the participation council, and the individual employees.
6. The employer shall take the competencies of the participation council into account, as set out in the Councils Act and the Working Conditions Act.
7. The employer has an active policy regarding the improvement of working conditions for temporary workers. That means that:
 - Heavy work have to be spread evenly between permanent workers and temporary workers if the work, the knowledge and experience of the temporary workers permit that;
 - Information and instruction is given to the temporary workers at the start of work;
 - Adequate personal protective equipment and tools are available for the temporary workers.

There are also rules for detergents. These have to comply with the European Guidelines General Product Safety which states that products have to be safe, and that hazardous products must be reported to the Food and Consumer Product Safety Authority. According to the European Detergent Regulation, detergents in Europe may detergents only contain fully biodegradable substances. Besides, manufacturers must mention the preservatives they have used and what the best dosage is.

Products which will be used by cleaners must comply with the ergonomic criteria for for example vacuum cleaners and scrubbing machines.

In the Netherlands, cleaners follow a working method. Therefore, they use microfiber cloths. Often, these cloths have different colours. One colour they use for, for example, cleaning a desk and they use another colour for the toilets. So, cleaning is hygienic because of the use of different cloths. Furthermore, less detergents are needed because of the microfiber cloths.

Cleaning in Cambodia

Research in several guesthouses showed that there are no rules for cleaning. You can do anything you want. Hotels set up their own 'rules' and organize their own cleaning process and methods. The do not use different cloths for cleaning the room and bathroom. They never vacuum but wipe the floor with a broom and wipe it.

Maintenance of a building in the Netherlands

In the Netherlands, organisations often have a long-term maintenance plan for the maintenance of their building. In a long-term maintenance plan is written what needs to be maintained every year and what the costs are. Maintenance of a building costs money and with a long-term maintenance plan these costs can be controlled because a planning gives insights in the short and long term costs.

A long-term maintenance plan has several benefits, for example:

- Reduced operating costs;
- A reduction of the energy costs;
- The value of the building is more solid;
- A pleasant stay and work climate;
- A lower absenteeism and higher productivity;
- Extending the lifespan of the building;
- Image or identity improvement.

A building, part of a building or a coherent group of buildings of parts of it with an accommodation function, like hotels and guesthouses, are obliged to have a legionella prevention and a safe water supply system.

The installations, safety objects and plans in the building need to be checked ones or more a year. It involves:

- Heating installations;
- Cooling installations;
- High voltage (NEN 3840);
- Low voltage (NEN 3140);
- Medical spaces (NEN 3134);
- Emergency lights (Building Act, Labour Law and NEN-EN 1838);
- Thermography;
- Lightning protection (NEN 1014);
- Machine safety;
- Electric work equipment;
- Lifting and hoisting utilities;
- Elevators (NEN 1081 and 1082);
- Facade installations;
- Climb materials (NEN 2684);
- Legionella;
- Fire alarms installations (NEN 2654);
- Sprinkler installations;
- Fire extinguishers (NEN 2559);
- Explosions risks;
- Risk Inventory and Evaluation;
- Emergency and evacuation plan.

Employees can do the check, but also specialized companies. If a specialized company does the control, you can get a certification. That is a benefit, but it costs money.

Maintenance in Cambodia

Guesthouses do not work with a long-term maintenance plan. They often think on short term. If something is broken, for example a bed, they will repair it but they do not invest in new bed even when it is an old bed.

There is also no maintenance of the rooms in guesthouses. After a few years, the walls and ceilings need to be painted but this is often not happened. So, the maintenance of buildings runs far behind. So maintenance costs more because a lot needs to be restored in one time.

Advice for the PTD Golden Heart Hotel

Cleaning

A clean room is important for guests. Their stay will be pleasant and comfortable when their room is clean. To realize that, a cleaning plan is recommendable. Furthermore, there needs to be a general cleaning method.

It is assumed that the new hotel has 50 rooms. Research in other hotels found out that there is one cleaner for ten rooms. So that means that two cleaners per day in the new hotel are sufficient. The room will be cleaned every day. The tasks are (in chronologic order):

Tasks	Frequency
Make up beds	Every day
Clean sheets on the beds	Every three days
Dust cleaning (telephone, doorknobs, desk, closet)	Every day
Clean the bathroom (shower, sink, toilet, and floor)	Every day
Clean towels	Every day
Standard two roles of toilet paper in the bathroom	Every day
Small bottle of water per person	Every day
Empty the dustbin	Every day
Sweep the floor	Every day
Mop the floor	Every two days

When a guest checked out, the room should be cleaned complete. The tasks for a complete cleaning are (in chronologic order):

Tasks
Make up beds
Clean sheets on the beds
Dust cleaning (telephone, doorknobs, desk, closet)
Clean the refrigerator
Clean the window
Clean the bathroom (shower, sink, toilet, and floor)
Clean towels
Standard two roles of toilet paper in the bathroom
Small bottle of water per person
Empty the dustbin
Sweep the floor
Mop the floor

If a guest have specific wishes with regarding to the cleaning of the room they can fill in a card which is in the rooms. The housekeeping will gather the cards but the cards can also be delivered at the service desk.

The cleaners will also clean the public areas of the PTD Golden Heart Hotel. There is a clean desk policy which means that all employees need to clean their working place before leaving. The tasks are in the scheme below. They will clean the public areas early in the morning, before they will clean the rooms.

Tasks	Frequency
Empty all dustbins	Every day
Clean the floor of the entrance	Every day
Clean the desk and floor of the reception	Every day
Clean the floor of the restaurant	Every day
Clean the floor of all corridors	Every day
Clean all furniture in the public areas	Every day

Clean all doors in the public areas	Every day
Clean all toilets in the public areas	Twice a day
Clean the window in the public area	Twice a week

For the cleaning, the cleaners will use microfiber cloths. You do not need a lot detergent when you use microfiber cloths so you will save detergent and that is more environmental friendly. It is more hygienic to use different microfiber cloths for the furniture and the bathroom. For example, use the blue microfiber cloths for the furniture and the red microfiber cloth for the bathroom. Voor elke kamer nieuwe doekjes? Om de hoeveel tijd worden er nieuwe aangeschaft?



Rule; It's forbidden to take things from the rooms when the guest leave the hotel. They have to take it to the Manager.

Maintenance

Maintenance is important for the state and the value of the building. The costs for maintenance are higher when the building is poorly maintained. There are several types of maintenance but for the guesthouse are the following important:

- **Planned maintenance:** this is what preventive maintenance is scheduled in advance. This can be through a long-term maintenance. This plan sets out what needs to be maintained when and what the costs are.
- **Not planned maintenance:** this is corrective maintenance so that maintenance is carried out in response to complaints such as a leaking roof. It is important that these complaints are equally resolved to avoid further problems and damage.

Work instruction cleaning**ROOMS**

<i>Work instruction</i>	Cleaning	<i>Date</i>	01-01-2016
<i>Process owner</i>	Supervisor housekeeping	<i>Version</i>	1.0
<i>Process</i>	Cleaning of the rooms	<i>Author</i>	Manager;

Purpose

The rooms of the guesthouse need to be cleaned every day so that the guests will be satisfied.

Target group

Cleaners and supervisor housekeeping.

Equipment

- ✓ Trolley
- ✓ Microfiber cloths
 - To clean furniture
 - To clean the refrigerator
 - To clean the bathroom
- ✓ Detergent: interior detergent and sanitary detergent
- ✓ Broomstick
- ✓ Dustpan
- ✓ Mops
- ✓ Plunger

Preparation

Make sure that all cleaning equipment is present: enough clean microfiber cloths and mops, enough detergent, enough clean towels and enough new bottles of water.

Execution

The rooms are cleaned every day. The frequency of some tasks differs from other tasks. In the table below is showed what should be cleaned and what the frequency is (in chronologic order).

<i>Tasks</i>	<i>Frequency</i>
Make up beds	Every day
Clean sheets on the beds	Every three days
Dust cleaning (telephone, doorknobs, desk, closet)	Every day
Clean the refrigerator	After checking out
Clean the window	After checking out
Clean the bathroom (shower, sink, toilet, and floor)	Every day
Clean towels	Every day
Standard two roles of toilet paper in the bathroom	Every day
Small bottle of water per person	Every day
Empty the dustbin	Every day
Sweep the floor	Every day
Mop the floor	Every two days

The cards which are filled in by the guests have to be gathered and if necessary, their request have to be executed.

For safety reason: place the trolley against the wall at one side of the corridor.

Check

Before the cleaners leave the room, they have to check that everything is cleaned.

Report

Fill in the cleaning list.

Attention points

- ✓ Use different microfiber cloth for the room, bathroom and refrigerator.
- ✓ Use the interior detergent for the furniture and the sanitary detergent for the bathroom.

Work instruction cleaning**PUBLIC AREAS**

<i>Work instruction</i>	Cleaning	<i>Date</i>	01-01-2016
<i>Process owner</i>	Supervisor housekeeping	<i>Version</i>	1.0
<i>Process</i>	Cleaning of the public areas	<i>Author</i>	Manager;

Purpose

The public areas of the guesthouse need to be cleaned every day so that the guests will be satisfied.

Target group

Cleaners and supervisor housekeeping.

Equipment

- ✓ Trolley
- ✓ Microfiber cloths
 - To clean furniture
 - To clean the toilets
- ✓ Detergent: interior detergent and sanitary detergent
- ✓ Broomstick
- ✓ Dustpan
- ✓ Mop
- ✓ Plunger

Preparation

Make sure that all cleaning equipment is present: enough clean microfiber cloths and mops, and enough detergent.

Execution

The public areas are cleaned every day. The frequency of some tasks differs from other tasks. In the table below is showed what should be cleaned and what the frequency is.

<i>Tasks</i>	<i>Frequency</i>
Empty all dustbins	Every day
Clean the floor of the entrance	Every day
Clean the desk and floor of the reception	Every day
Clean the floor of the restaurant	Every day
Clean the floor of all corridors	Every day
Clean all furniture in the public areas	Every day
Clean all doors in the public areas	Every day
Clean all toilets in the public areas	Twice a day
Clean the window in the public area	Twice a week

For safety reason: place the trolley against the wall at one side of the corridor.

Check

Before the cleaners leave the public area, they have to check that everything is cleaned.

Report

Fill in the cleaning list.

Attention points

- ✓ Use different microfiber cloth for the furniture and toilet.
- ✓ Use the interior detergent for the furniture and the sanitary detergent for the toilet.

Procedure cleaning**PUBLIC AREAS**

<i>Work instruction</i>	Cleaning	<i>Date</i>	01-01-2016
<i>Process owner</i>	Supervisor housekeeping	<i>Version</i>	1.0
<i>Process</i>	Cleaning of the public areas	<i>Author</i>	Manager;

Purpose
The public areas of the guesthouse need to be cleaned every day so that the guests will be satisfied.

Target group
Cleaners and supervisor housekeeping.

Equipment

- ✓ Trolley
- ✓ Microfiber cloths
 - To clean furniture
 - To clean the toilets
- ✓ Detergent: interior detergent and sanitary detergent
- ✓ Broomstick
- ✓ Dustpan
- ✓ Mop
- ✓ Plunger

Content of the procedure
For the cleaning of the public areas are agreements established in this procedure.

Tasks

- Cleaner:
 - ✓ Make up beds (every day)
 - ✓ Clean sheets on the beds (every three days)
 - ✓ Dust cleaning: telephone, doorknobs, desk, closet (every day)
 - ✓ Clean the bathroom: shower, sink, toilet, and floor (every day)
 - ✓ Clean towels (every day)
 - ✓ Standard two roles of toilet paper in the bathroom (every day)
 - ✓ Small bottle of water per person (every day)
 - ✓ Empty the dustbin (every day)
 - ✓ Sweep the floor (every day)
 - ✓ Mop the floor (every two days)
 - ✓ Empty all dustbins in the public area (every day)
 - ✓ Clean the floor of the entrance (every day)
 - ✓ Clean the desk and floor of the reception (every day)
 - ✓ Clean the floor of the restaurant (every day)
 - ✓ Clean the floor of all corridors (every day)
 - ✓ Clean all furniture in the public areas (every day)
 - ✓ Clean all doors in the public area (every day)
 - ✓ Clean all toilets in the public area (twice a day)
 - ✓ Clean the windows in the public area (twice a week)
- Supervisor housekeeping:
 - ✓ Check if all the tasks of the cleaners are done

Check
Before the cleaners leave the public area, they have to check that everything is cleaned.

Report
Fill in the cleaning list.

Attention points

- ✓ Use different microfiber cloth for the furniture and toilet.
- ✓ Use the interior detergent for the furniture and the sanitary detergent for the toilet.

