



Preparation



Cleanliness



**Supplies**



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## Equipment of the office

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### Objective and scope

The following procedure defines the correct organization and cleanliness of the office.

This procedure applies to all the Housekeeping staff.

The Housekeeper will be in charge of demonstrating to all the collaborators how to correctly set up the offices of the hotel so that everyone organizes and distributes the items exactly the same way. The chambermaids will be responsible for maintaining the office in perfect order and cleanliness.

### Summary

- 1 Equipment and arrangement of the office
- 2 Related procedures
- 3 Procedure validation

### 1 Equipment and arrangement of the office

#### **Responsible: Housekeeper, chambermaid**

The office is a reserved space for storing the equipment, material and cleaning products which are placed as a general rule in each floor.

They should all be organized in the same way, identified and closed.

In order to speed up the daily tasks and facilitate the work of all the Housekeeping Staff it is essential to maintain the office in perfect order and cleanliness as it the first place you will enter first thing in the morning to take the items needed for work.

#### **All the material will be put in its corresponding place:**

- We should take into consideration the weight of the objects (amenity boxes, bags for the sheets...) whenever organizing the office. It is recommended to store the heaviest and most used objects (boxes of gels, etc.) on the middle shelves (at the height of our waist, approximately) so as to make it easier to remove these objects without having to bend or adapt uncomfortable positions.
- Towels, sheets and bathrobes are to be placed folded leaving the folded sides facing out so as to make it easier to remove and arrange in the trolley.
- The amenities should be placed in boxes and organized.



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- The chemical cleaning products will be placed with their corresponding safety instructions. They should be labelled with the corresponding stickers provided by the supplier. If it is necessary, you can request from Johnson Diversey to correctly label the containers.
- The cleaning items (vacuum cleaner, trolley for the dirty laundry, the bucket and mop, etc.) will be placed in the appropriate place for them.
- The products of the minibar will be put in the appropriate place for them (closet or a separate shelf, if applicable).
- The standardized or approved material for the "Prevention of Work Hazards" will also be put in the appropriate place for them.
- Photo of the correct set up of the office and trolley taken by the Housekeeper

### EQUIPMENT OF THE OFFICE

<b>Household goods</b> <ul style="list-style-type: none"> <li>Hand towels</li> <li>Bath mats</li> <li>Bidet towels</li> <li>Bottom sheets, countertops and cover mattresses</li> <li>Pillowcases</li> <li>Special pillows (if available)</li> <li>Bedspreads</li> <li>Blankets</li> <li>Amenities</li> <li>Hygienic bags</li> <li>Bags for the wastepaper bins</li> </ul>	<b>Personal Protective Equipment (PPE)</b> <ul style="list-style-type: none"> <li>Protection goggles to avoid splashes</li> <li>Gloves to protect from chemical and biological agents, nitrile, disposable and non disposable</li> <li>Disposable apron</li> <li>Mechanical protective gloves</li> <li>Cotton gloves</li> </ul>
<b>Cleaning material</b> <ul style="list-style-type: none"> <li>Bucket and mop</li> <li>Ladder</li> <li>Trolley</li> <li>Vacuum cleaner</li> </ul>	<b>Copy of the safety instructions for the chemical products used</b>
<b>3 step ladder</b>	<b>Internal display signs: Informative signs Campaign of Prevention of Work Hazards: "Hygienic measures for the Housekeeping staff"</b>
<b>Cleaning utensils with an extensible handle</b>	<b>Internal display signs: With the instructions of how to refill the Agua de la Tierra dispensers (if available) photo of the trolley and office.</b>
<b>Emergency equipment</b> <ul style="list-style-type: none"> <li>Vests, stickers and instructions for the evacuation</li> </ul>	<b>Display signs: With the risks and preventive measures of the most common chemical products.</b>
	<b>Emergency kit</b>
	<b>Minibar products (if applies)</b> <ul style="list-style-type: none"> <li>According to the corresponding products</li> </ul>



### Do not forget

- It is important that each time a material has been used up, to notify this or replace it immediately. In this manner, the following day, the chambermaid who starts the shift does not have to replace the material first thing in the morning. If it were necessary to replace the material, it would slow down the work.
- In each one of the offices, the minimum stock of all the material will be defined to ensure and guarantee that the necessary material is available each time to ensure the daily work is carried out efficiently.
- Keep the office locked, and in case you have washbasins in the offices check that the taps are tightly closed so that there are no leaks in order to avoid unnecessary water costs.

## 2 Related procedures

Management of the inventories and the storage of the laundry

## 3 Procedure validation

Version	Corporate area	Approved by:		Approval date
1	Operations ( <b>Process Owner</b> )	Operations Control Director	Anja Loijens	March 2012
		Chief Operations Officer	Ramón Aragonés	
	Internal Audit	SVP Internal Audit		
	Resources	SVP Human Resources		
	Strategy & Development	SVP Quality & Competition		
	Management Committee			Steering Minutes 26/03/2012