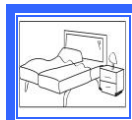




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## Equipment of the trolley

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### Objective and scope

The following procedure defines the correct organization and correct arrangement of the trolley for all the hotels in all the Business Units.

The procedure applies to all the Housekeeper staff.

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

### Summary

- 1 Arrangement of the elements
- 2 NH with the Environment
- 3 Daily service performance
- 4 Procedure validation

### 1 Arrangement of the elements

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

Due to the importance of making a good impression towards the guests, it is crucial that we put special emphasis on the organization and arrangement of the trolley as it is the most visible element of our department. Any incorrect arrangement of all the elements that are included in a trolley can cause a negative image of our department.

#### **Place the elements correctly:**

- On the top shelf, arrange the amenities according to the type of hotel, the stationery, the seals and the items to be refilled in the minibar (if apply). Try to use the separators in order to make it easier to organize.
- On the middle shelves, place the heaviest material to avoid having to bend or adapt awkward or uncomfortable positions to remove the material.
- The towels and sheets should be placed folded facing out so as to make it easier and quicker to remove. If it is needed another trolley could be used.
- The trash bag will be placed inside the canvas bag which hangs on the left side of the bracket and should not be hung on the upper bracket.



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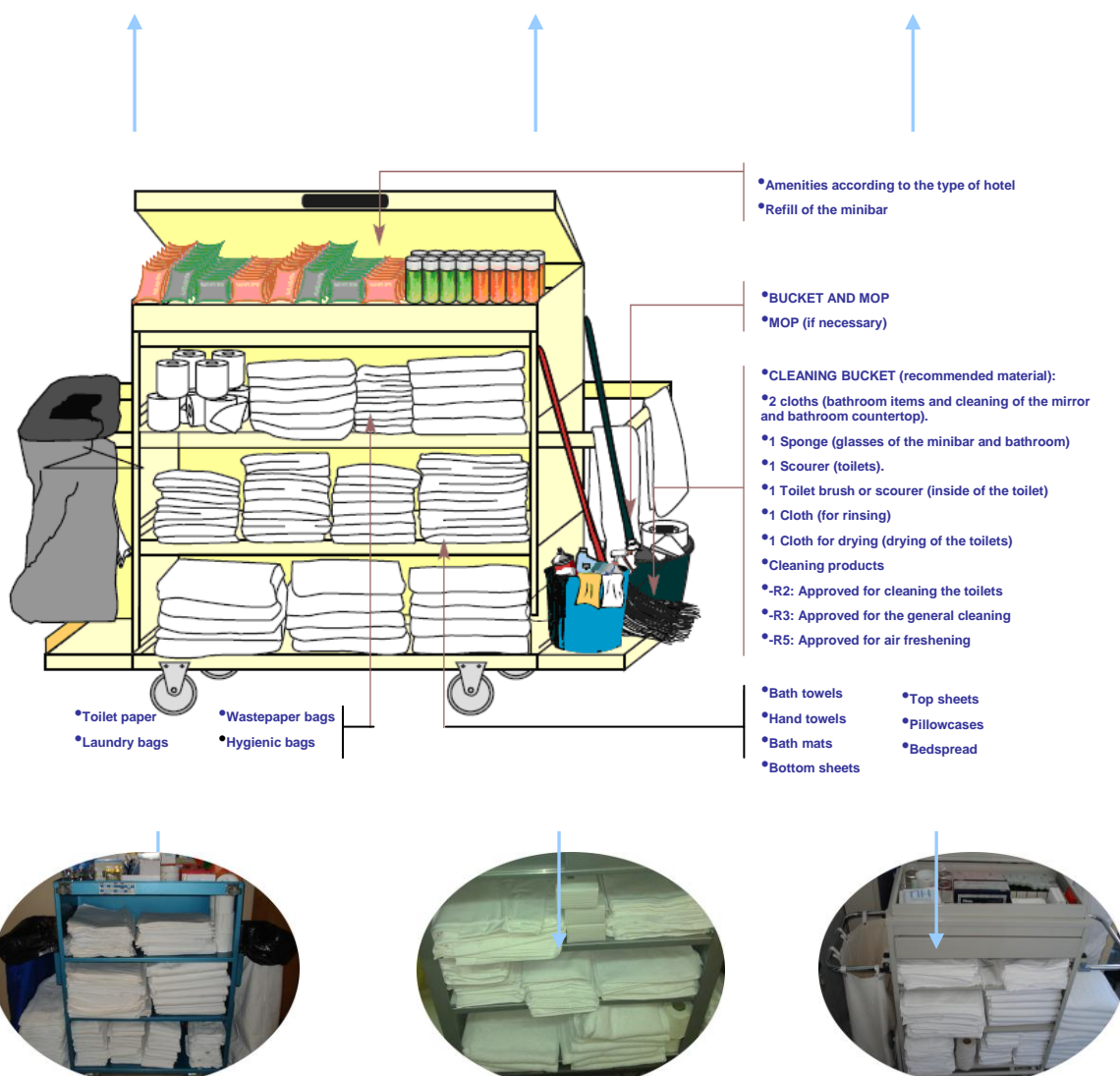
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- The cleaning kit along with the mop and bucket will be placed on the bottom right bracket.
- It is not allowed to place stickers, hanging cloths, hanging bags, food, plastic packaging or flowers that can damage the image of the hotel.

### EXAMPLE OF HOW TO ARRANGE THE MATERIAL





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## 2 NH with the Environment

NH Hoteles is committed to take care and respect the environment during their daily activities. To make this commitment a reality, NH Hoteles deems necessary the maximum participation of the entire company and all its employees throughout the implementation of efficient and innovative solutions in services and products.

Segregation of waste is needed in the hotels for its later recycling process, if the hotel identifies a solution to recycle, could be carried on, always if no bags hanged from the trolley.

For this, an accessory has been implemented for the trolley of the chambermaid which applies to all those hotels that recycle wastes:

This device has two main advantages for NH Hoteles:

1. Improve the ratios of recycling
2. Convey to our clients the image that NH Hoteles is working on innovative and sustainable solutions.

### ACCESSORY FOR THE SELECTION OF RECYCLED WASTES FOR THE HOUSEKEEPING TROLLEY



#### Characteristics – Corporate device

This device is now available for all B.U. The hotels that recycle wastes can purchase it.

- Capacity for 3 buckets (paper, plastic packaging and organic waste) of 15l.
- System of adaptation and fixture of the cart.
- Accessory tray.
- Possibility to personalize the position and type of wastes.
- Lateral personalized with the logo.
- Ergonomically shaped handles for easy removal and placement of the buckets.
- Made of a sheet of steel of 1,5mm.

Organization Department – Equipment of the trolley



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### 3 Daily service performance

**Responsible: Housekeeper, chambermaid**

**Before heading to the first room it is recommended to:**

- Place the material needed on the trolley according to the number of rooms to be cleaned and avoid overloading it. If it is necessary, make several loads to the trolley throughout the day.
- Check the set up of the trolley in case any element is missing.
- Check that the laundry bag is empty and clean.
- Prepare all the cleaning material making sure that we have all the elements necessary for the correct cleanliness.

**Do not forget**

- When removing the trash from the bins and the trash bags, do not ever put your hands in them since you can find a sharp object inside and cut yourself. The bin should be removed with both hands from the exterior part and emptied out in the organic waste part of the trolley.
- The separation is to be done only for the wastes the guest leaves in the room **outside the wastebasket**.
- Always place the trolley and the trolley for the dirty laundry and the vacuum cleaner on the corner side of the corridor in order for it not to block the way for the clients and always maintain in perfect conditions.
- Do not place the trolley in an area which will block the emergency exit or any other exit or near a fire door.
- The trolley should not be unattended.
- Do not overload the trolley in order to avoid overexertion when moving it.
- Push the trolley to move it. In this way, you avoid possible back injuries.
- Check periodically the wheels. If you observe that they are deteriorated and or do not turn well, notify the Maintenance Department.
- The collected separated wastes should be stored in separate bags and later on deposited in the adequate containers.
- Organize, set up and replace any used material at the end of the day.



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#### 4 Procedure validation

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