



HOUSEKEEPING HANDBOOK



INDEX

Housekeeping Handbook Aim	06
Housekeeping Mission	10
Interaction With Guests	12
Operation And Cleaning Standards	16
Guests Laundry Procedures	18
Guest's Preferences	22
Wardrobe Management	26
L & F Procedures	30
Check List	33
Keys Procedures	35
Whatsapp And Phone Policy	40
Personal Grooming Standards	41
Safety Rules	43
Special Items	46



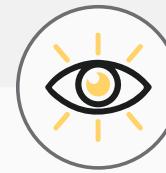


MISSION

The aim of this handbook procedures is to describe and detail the steps to follow in each of the tasks that are performed in the Housekeeping Department.

With this manual the housekeeper will be able to remember what are the main functions to be performed in his/her job, the skills to be developed, as well as the steps to follow in the different procedures that are done during the operation.

The manual will help the new employees of the department to understand how their daily work should be, the values of the company, standards, dress code and ethic code that we are follow in the housekeeping department.



VISION

- Housekeeping mission consist in bring to our guests a personalized stay.
- ADF is their home, so it's on our hands to provide them a unique experience with comfort and high standard service.
- Housekeeper's journey is much more then cleaning, it is an intuitive vision, to exceed the guests need.
- Once we understand their needs we can offer them options and solutions to make their stay even more special.
- Each guest is unique that's why we always need to keep in mind their preferences in all senses.



VALUE

- Give a genuine and personalized service;
- To Be beyond and above of guest's expectations;
- Bring fast solution for their needs;
- Always wear our best smile;



OUR MISSION BETWEEN US

Empathy

Having empathy for your teammates can allow you to better understand their motives and feelings. Always when possible taking the time to listen and understand how others think and work can help you to communicate with them in the right ways.

Communication

Keep a diplomatic and clear communication with HK department and others, if all team is at same page and focus at same goal, we can guarantee the guests satisfaction.

Honesty and transparency

At work might mean working through a disagreement, explaining that you were not able to complete a certain task on time or sharing difficult updates. Without transparency, it can be difficult for a team to develop trust and therefore work together efficiently.

Collaboration

Teamwork exists so that a group of individuals with a diverse set of skills and talents can work together towards a common goal. It is crucial to work with other teammates to share ideas, improve each other's work and help one another to form a good team.

Interaction With Guests





KNOWING ABOUT OUR GUESTS

We have different titles for our guests, some of them are part of family, some of them are invited. We have Princes, Sheiks, Excellences, Colonels, Majors, Misters and Speakers. We have code for all of them, because its easy to refer to them when we write on the groups , as we have many has same first names, understand and memorize the codes it will make possible to communicated between team and towards in a professional and accurate way.

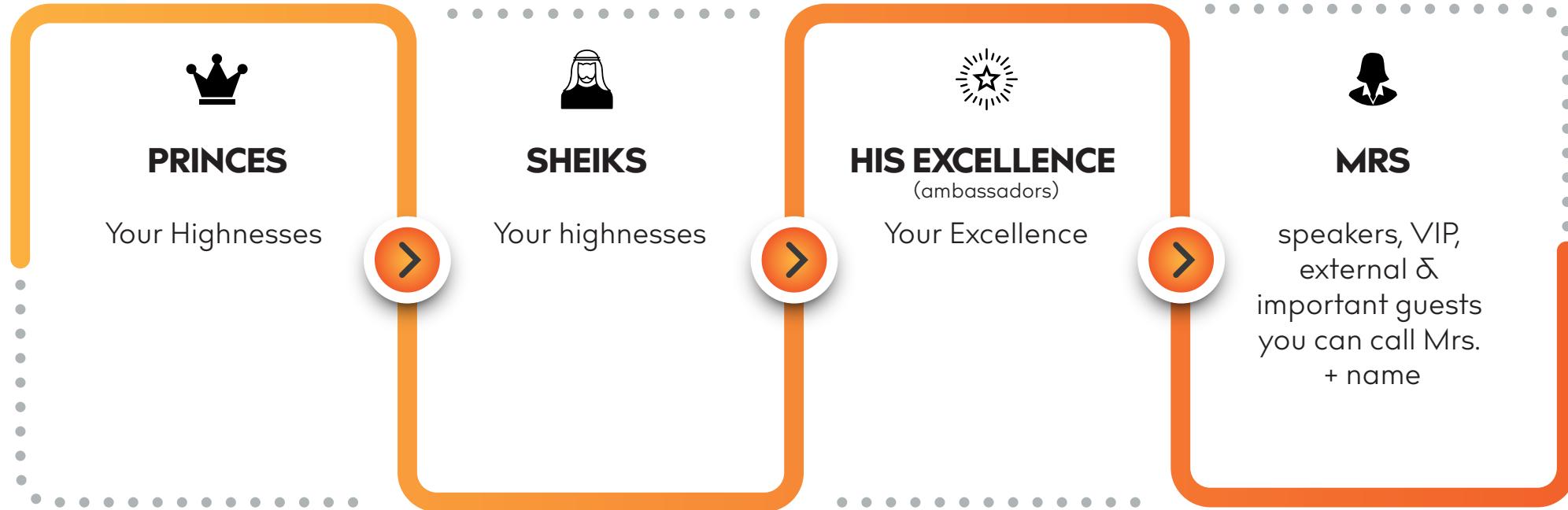
Important:

Remember!!! the codes are used only to communicated between Staff members, do not ever call the guests by code, they need to be greeted according with their respective titles and names.

Guest's Names:

Here i like a home for our guests, so learn their names is a very important mission. When people remember us and call us by name we feel that we are important. Our goal is make them to feel in that way and memorize their faces and names. Housekeepers may to change location often in order to get used to the all areas and guests. Always when you see a guest which you don't know please ask to your colleagues their names to get familiar with them, with time it will get easier. A list with guests names and codes will always be shared on our groups therefore everyone can learn (on the what's App messages only codes shall be used).

GUEST'S TITLES



Please keep in mind that all the guests are important and they need to receive the same level of service not concerning their titles.

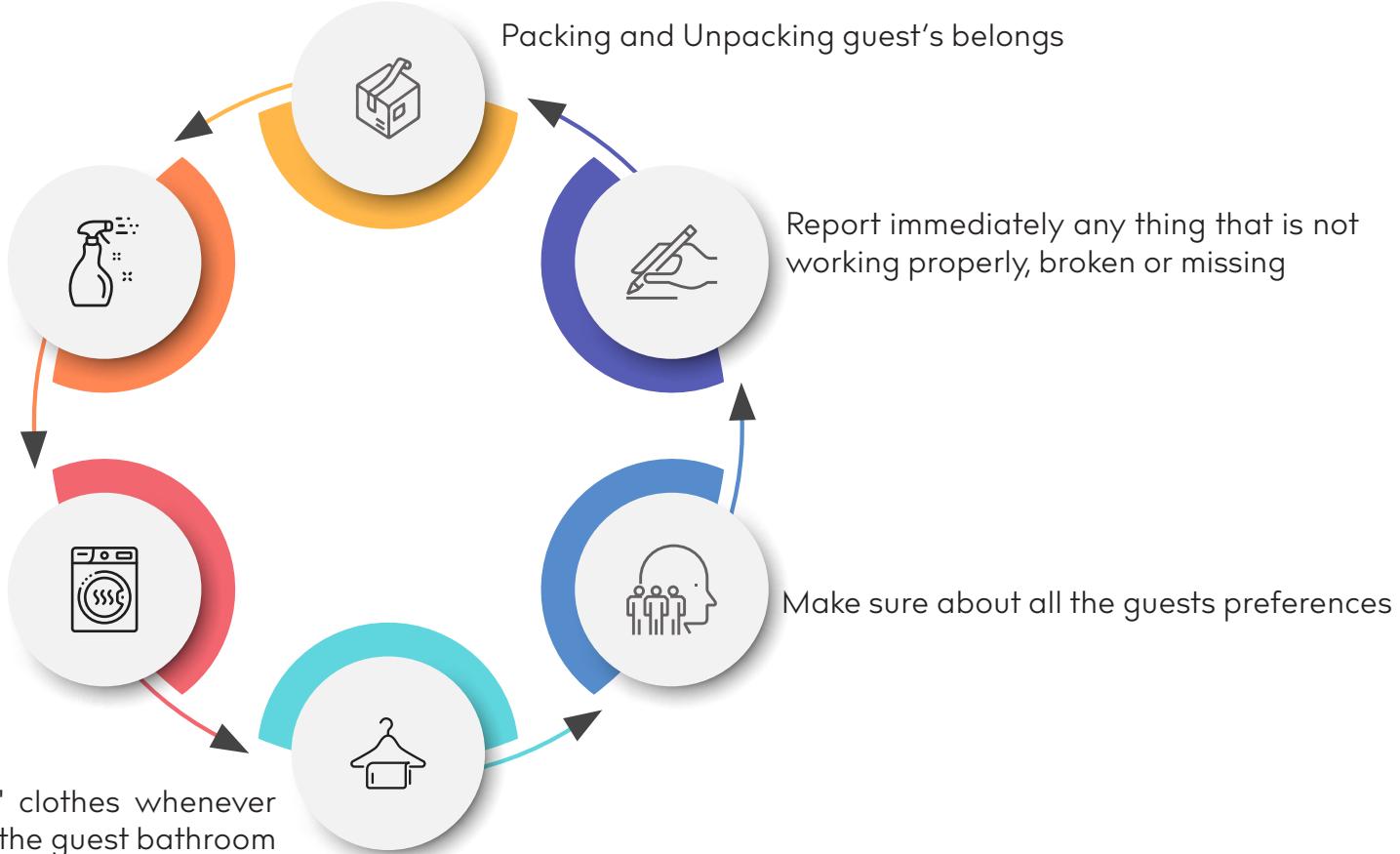
Operation and Cleaning Standards

HOUSEKEEPERS RESPONSIBILITIES

Clean all areas either bedroom, indoor areas, outdoor areas and also some of staff areas such as staff bathroom and HK storage; BOH (back of house)

Take care about the guest's laundry

Iron or Steam guests' clothes whenever required or needed in the guest bathroom



BEDROOMS AND COMMON AREAS STANDARD AND CLEANING

Bedrooms

Bedroom's comfort, presentation, and ambiance are set up to ensure their guests' comfortable stay, therefore we need to maintain it welcoming, tidy and clean. We work for a very select and high standard of guests so we need to pay attention in every single detail to make their stay unique and pleasant.

Making Beds

- 1 Remove the dirty linen carefully, making sure there is any guest or room belongs on it.
- 2 Put the dirty linen inside of laundry bag for this purpose.
- 3 The bed-making process starts off with a mattress protector and then flat sheet laid evenly across the mattress;
- 4 Stretch and pull the sheets as tight as you can, apply Febreze to make the sheets fresh and tidy. (consult guest's preferences)
- 5 Hospital corners.
 First, tuck the flat sheet into the ends and sides of the bed (leave the corners hanging out).

Lift the edge of the sheet.

Then pull and tuck the hanging fabric as tight as you can, before doing the same with the leftover fabric. With the duvet on the bed, take the clean duvet cover inside out and hold each corner. Take two corners of the duvet, shaking the duvet cover out the correct way, make sure the two top corners are at the top of the bed before smoothing the duvet out, making sure to fold under the bottom corners and the sides.

- 6 Fold the duvet down about 30 cm at the top of the bed.
- 7 Tuck the duvet under the mattress. (consult guest's preferences file).
- 8 Make sure there is pillow protectors in each pillow, put the pillow cases and nicely place the 4 pillows on the bed. (consult guest's preferences for type and amount)
- 9 Pillow cases open part always facing each other in the middle part of the bed, closed part on the edges.





BED STANDARD

To make the bed you will need:

- 1x flat/fitted sheet
- 1x duvet
- 1x duvet cover
- 4x pillows - 2 medium and 2 soft (subject might be changed depending on guests preferences)
- 4x pillow cases.

Note: the bed standard its applied for all villas and guests except:

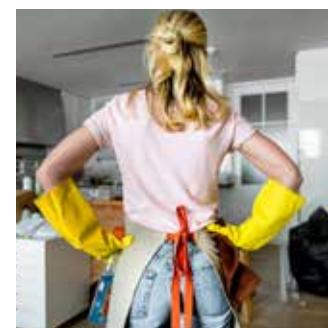
- IP Villa fitted sheet is used;
- Principal;
- Guest's preferences follow the files with guests preferences.

CLEANING PROCEDURES

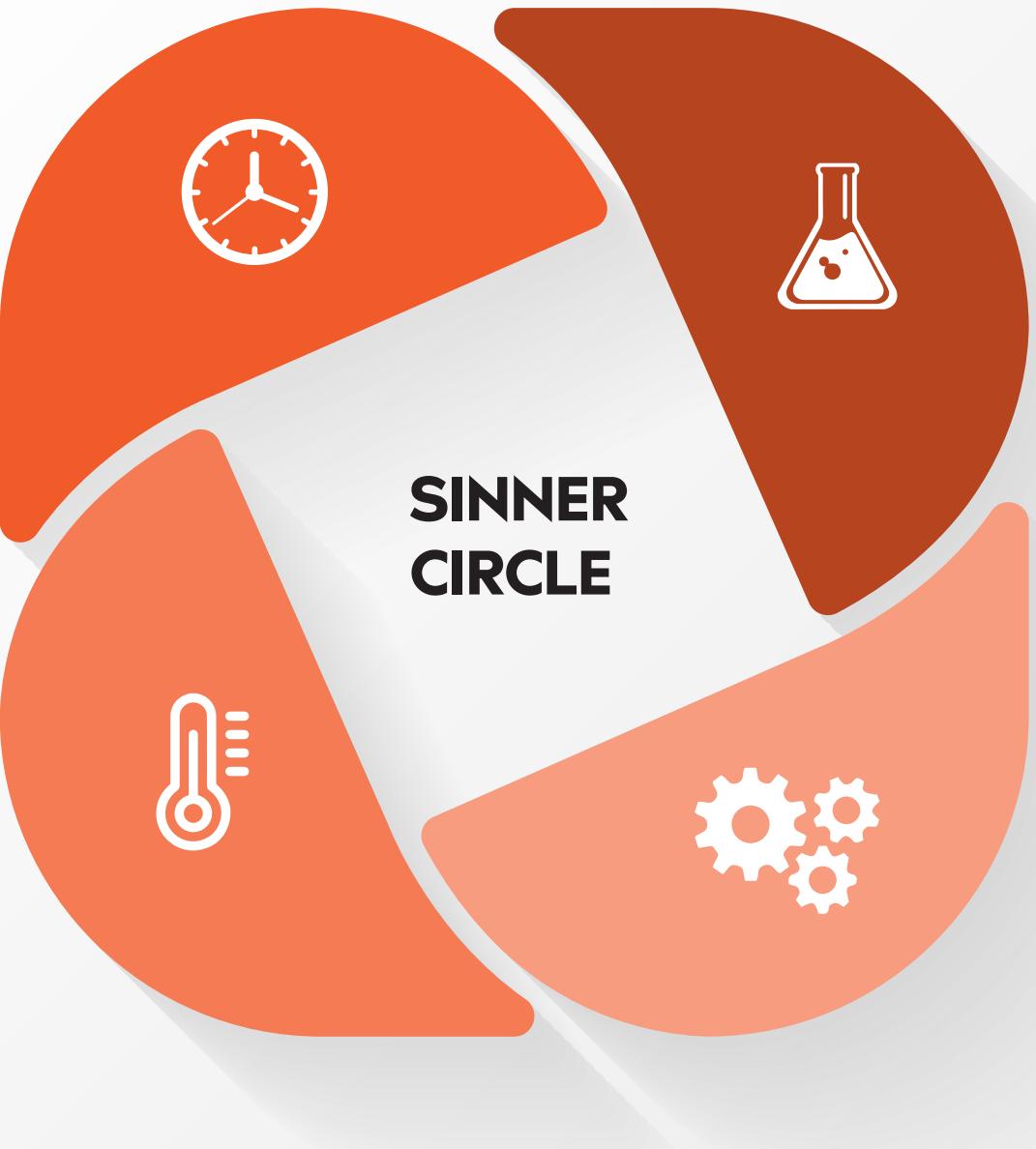


CLEANING PROCEDURES

- Clean all the amenities, clean under the products cap (shampoo, shower gel, conditioner) and dispenser of hand soap and lotion. Check if something needs to be refilled or replaced. Place it back.
- Clean the mirror and detail taps and holders.
- Place new towels. (make sure all the towels are aligned at the same position and there is no visible label)
- Hoover and mop the floor in the bedroom.
- Clean all the surfaces in the room, decoration and personal items.
- Replace what is missing (amenities)
- Put electronics to charge
- Time to time check the expiration dates.
- Hoover and mop the bedroom floor.



- Don't leave the room without finishing, if you have another room to service finish the one that you are doing first.
- Remove your cleaning material and laundry, adjust the lights in the room and close the door.
- Never leave cleaning products or spare amenities, toilet paper and towels visible in the bathroom.
- During the visit bedrooms needs to be checked and refreshed as much as needed.
- Please follow the messages in the group all the time in order to know location of guests and provided the standard service.
- If you see that your guests are at other location, is time to check the rooms and refresh it if needed, check all the room, bathroom, towels, garbage, bed, laundry and reset all things that has been used.



SINNER CIRCLE

Chemicals, mechanical power, time and temperature represent the four principal factors that determine the success of a wash. These four factors, also known as the 'Sinner circle', are represented in the shape of a circle. A properly balanced Sinner circle provides the best cleaning results.

The 4 factors influence each other and can change in size. When using machines for instance, the mechanical factor will be larger and the other three smaller.

The results depend on these factors:

Chemicals: This refers to the concentration of cleaning agent used. All chemical elements such as active substances on the surface and pH values have an influence. The pH value says more about the concentration of the acidic, neutral or alkaline properties in a water solution. The pH value varies between 0.0 and 14.00, where 0.0 is the strongest acidic level represented, and 14.0 is the strongest alkaline value. Moreover, the pH value can only be measured in a water solution.

Time: The time that a chemical (the cleaning agent) takes to work into the dirt.

Temperature: The temperature level influences the cleaning process (e.g. hot or cold water).

Mechanical power: In the form of a water jet from a high-pressure cleaner and/or brush.

THANKS