

CATERING AND RESTAURANT MANAGEMENT

ACCOMMODATION OPERATION

STD: XI

MAXIMUM MARKS: 50

UNIT 1 : INTRODUCTION TO HOTEL INDUSTRY (10 marks)

- Definition, Evolution
- Classification, Types of Hotels
- Departments of Hotels

UNIT 2 : ORGANISATION OF FRONT OFFICE DEPARTMENT (10 marks)

- Layout
- Hierarchy
- Duties & Responsibilities

UNIT 3 : GUEST CYLCLE AND ROOM RESERVATIONS (10 marks)

- Pre-arrival
- Arrival
- Stay
- Departure and Post Departure

UNIT 4 : ORGANISATION OF HOUSEKEEPING DEPARTMENT (10 marks)

- Layout
- Hierarchy
- Duties and Responsibilities

UNIT 5 : CLEANING ORGANISATION (10 marks)

- Principles of Cleaning
- Types of surfaces & cleaning
- Cleaning agents : Types & Criteria for Selection

UNIT 1 : INTRODUCTION TO HOTEL INDUSTRY (10 marks)

- Definition, Evolution
- Classification, Types of Hotels
- Departments of Hotels

Hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests. It provides paid lodging, usually on a short-term basis. Hotels often provide a number of additional guest services such as a restaurant, laundry, a swimming pool or childcare. Some hotels have conference services and meeting rooms and encourage groups to hold conventions, functions and meetings at their location.

A hotel may be called as an establishment where primary business is to provide to the general public lodging facilities and which may include one or more of the various services such as food, beverage, laundry, uniformed services etc. Hence, hotel can also be called as home but with a vested interest which includes commercial activities.

Hotel is defined as a place where a bonafide traveller can receive food and shelter, provided he is in a position to pay for and is in a fit condition to be received.

Emergence of Hotels

The earliest hotels were called taverns or inns. They go back thousand of years, for as long as people have started travelling. The past one hundred years have brought about dramatic changes in modes of transportation, as well as in lodging accommodations. Travelling by train brought the traveller into the heart of a town or city. Many hotels were built near railroad stations for the convenience of passengers. This was the beginning of hotels, as we know of them. Many hotels that opened in the mid-to late-1800s are still as popular as they were when they first opened. The concept and the format of hotel have changed a great deal over the years.

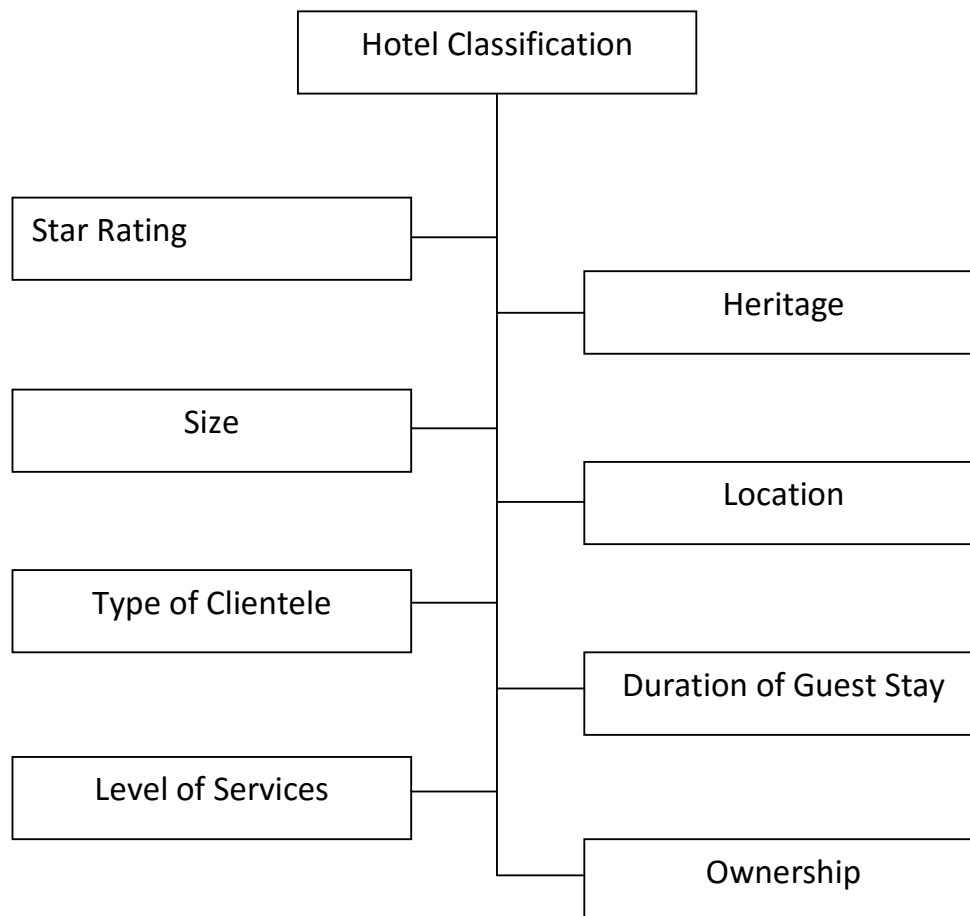
There are different types of hotels ranging from international hotels to resort hotels catering to the increasing and diversified demand of the clients. The size, the facade, architectural features and the facilities and amenities provided differ from one establishment to another. In addition, the landscape in a particular destination area also greatly influenced the architectural features of a hotel. The following are the main types of hotels:

- | | |
|-------------------------------|-----------------------|
| i) International Chain Hotels | v) Floating Hotels |
| ii) Commercial Hotels | vi) Palace Hotels |
| iii) Residential Hotels | vii) Capsule Hotels |
| iv) Resort Hotels | viii) Heritage Hotels |
| | ix) Guest Houses |

CLASSIFICATION OF HOTELS AND OTHER TYPES OF LODGING

Hotel provides accommodation, along with services like food and beverages, and facilities like recreation, conference, and training arrangements, and organization of official and private parties. Each hotel has unique features associated with it. The features may be its location; number of guest rooms; special services such as concierge, travel assistance, and valet parking; facilities such as speciality restaurants, bars, business meeting venues, swimming pool, and so on. The diversity in services and facilities provided by each hotel makes it quite difficult to have any single basis of classification of hotel, and if we classify them on different criteria there will be some hotels which will fall into more than one group.

CLASSIFICATION OF HOTELS AND OTHER TYPES OF LODGING							
Standard Classification (by govt.cmt.)	Size	Location	Clientele	Duration Of guest stay	Level Of services	Owner- ship	Alternative Accommodation
One star	Small	Downtown	Commercial	Commercial	Upmarket	Propriety	Sarai
Two star	Med	Suburban	Transient	Resort	Mid- market	Owner- ship	Dharam-sala
Three star	Large	Airport	Suite	Semi-	Budget	Franchis	Dak bungalow
Four star	Very	Resort	Residential	Residential		Mgmt-	Circuit house
Five star	Large	Motel	B&B hotel	Residential		Contract	Lodge
Five star deluxe		Floatel	Time-share			Time- share	Youth hostel
Heritage			Condomini- um			Condo- minium	Yatri niwas
Heritage Classic			Casino				Forest lodge
Heritage Grand			Conference				
			Convention				
			Motel				



Classification of hotels is done by a central government committee called the Hotel Restaurant Approval and Classification Committee (HRACC), which inspects and assesses the hotels based on the facilities and services offered. The classification committee includes the Chairman(HRACC) and other members chosen from the government and industry association such as Federation of Hotel and Restaurant Association of India (FHRAI), Hotel Association of India (HAI), Indian Association of Tour Operators (IATO), Travel Agents Association of India (TAAI), or Institute of Hotel Management Catering Technology and Applied Nutrition (IHM). In case of the Heritage category, a representative of the Indian Heritage Hotel Association (IHHA) is included in the committee. The committee visits the hotel and evaluates the facilities and services of the hotels before the grade is awarded.

One-star Hotels

These properties are generally small and independently owned, with a family atmosphere . There may be limited range of facilities and the meals may be fairly simple. However maintenance, cleanliness, and comfort be of an acceptable standard.

Two-star Hotels

In this class, hotels will typically be small to medium-sized, and offer more extensive facilities than one star hotels. Guests can expect comfortable, well equipped overnight accommodation, usually with an en-suite bath or shower. Reception and other staff will aim for a more professional presentation than at one-star level and will offer a wider range of straight forward services, including food and beverages.

Three – star Hotels

At this level, hotels are usually of a size to support higher staffing levels as well as significantly higher quality and range of facilities than at the lower star classifications. Reception and other public areas will be more spacious, and the restaurant will normally also cater to non-residents. All bedrooms will have en-suite bath and shower, and will offer a good standard of comfort and equipment, such as a direct-dial telephone and toiletries in the bathroom. Besides room service, some provisions for business travelers can be expected.

Four – star Hotels

Expectations at this level include a degree of luxury as well as quality in the furnishings, décor, and equipment in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels. They will be well-designed with coordinated furnishings and décor. The en suite bathrooms will have both a bath and shower. There will be a high staff to guest ratio, with provisions of porter service, twenty-four hour room service, and laundry and dry-cleaning services. The restaurant will demonstrate a serious approach to its cuisine.

Five-star Hotels

Five –star Hotels offer spacious and luxurious accommodations throughout the hotel, matching the best international standards. The interior design should impress with its quality and attention to detail, comfort, and elegance. The furnishings should be immaculate. The service should be formal, well supervised and flawless in its attention to guests' need, without being intrusive. The restaurant will demonstrate a high level of technical skill. The staff will be knowledgeable, helpful, and well versed in all aspects of customer care, combining efficiency with courtesy.

Heritage Hotels

A recent addition to the hotel industry in the country, are properties set in small forts, palaces, or havelis, the mansions of erstwhile royal and aristocratic families. They have added a new dimension to cultural tourism. In a heritage hotel, a visitor is offered rooms that have their own history, is served traditional cuisine toned down to the requirements of international palates, is entertained by folk artistes, can participate in activities that allow a glimpse into the heritage of the region, and can bask in an atmosphere that lives and

breathes of the past. Taj Lake Palace in Udaipur and The Oberoi Cecil in Shimla are examples of heritage hotels.

According to the Ministry of Tourism, the heritage hotels are further sub-divided as follows :

Heritage : This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built between 1935 and 1950.

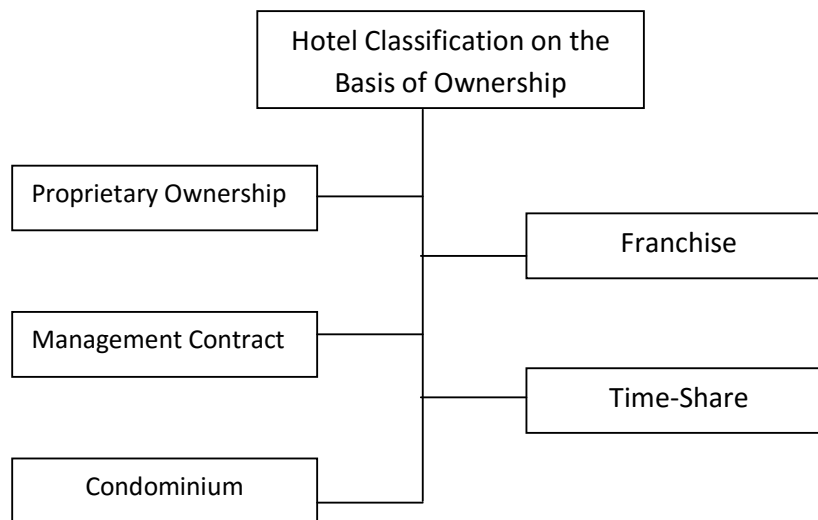
Heritage Classic : This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1935 to 1920.

Heritage Grand : This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1920.

Classification on the Basis of Ownership

On the basis of ownership of a hotel, they may be classified into the following categories :

Proprietary Ownership: Proprietary ownership is the direct ownership of one or more properties by a person or a company. Small lodging properties that are owned and operated by a couple or a family are common examples of proprietary ownership.



Large properties that are owned by major international hotel companies, such as Marriott or Hilton, also belong to this category. A group of hotels that are owned or managed by one company is called a chain. In general, three or more units constitute a chain, but some major hotel chains have 300 to 500 properties. A proprietary chain is owned entirely by one company. In India, the Taj Hotels Resorts and Palaces and the Oberoi Hotels and Resorts fall under this category.

Hotel chains account for the majority of revenue in the hotel industry. Marriott ITT, Sheraton, Westin, Radisson, and InterContinental are examples of successful hotel chains in the world.

Franchise: In the hospitality industry, we often come across many big chains that are operating on franchise basis. In this kind of contract, which is mutually beneficial to both parties, the franchisor allows the franchisee to use the company's ideas, methods, trademarks, as well as the brand logo to do the business. A private investor or franchisee can obtain the trademark license, architectural plans, blueprints, interior designs, training and operating methods of the franchisor by paying a fee. The franchisee is generally responsible for financing the construction of the hotel, although some franchisor offer construction loan or may

Some of the well known franchise chains in the world include Holiday Inn, ITT Sheraton, Best Western, Accor and Choice Hotels International chain, which includes Quality Hotels, Comfort Inns, and several other hospitality brands.

Management Contract : Management contract, as the name suggests, is a contract between the owner of the property and a hotel operator (management contractor) by which the owner employs the operator as an agent to assume the full responsibility for operating and managing the hotel. The operator can be hotel chain with reputed name and market image, such as Hilton, Sheraton, Best Western, Choice Hospitality, etc.

Time-share Hotels : Time share hotels, also referred to as vacation- interval hotels, are a new concept in the hospitality industry. As the name suggests, it entails purchasing a tourist accommodation at a popular destination for a particular time slot in a year. The buyers can then occupy the property for the appointed time or rent the unit to the other vacationers if they cannot avail the facility. They have to make a one-time payment for the time slot and a yearly fee to cover the maintenance costs and related expenses, and take a share in the profit from the income generated if they are not utilizing their time slot. Club Mahindra holiday resorts are a popular examples of time-share properties in India.

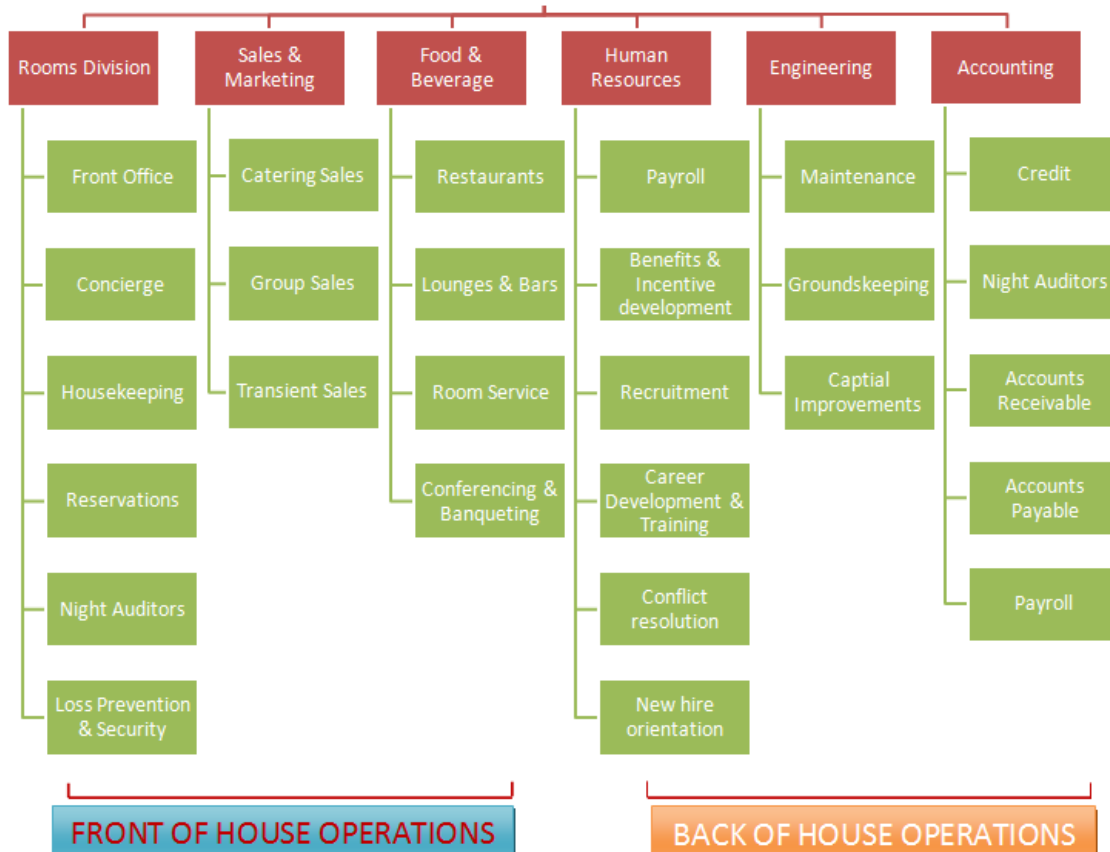
Classification According to Size

Classification is made based on the number of lettable rooms. It can be indicated either by rooms as is done in America or by the number of beds as is done in Europe.

- Small hotels: 25 rooms or less
- Average hotels: 25 rooms to 90 rooms
- Above average hotels: 80 rooms to 250 rooms
- Large hotels: 250 rooms and above

DEPARTMENTS OF A HOTEL

The major departments of a hotel are; Rooms division (Housekeeping Department & Front Office), Sales & Marketing, Food and Beverages Department, Human Resource Department, Engineering Department & Accounts Department.



The Housekeeping Department: is responsible for the immaculate care and upkeep of all guest rooms and public spaces. Individuals who excel in our Housekeeping Departments have an eye for detail and a commitment to the training, development and motivation of a diverse group of talented employees. In a competitive hotel market, it is service and cleanliness that really make an impact on our guests and determine whether they will return.

The Front Office: is the nerve center of a hotel. Members of the front-office staff welcome the guests, carry their luggage, help them register, give them their room keys and mail, answer questions about the activities in the hotel and surrounding area, and finally check them out. In fact, the only direct contact most guests have with hotel employees, other than in the restaurants, is with members of the front-office staff.

The sales and marketing department: devises strategies for increasing the use of the hotel by businesses, conventions, academic conferences, and individuals. They will create and deliver presentations to corporations about why the hotel would be perfect for an event; or

inform business houses why the hotel is perfect for holding a conference; or they will send out information to people (including travel agents) in distant cities about why a traveler should choose this hotel when visiting the area. They also do research about whether customers are satisfied with the hotel, what the hotel could do better, and what the public perception of the hotel happens to be.

Food and Beverage Service is the service of Food made in the Kitchen and Drinks prepared in the Bar to the Customers (Guest) at the Food & Beverage premises, which can be: Restaurants, Bars, Room Service, Lounge & Banquets.

Human Resources Department: is a critical component of employee well-being. **HR** responsibilities include payroll, benefits, hiring, firing, and keeping up to date with state and labour laws.

Engineering department: is responsible in repairing and maintaining the plant and machinery, water treatment and distribution, boilers and water heating, sewage treatment, external and common area lightning, fountains and water features etc.

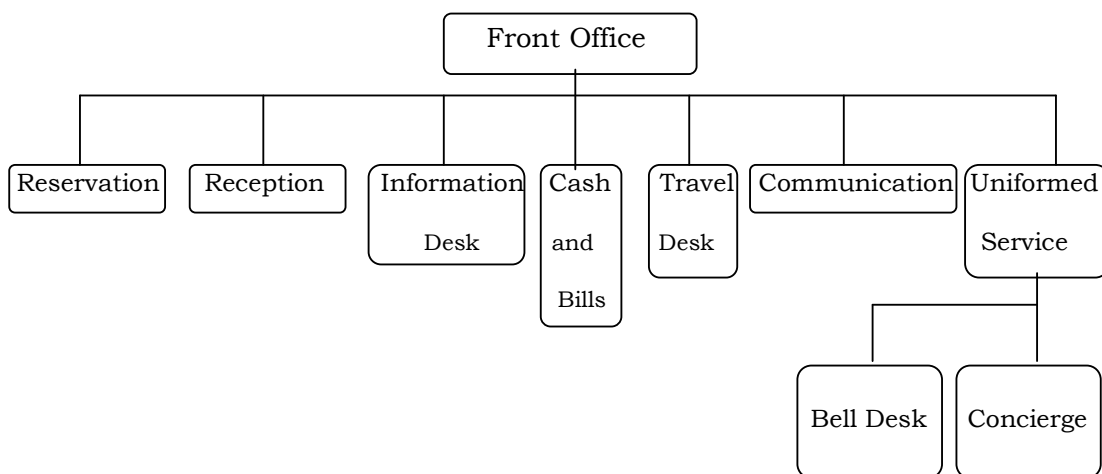
Accounting departments: typically handle a variety of important tasks. Such tasks often include invoicing customers, accounts receivable monitoring and collections, account reconciliations, budgeting, periodic financial reporting as well as financial analysis. Also common are setting up adequate internal controls for all business processes (to prevent theft/misappropriation of assets), handling external audits and dealing with banks in order to obtain financing.

UNIT 2 : ORGANISATION OF FRONT OFFICE DEPARTMENT (10 marks)

- Layout
- Hierarchy
- Duties & Responsibilities

Front Office is the first department of the hotel with which guests come in contact at the time of their arrival and is also the last department they interact with when they part from the hotel. This department performs various functions like reservation, reception, registration, room assignment, and settlement of bills of a resident guest.

The guests remain in contact with the front desk throughout their stay for all kinds of information and help. The various sections of the front office department are illustrated in chart below.



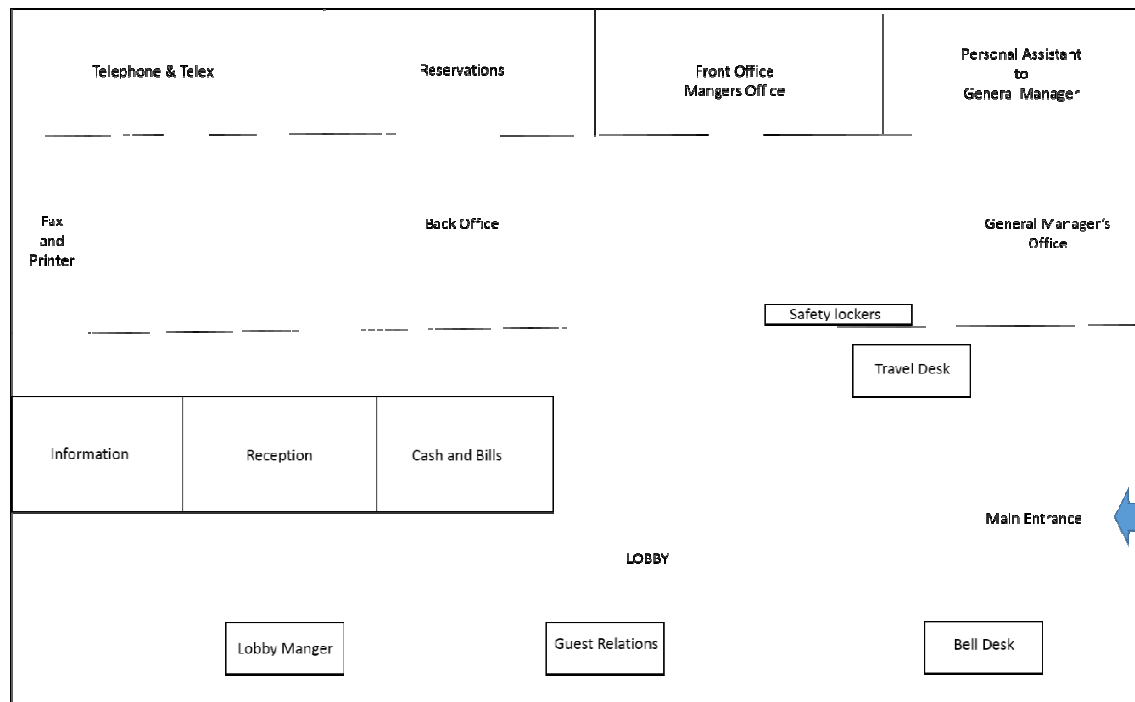
The activities of the front office department include:

- processing the reservation requests of the guests, which involves making room reservations, amendments, and cancellations;
- receiving guests at the time of their arrival;
- making arrangements for traditional welcome of guests;
- registration of guests and the assignment of rooms;
- handling guests' luggage from the guest vehicle to the assigned room on arrival and from the guest room to the vehicle at the time of departure;
- accepting guests' valuable and cash for keeping in safety deposit lockers;
- delivering messages and mails of resident guests;
- handling guests' room keys;

- guest paging;
- posting and verifying the room charges and any other credit card charges in the guest folio;
- providing information to guests about hotel products and services, and events or places of tourist interest;
- arranging postage and courier of mails and other documents;
- making travel arrangement like sightseeing tours or intercity travel for guests;
- managing the parking of guests' own vehicles; preparing, presenting, and settling guests' bills at the time of departure; providing left luggage facility;
- changing rooms and upgrading if required, etc.

LAYOUT

As the front office is the contact point for guests, we can say that it is the nerve centre of hotel operations. The front desk should be located at a prominent place in the lobby. The front office layout includes lobby, reservations, reception, information, cash & bills, travel desk, and uniformed services such as bell desk & concierge.

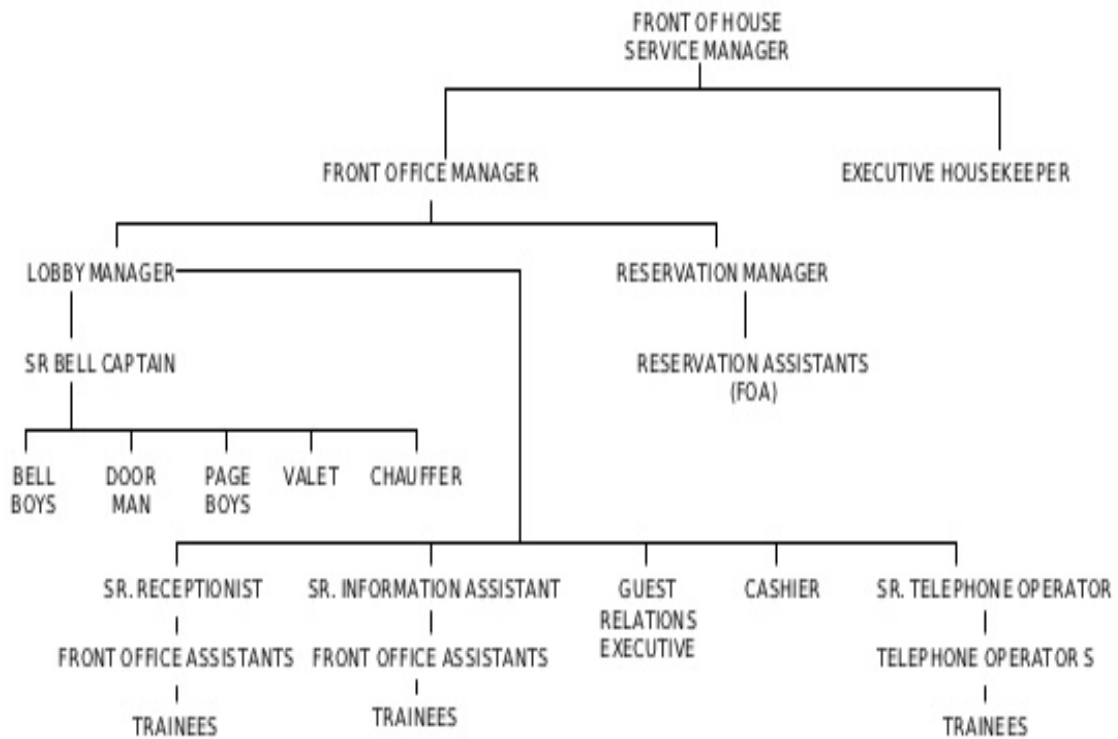


Layout of the front office department.

HIEARCHY

An organization chart is a hierarchal, graphic representation of the structure of an organization – a list of all positions and relationship between them. The chart indicates direct reporting relationships, which, though not connected directly, involve a high degree of cooperation and communication.

Each hotel is different and has its unique features, so the organization charts of hotels vary from each other. The organization structure depends on the size and functions of a hotel. Some hotels may lease their outlets to another company or may employ another agency to operate restaurant or housekeeping services. In such cases, those portions will not be a part of the organization chart of the hotel.



DUTIES AND RESPONSIBILITIES OF SOME FRONT OFFICE PERSONNEL

As already seen, the organization structure of the front office depends on the size of the hotel. Now let us look at the duties and responsibilities of some key front office employees, like the front office manager, reservation assistant, receptionist, information assistant, cashier, telephone operator, bell boy, and door attendant.

Front Office Manager

The Front Office Manager (FOM) is in charge of the front office department and allocates the available resources (men, machine, materials and money) of the department to achieve goals of the department and the organization. The basic function of the FOM is to directly

supervise all the front office personnel and to ensure the proper and smooth operation of the department. FOM is often assisted by an assistant front office manager (AFOM).

Duties and Responsibilities of Front Office Manager

A front office manager has to perform the following duties:

- ❖ Direct and coordinate the activities of the front office department.
- ❖ Responsible for hiring, training, supervising and disciplining all front desk, reservation, and guest services staff members in order to maintain the desired standard of service.
- ❖ Maintain and develop applicable standard operational procedures and ensure that they are followed.
- ❖ Prepare the budget for the front office department.
- ❖ Motivate the front office employees to work in a team to attain organizational objectives.
- ❖ Evaluate the job performance of each front office employee.
- ❖ Schedule tasks of front office employees and re-arrange work schedule if an employee is on leave.
- ❖ Prepare all necessary forecasts; work closely with reservations, front office, and sales to maximize occupancy, rate, and revenue. Keep all departments notified of any fluctuations in business levels, special guests, groups, etc.
- ❖ Review all reports generated by all the sections of the department.
- ❖ Maintain a good communication with other departments to ensure maximum cooperation, productivity, and guest satisfaction.
- ❖ Develop relationships with guests and clients by providing maximum personalized guest service.
- ❖ Resolve guest problems quickly, efficiently, and courteously.
- ❖ Conduct property checks.
- ❖ Attend regular department heads' meetings and contribute ideas with regard to hotel operations in general.
- ❖ Respond promptly and take a supervisory role in any hotel emergency or safety situation, and convey the required emergency procedures to the rooms division.

Reservation Assistant

Reservation Assistant process the reservation requests that reach the hotel by any mode--- telephonic, written, or online. Depending on the availability of a desired room type, they confirm, put on waitlist, or deny a reservation request. They are the sales persons of the hotel and may practice their skills of salesmanship by suggesting higher room categories, and also selling other hotel services like spa, speciality restaurants, etc. to guests at the time of receiving the reservation request. The reservation section generates the maximum revenue for a hotel, so the reservation assistants should understand, anticipate, and

influence consumer behavior in order to maximize revenue or profits from room reservations.

Duties and Responsibilities of Reservation Assistant

The major duties and responsibilities of a reservation assistant are as under:

- ❖ To receive and process the reservation requests of future guests.
- ❖ To maintain reservation records by completing reservation forms, sending reservation confirmation or amendment letters, and updating the status of rooms after processing each reservation request (i.e. confirmation, amendment, and cancellation).
- ❖ To process reservations from the sales offices, other departments of the hotel, travel agents, tour operators, and corporate booking agents.
- ❖ To communicate the reservation information to the reception.
- ❖ To prepare the expected arrival list and expected departure list everyday.
- ❖ To fill the registration card of the guests that are expected to arrive each day (using the information available from the reservation forms and guest history cards), and to send this information to front desk.
- ❖ To prepare a guest folder and to keep the mails and messages of guests with reservation documents.
- ❖ To promote goodwill by being courteous, friendly, and helpful to guests, managers, and fellow employees.

Receptionist

A receptionist is the first person to come in contact with guests at the time of their arrival, so she is an important bearer of the hotel's image. The basic function of a receptionist is to receive guests and answer their queries.

Duties and Responsibilities of Receptionist

The major duties and responsibilities of a receptionist are as under:

- ❖ Greet guests on their arrival.
- ❖ Politely confirm the details of guests with confirmed reservations.
- ❖ Complete the registration formalities of guests with confirmed reservations.
- ❖ Check the availability of rooms in case of walk-in guests.
- ❖ Assign rooms and call the bell boy to escort guests to their rooms.
- ❖ Use up-selling techniques to sell higher category rooms and also to promote other services of the hotel.
- ❖ Coordinate room status updates with the housekeeping department.
- ❖ Notify housekeeping of all check-outs, late check-outs, early check-ins, and special requests.
- ❖ Process guests' check-out requests.
- ❖ Post all the credit charges to the guest folios.

- ❖ Process requests for safe deposit boxes according to the house policy.
- ❖ Process reservation requests of guests if directed by the reservation section.

Information Assistant

Information assistants provide information to guests about the hotel's products and services, nearby food and beverage outlets, places of tourist interest in the city and around, etc. They also handle guests' mails and messages, and provide other services.

Duties and Responsibilities of Information Assistant

The duties and responsibilities of an information assistant are as under:

- ❖ Provide desired information to guests.
- ❖ Update the MIS / guest rack after every arrival and departure.
- ❖ Maintain information rack.
- ❖ Handle guest mails and messages.
- ❖ Coordinate guest room maintenance work with the engineering and maintenance departments.
- ❖ Assist in guest paging.

Cashier

During their stay in a hotel, guests may perform various credit and debit transactions with the hotel. At the time of their departure, the hotel has to present them with a consolidated statement of their financial transaction, and raise the bill for the outstanding amount. It is the responsibility of a front desk cashier is to keep the guest folio updated by posting all credit and debit transactions.

Duties and Responsibilities of Cashier

The major duties and responsibilities of a cashier are as under:

- ❖ Prepare bills and prepare the same for settlement at the time of a guest's departure.
- ❖ Update guest's credit transactions on a daily basis.
- ❖ Maintain guests' weekly bills.
- ❖ Obtain the house bank (a fixed amount which comprises currency and coins of different denomination to carry out the day's work) and keep it balanced.
- ❖ Transfer guest balances to other accounts, as required.
- ❖ Handle paid-out vouchers of guests.
- ❖ Settle guest accounts by accepting cash, credit card, traveler's cheque, etc.
- ❖ Check the authenticity of the currency received.
- ❖ Exchange foreign currency according to daily exchange rate, in strict accordance with the rules and regulation of Reserve Bank Of India.
- ❖ Balance the cash and close the shift.

Telephone Operator

Although telephone operators seldom come in direct contact with the guests, they play an important role in creating the image of the hotel in the minds of the guests. The basic skill of a good telephone operator include courteous tone of voice, attentiveness, clear and distinct speaking, and objective listening.

Duties and Responsibilities of Telephone Operator

The major duties and responsibilities of a telephone operator are as under:

- ❖ Answer all incoming calls.
- ❖ Direct incoming calls to the desired extension, which are routed through private branch exchange.
- ❖ Prepare bills of guests' outgoing calls and send them to the front desk to be posted in the guest folio.
- ❖ Provide paging services for guests and employees.
- ❖ Log all wake-up calls on the system.
- ❖ Answer questions about the hotel's services and product.
- ❖ Understand and follow the emergency procedure installed in the property.

Bell Boy

Bell boys transport the guest luggage at the time of check-in and check-out. They also escort guests to their room and familiarize them with the in-room facilities and services provided by the hotel.

Duties and Responsibilities of Bell Boy

The major duties and responsibilities of a bell boy are as under :

- ❖ Handle the guest luggage, i.e., transport the guest luggage from lobby to the room at the time of check-in, and from the room to the vehicle at the time of departure.
- ❖ Put luggage tag at the time of the arrival of a guest.
- ❖ Escort guests to their rooms and familiarize them with the use of in-house telephone directory, weather control, and functions of all other equipment installed in the room.
- ❖ When collecting luggage at the time of check-out, take a cursory look inside the room to ensure that everything is intact.
- ❖ Keep the records of the left luggage rooms.
- ❖ Inform about the scanty baggage guest at the time of check-in.
- ❖ Perform sundry guest services like posting of guest mails, making purchases from inside the hotel premises like flowers, etc.
- ❖ Help in locating guests in a specified area within the hotel premises.
- ❖ Deliver mail, packages, and messages to guests in their rooms.

UNIT 3 : GUEST CYCLE AND ROOM RESERVATIONS

(10 marks)

- Pre-arrival
- Arrival
- Stay
- Departure and Post Departure
- Room Reservations

The guests of a hotel have four main stages of interaction with the hotel—at pre-arrival, arrival, stay, and departure. All guests go through the same procedure as they proceed from reservation to arrival and allotment of rooms, to their stay in the hotel, to the settlement of their bills and departure from the hotel. These various stages of activities constitute the guest cycle.

The guest cycle constitutes of following four distinct stages:

- Pre-arrival
- Arrival
- Stay
- Departure and Post Departure

Pre-arrival

The interaction between a guest and a hotel before the guest arrives at the hotel forms the pre-arrival phase of the guest cycle. Reservation is the most important pre-arrival activity. the functions of the front office in the pre-arrival phase include:

- Processing the reservation request of the guest.
- Creation of guest folio (in case the hotel has received any advance payment).
- Blocking the room for the guest.
- Making special arrangements for the guest (if required).

Arrival

Guests have their first face-to-face interaction with the hotel staff on their arrival at the hotel. This is a very critical stage as guests form an opinion about the standards and services that the hotel can provide to them. During this phase, guests are greeted by the front desk staff and the registration process begins. the functions of the front office on the arrival of a guest include:

- Reception and welcome of the guest (*aarti, tilak, and garlanding, or offering* welcome drink as per the policy of the hotel).
- Registration of the guest (see Chapter 8 for details).
- Room rate and room assignment to the guest.
- Handing over the room key to the guest.
- Luggage handling of the guest by bell desk.
- Delivering the mails and messages that the hotel has received on behalf of the guest.

Stay

During this stage the guest gets a first-hand experience of the facilities and services offered by the hotel. These services and facilities are the most important part of a guest's overall experience at a hotel. An excellent level of services would lead to the satisfaction of the guest, which would make him come back to the hotel and give positive feedback to other potential customers. The functions of the front office during the stay of a guest include:

- Handling guest accounts
- Message coordination
- Key handling
- Guest mail delivery
- Guest paging
- Safety deposit locker
- Guest room change
- Handling guest queries and complaints
- Information about the hotel
- Information about the city
- Travel arrangements

Departure and Post Departure

The maxim goes that 'all's well that ends well'. The front office should try to cover up any unpleasant episodes during a guest's stay by ensuring a smooth and hassle free departure of the guest. The functions of the front office at the departure stage are as follows:

- Preparation and presentation of guest bills
- Settlement of guest account
- Luggage handling by the bell desk
- Left luggage handling
- Sales and marketing activity (future reservation)
- Farewell

RESERVATIONS

Reservation in the hotel industry is defined as 'blocking a particular type of guest room (e.g., single room, double room, deluxe room, executive room, suite, etc.), for a definite duration of time (i.e., number of days of stay), for a particular guest'.

Reservations can be of the following types:

- Tentative Reservation: Request held till cut off date
- Waitlisted Reservation: category of room is not available for the requested dates
- Confirmed Reservation: Guaranteed through pre-payment

Sources of Reservation

A hotel receives reservation requests from different sources like:

- Direct reservation
- Central reservation system (Computer based)
- Inter-sell agencies (Make my trip, Yatra.com etc.)
- Global distribution system (worldwide computerized network: Amadeus, Galileo, SABRE)
- Corporate bodies (companies, non-governmental organizations, and institutions)
- Government sector (public sector undertakings, embassies, and consulates.)
- Hotel websites

PROCESSING RESERVATION

Every hotel has its own standard operating procedure (SOP) to deal with a reservation request from a guest. The standard procedure of responding to a guest's reservation request is first receiving the reservation inquiries, then determining room availability, and then accepting or denying the request for reservation.

•**Receiving Reservation:** The request for a room reservation may reach a hotel from any one of the various modes discussed earlier.

•**Determining Room:** The following information will help to determine the availability of the room requested by the guest:

- Date and time of arrival.
- Date and time of departure.
- Number and type of rooms required.
- Number of persons in the party.

•**Accepting or Denying Reservation:** Once the reservation agent has established the availability of the room for the guest, she will either accept or deny the reservation request and conclude the processing of reservation request.

•**Amending Reservation:** When guests with confirmed reservations change their travel plans, they convey the same to the hotel. This change—in the type of reservation (guaranteed or non-guaranteed), date of arrival, duration of stay, type of room, etc.—is termed as amendment. In case of amendments, the hotel has to check the availability of rooms again as per the fresh details given by the guest. The changes are recorded in a specialized form known as the reservation cancellation/amendment form

•**Cancellation of Reservation:** The cancellation of a reservation occurs when a guest with a confirmed reservation informs the hotel about her intention to cancel the reservation. As cancellation might lead to the loss of room revenue, hotels discourage cancellations by imposing retention charges

IMPORTANCE OF RESERVATION

Reservation is important for guest as well as for the hotel too.

Importance of Reservation for the Hotel: The reservation process is of vital importance to a hotel as it:

- Gives the first impression of the hotel to guests.
- Sells the main product of a hotel (accommodation).
- Generates customers for other departments.
- Provides important management information to other departments.

Importance of Reservation for the Guest: A confirmed reservation has the following advantages for the guest:

- Assurance about accommodation:
- Choice in the type of accommodation: Type of room or suite, As per the guest's Preference of floor, view, and personal choice or low-floor room; sea view/pool view/garden view/monument view room; smoking/non-smoking room; etc.
- Receive correspondence at the hotel address

PRE-REGISTRATION

The activities that are carried out by the front desk agents before the arrival of guests, which help accelerate the process of guest registration, are termed as preregistration activities. Pre-registration activities includes:

- Preparation of arrival and departure list
- Amenity vouchers are prepared for arriving guest and sent to concerned department

- Pre-filling of guest registration card base on the information gathered from reservation form and guest history card
- Staffing at front desk to cater the need of rush at peak arrival and departure time
- Arrangement for welcoming guest (Aarti, Tilak and Garlanding)
- Arrangement for welcome drink for the group and VIP
- Arranging all required arrangements for the guest
- Room and rate assignment and the creation of guest folios in case advance payment has been received by the hotel.

REGISTRATION

Registration is the process of gathering information from the guest that is mandatory as per the laws prevailing in the country. According to the Foreigner’s Act, 1946 and the Registration of Foreigners’ Rules, 1992, the innkeeper should keep the records of the guests staying in his premises as per Form F . Registration is the formalization of a valid contract between the guest and the hotel, in which the hotel offers safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the services and facilities received

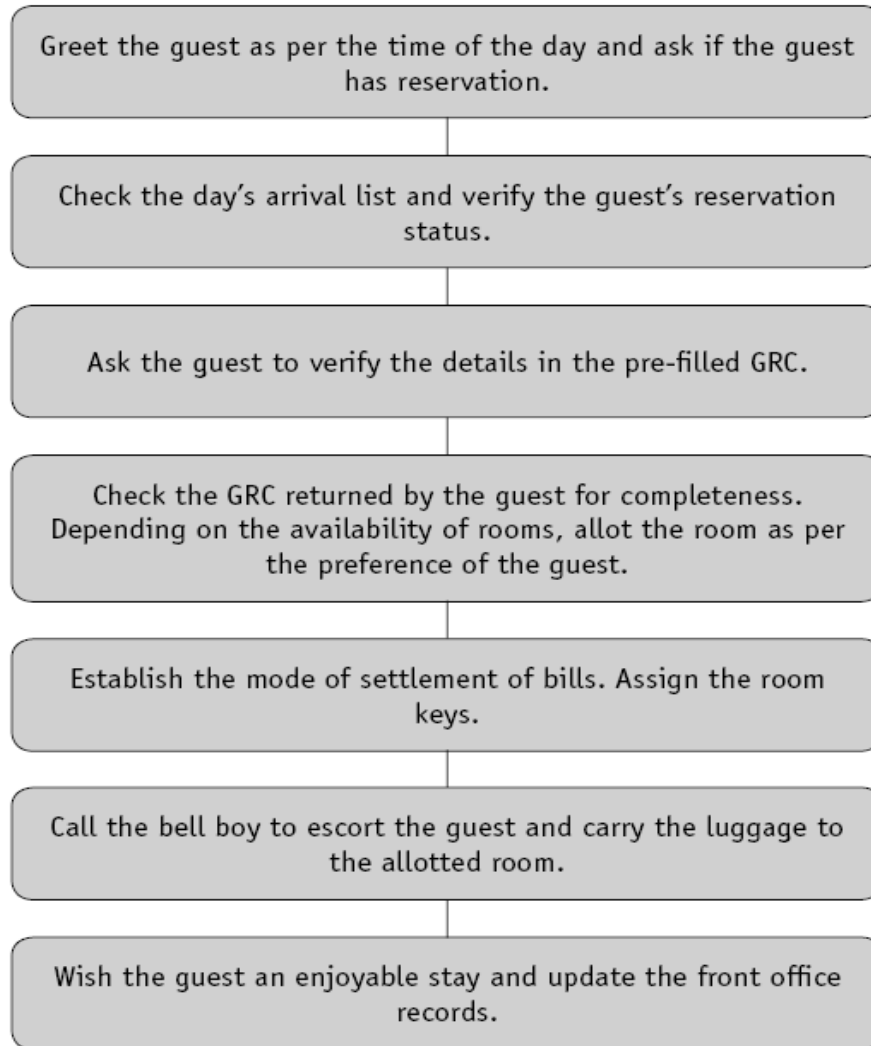
THE REGISTRATION PROCESS

The registration process involves many stages. The different stages of the registration process are:

- **Identification of Guest:** Identifying the status of a guest—guest with confirmed reservation or walk-in guest—and to process registration accordingly.
- **Formation of Registration Records:** Guests fill the registration form or verify the pre-filled GRC, and sign to approve and formalize the registration record.
- **Room and Rate Assignment:** A room is assigned to the guest and the rate is fixed after deducting any discount.
- **Establishment of Mode of Settlement of Bills:** Cash, Credit, Travel agent voucher, Travellers Cheque, Demand Draft.
- **Completion of Check-in Procedure:** All the necessary formalities are completed.
- **Room Keys are Issued**

CHECK IN PROCESS

Guest with Confirmed Reservation



UNIT 4 : ORGANISATION OF HOUSEKEEPING DEPARTMENT

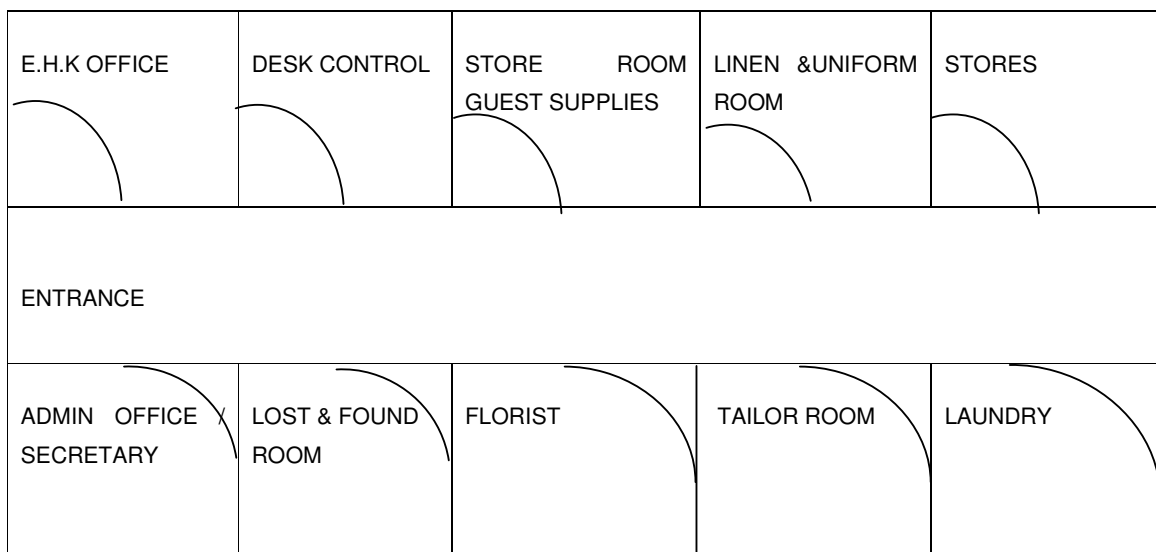
- Layout
- Hierarchy
- Duties and Responsibilities

The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. From the time a guest checks-in in a hotel till he checks out, it is the housekeeping department which takes care of the guest by making his / her stay pleasant and comfortable. In general, the housekeeping crew is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry.

LAYOUT OF THE HOUSEKEEPING DEPARTMENT

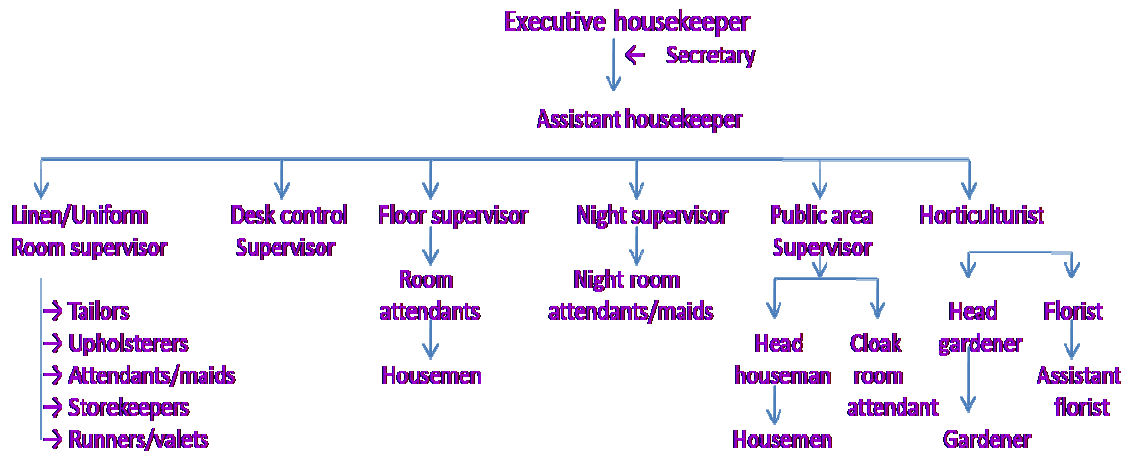
The layout is dependent on the size of the hotel as well as physical space restrictions. Normally, the layout is decided by the Exec. HK at the facility planning stage in setting up the hotel. The following areas constitute the layout of the HK dept

- Executive Housekeepers cabin
- Secretary's cabin
- Desk control room
- Lost & Found section
- Housekeeping stores
- Florist room
- Linen & Uniform room
- Linen store
- Sewing Room
- Floor Pantry
- Laundry



ORGANISATION HIERARCHY OF HOUSEKEEPING

The scope of housekeeping embraces the entire hotel; naturally the largest work force of the hotel belongs to the housekeeping department. The organizational hierarchy gives an idea about the various staff working in the department and their importance within the organizational hierarchy. Hotel industry being a service industry, personal projection of its staff reflects and enhances its image and reputation



DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF

Executive Housekeeper / Accommodation Manager

He / she is in charge of the housekeeping department. He comes directly under the resident manager in a large hotel. Since he is replaced by the deputy housekeeper in his day and time off, his duty is similar to the deputy housekeeper. His working is mainly administrative which depends on the size of the hotel. In large hotels, his work being more on the management side doesn't allow him to be in touch with the lower staff. In small hotels, his duties would include spot checking and supervising as well.

His / Her duties include the following:

1. Planning, Organizing and coordinating the work of his staff.
2. Recruiting new staff and including them into proper training programmes.
3. Dismissal of staff when they are found unsatisfactory.
4. In small hotels he is expected to supervise while in large hotels he does spot checks (a spot check is a supervise check which helps maintain discipline and the required standard of work amongst staff).
5. Since he works a link between the management and the staff, he expected to solve staff grievances and pass on management orders.
6. He decides on which room to take off for special / spring cleaning / renovation etc.

7. He decides on the type of furniture, décor, linen, staff requirements in conjunction with the general manager.
8. He is the final authority for the requisitions made for materials like guest supplies, cleaning supplies, cleaning equipments etc.
9. He prepares the annual housekeeping budget.
10. He formulates rules and regulations for his staff and sees that they are followed.

Deputy Housekeeper:

She comes next in seniority to the executive housekeeper. Her duties include the following.

1. She takes over on the executive housekeeper's day and time staff.
2. She sees on the allocation of work to the staff.
3. She prepares duty roaster for the housekeeping staff and re-schedules them in case of absenteeism.
4. She is required to maintain stock registers.
5. She is in charge of the lost and found department.
6. She checks the proper grooming of staff and settles there disputes and complaints.

Floor Supervisor:

She reports to the assistant / deputy housekeeper. Her duties include the following.

1. She inspects each room completed by the room attendant according to the specific room check list and ensures that they meet the set standards of the hotel.
2. She checks the par stock of linen, guest supplies and cleaning supplies, cleaning equipments, etc. on her floor & requisites for the required amount from the stores after the authorization of the executive housekeeper.
3. She checks the day to day grooming and discipline of the staff under her.
4. She assists the guest in case of information or any medical support.
5. She coordinates with the desk supervisor and releases ready rooms and takes departure rooms for her.

Public Area Supervisor:

The duties of the public area supervisor include the following:

1. To check all public area and see that the standards of cleanliness is maintained.
2. She removes furniture, curtains, fixtures etc. which requires spot mending, repairs or washing.
3. She checks and controls the working of mechanical equipments and sends them for repairs if required.
4. She checks the working of contract in the public area.

Uniform and Linen Supervisor:

The Uniform and Linen Supervisor has the following duties.

1. He maintains records of linen and uniforms issued and received
2. He keeps an update of the inventory stock on monthly basis.
3. He deals with any requests or complaints made by the staff or guests of the hotel and passes it on to the laundry department.
4. He checks to the standards of cleanliness and hygiene maintained for all housekeeping linen and staff uniforms.
5. He maintains proper storage place for linen and uniforms.
6. He assigns daily work to the tailors.

Night Supervisor:

Night Supervisor is special in a manner that would require him / her to be able to handle any aspect of housekeeping at night including guest control operations, issuing of linen, uniforms or any other emergency. Her area of work would include.

1. Attending to guest calls at night and helping them in if required.
2. Cleaning of all public area at night.

Room Attendant:

The room attendant is also known as chamber maid's or room boys. And they do the actual cleaning of the entire guest room and toilet / bath area. They are required to clean around 14-16 rooms a day and the ready rooms are then checked by the floor supervisor as per the set standards of the hotel. The room attendants are supposed to carry the chamber maid's trolley with them during the cleaning process and refill the trolley at the end of their shift and keep ready for the next day.

Spotters / Pressers:

These are the people who do the work of stain removal from the clothes. The pressers do the job of ironing different types of guest clothing and any emergency stock of housekeeping linen.

Valet:

He is a person who goes from one guest to another collecting or delivering guest laundry.

COORDINATION OF THE HOUSEKEEPING WITH OTHER DEPARTMENTS

All the departments of the hotel are required for its effective functioning and operation and teamwork is of great importance. No dept. is isolated they are all interdependent. All the depts. are working towards the satisfaction of the guest. During the course of work the H/keeper comes in contact with particularly all the depts. And the works of the departmental heads are unhindered and if friction is avoided then a close interdepartmental cooperation can help the establishment to run smoothly.

Front Office

H.K is responsible for the cleanliness of the rooms & front office for selling of the rooms. Revenue lost for the day is revenue lost forever unlike F&B which can be stored. Hence there is continuous flow of information regarding room status. the front office informs the of all departures happening so that the rooms can be kept ready for sale.

Maintenance

H.K coordinates with this department for all major or minor repair works to be carried out in the hotel building to avoid a major breakdown the H.K informs this dept the work to be done through a maintenance job order slip which is received accompanied by a immediate action & follow up. Annual renovation is also coordinated between these two departments.

Food & Beverage Service

1. H.k provides & issues the clean linen i.e. table cloth ,napkin to the restaurant & other outlet of f& b dept
2. Provide clean uniform to the staff
3. Helps the f& b staff during linen inventory
4. At the same time F&B dept gives information about the banquet function in the hotel through function prospectus, so this helps the public area supervisor to schedule the staff
5. H.K cleans all the restaurant area
6. Room service & H.K coordinate each with other for prompt room service spillage clearance ,& for EMT(early morning tea)

Security

The two department coordinate with each other to ensure that the safety & security measures are well applied to all areas of the hotel e.g. theft prevention .fire prevention, intimation & follow up for suspicious activity ,safe issue of keys & their storage, issue of gate pass to the staff, during all emergency situation.

Purchase & Stores

The two dept coordinate with each other to discuss about brand, quality & quantity of a item i.e. cleaning agent, equipment, guest supply, linen etc identify the supplier & approval of it .the stores dept procures the item & issue it to H.K dept

Personnel Department

As personnel dept. deals with the recruitment, undisciplined, grievances, procedures, identity cards for staffs, locker facilities, induction training, warning letters hence h/keeping has to coordinate with the personnel dept. in connection with the above subjects for its own staffs.

Purchase Department

The h/keeper has to coordinate with the purchase dept. as this is the dept. which procures various h/keeping supplies such as guest supplies, stationery, linen, cleaning equipments and agent etc. for the h/keeping staff.

Laundry

This applies where the laundry is under the supervision of a laundry manager. Laundry is responsible for washing and dry cleaning of linen, staff uniform, and guest laundry to a high standard of cleanliness. And also, to the supply of items to h/keeping on time. The operational side of the hotel will be hampered if the laundry fails to return the clean items in time.

UNIT 5 : CLEANING ORGANISATION

- Principles of Cleaning
- Types of surfaces & cleaning
- Cleaning agents : Types & Criteria for Selection

ORGANIZATION OF CLEANING

For cleaning to be efficient, it must be well organized. Different ways of organizing the cleaning of various areas are outlined below.

There are 3 types of cleaning

1. Daily cleaning
2. Periodic/weekly cleaning
3. Spring/special cleaning

Daily Cleaning

Daily cleaning programme includes.

1. Cleaning of vacant, occupied & departure rooms.
2. Cleaning of floors corridors and housekeeping pantries.
3. Cleaning of other public areas like entrance door, corridors, lobby, elevators, restaurants, administrative offices, employee locker rooms, exercise rooms and public areas restrooms.
4. Cleaning of guestroom toilets
5. Removing of the soiled linen from the bedrooms and bathroom and replenishing the fresh one.

Periodic / weekly cleaning:

In many hotels there is a weekly schedule. Work out to enable all the cleaning thoroughly covered in spare of one week. It is difficult to do all the cleaning in every room, everyday, so in this way a different extra task to do each day keeps the room in good standard.

Example: List of seven task that can be located on daily basis.

Monday -cleaning under bed and all furniture, carpet comers should also be brushed with a hand brush.

Tuesday -High dusting in room, bathroom, wardrobes, on top of shelves, hanging lamps and defrosting freezer.

Wednesday - Clean the windows with sponge, water and detergent. A small squeezer must be used to clean windows.

Thursday - Polishing furniture and brassoing fixtures.

Friday -Scrubbing bathroom floors.

Saturday - Scrubbing balcony / terrace.

Sunday -Wiping the tiles in bathroom and cleaning of faucets.

Spring / Special cleaning:

A special cleaning programme is done annually or once in three or four months. The room is cleaned entirely from top to bottom. All the areas of the rooms are covered this type of cleaning. During the process, if any maintenance work is required to be done, it is immediately reported to the Engineering and Maintenance Department.

Generally in slack season/low season, rooms are blocked for the purpose of spring cleaning. During the process, curtains are sent to laundry, upholstery furniture are cleaned thoroughly and mattresses & pillow - covers are changed.

The deep cleaning procedure is followed for carpets. Stains are removed and walls are cleaned. A room attendant may be allotted .The typical spring cleanings are:

- Shampooing carpets.
 - Dusting high like ventilators, top of furniture, Alc ducts etc.
 - Vacuuming under heavy furniture.
 - Cleaning and vacuuming upholsters.
 - Scrubbing tiles.
- Cleaning of balcony and terrace area ,of one room everyday for spring cleaning

Principles of Cleaning

These are the basic rules to follow in any kind of cleaning activity, whatever the nature of the surface or the soil.

1. All soil should be removed. Soil should be removed without harming the surface being cleaned or the surrounding surfaces.
2. The surface should be restored to its original state after the cleaning process.

3. The cleaning process should be efficient, using a minimum equipment, cleaning agents, labor and time.
4. The simplest methods should be tried first, using the mildest cleaning agent.
5. The cleaning methods least harmful for the surface should be used.
6. Cleaning should proceed from high to low wherever possible.
7. When cleaning an area, start with the cleaner surfaces and articles and then go on to clean the more heavily solid ones, so as to prevent the spread of soil from dirty to cleaner surfaces.
8. While wet-cleaning or polishing the floor, the cleaner should walk backwards while cleaning in front of him.
9. Suction cleaning should be preferred over sweeping wherever possible.
10. Sweeping should be done before dusting, and dusting before suction cleaning.
11. Stains should be removed as soon as possible.
12. The cleaner should take all safety precautions while cleaning. In particular, cleaning agents and equipments should be stacked neatly to one side.
13. The cleaner should start cleaning from the farthest end of an area, working towards the exit.
14. After the cleaning process is over, all equipment should be washed or wiped as applicable, dried, and stored properly; cleaning agents should be replenished and stored; waste discarded; and the area left neat and tidy.

COMPOSITION, CARE, AND CLEANING OF DIFFERENT SURFACES

Hard surfaces are found in various forms, in different areas, in all hospitality establishments. To keep the hotel property looking as fresh as it did the day it first opened, housekeeping employees involved in the care and maintenance of these hard surfaces must know the composition of these surfaces, the specific type or variant, and the optimal cleaning and maintenance procedures. Adequate training should be imparted to the staff on the care and maintenance of the surfaces, because once spoiled, these surfaces usually cannot be revived to achieve their original appeal or function. These types of hard surfaces commonly used in hotels include metals, glass, plastics, ceramics, wood, stone, etc. In addition to these, housekeeping staff are also responsible for the care and cleaning of surfaces such as leather, rubber, etc.

METALS

Metals form the whole or a part of many fixtures, fittings, and items of furniture. The most commonly used metals are silver, steel, copper, brass, bronze, aluminum, and iron. These metals may be used in door and window fittings, wall panels, light fittings, sanitary ware, restaurant cutlery, cooking utensils, guestroom accessories (such as ash trays, vases, and picture frames), and furniture (such as beds, chairs, and tables). Most metal surfaces get tarnished, scratched, or rusted unless treated or protected.

SILVER

This soft, malleable, and ductile metal has a brilliant sheen when well polished. Silver is chemically unaffected by pure air, pure water, and a majority of food stuffs, but gets scratched easily if pure. Silver is used as plating in electroplated nickel silver, for making cutlery, utensils, vases, and decorative artefacts.

Cleaning Procedures : Silver needs to be cleaned and polished on a regular basis. When it gets tarnished, more complex cleaning methods have to be employed. Generally Silver can be polished using Silver dip method, Burnishing method or using Proprietary Silver polish. Silvo is an example of silver polish available in Indian market.

STEEL

It is used in the manufacture of baths, sinks, and so on, stainless steel is used in making cutlery, protective paneling, sanitaryware, furniture, trays, and cooking utensils. Steel is sometimes galvanized or enameled to prevent corrosion. If an enameled steel surface gets stained, it can be washed with a mild liquid abrasive.

Cleaning and Polishing procedures : Stainless steel is washed in a hot solution of synthetic detergent using a soft nylon scrubber, rinsed with clean water, and immediately dried thoroughly with a linen cloth. The use of harsh abrasives should be avoided as they may scratch the surface.

COPPER

This metal with an orange-brown tinge has a light sheen of its own. It is used for wall paneling and counter tops in the bars and restaurants; bowls, vases, and urns in lobbies and guestrooms; and utensils in the kitchen.

Cleaning and Polishing procedures : Copper is washed in warm water and then rubbed with a mixture of salt, fine sand, and vinegar, using rags, to clean. It is then rinsed in warm water and dried with a flannel cloth. Copper can also be polished with a proprietary polish.

BRASS

This is a golden-brown alloy of copper and zinc. It is used in making door and window fittings, stair rods and railings, foot rails in bars, taps, ashtrays, and ornaments. Brass tarnishes and scratches easily. To avoid this, brass fixtures are usually lacquered.

Cleaning and Polishing procedures : To clean brass articles, remove surface dust with a duster and rub the articles with a paste made of white flour, salt, and vinegar in equal parts. Polish with Brasso or Kiwi Kleen Brass, using damp rags or cotton. A long-term hard-metal polish can also be used on brass.

BRONZE

This is a brown alloy of copper and tin. It is used primarily in making works of art and medals. It does not tarnish easily.

Cleaning and Polishing procedures : To clean a bronze article, wash well with water and then apply a mixture of one part muriatic acid and two parts water with a piece of flannel. Allow the solution to dry and then polish the bronze well with vegetable oil.

ALUMINUM

It is used to make light fittings, insulation wires, window frames, venetian blinds, furniture items, door and window fittings, saucepans, and other utensils. Aluminum is not tarnished by air. It is, however, damaged by soda and other alkalis as well as stained by acids.

Cleaning procedure : To clean aluminum, wash in a hot solution of synthetic detergent, using soft steel-wool to scrub. Use mild abrasives only in the case of difficult stains. In case of aluminum showpieces, some liquid wax polish may be applied to maintain the gloss.

IRON

This silver-white metal of great strength is used in making furniture, buckets, dustbins, and cookware.

Cleaning procedure : Unprotected iron should be washed only when necessary and then thoroughly dried. Galvanized iron needs regular washing and thorough drying. Rust can be removed from galvanized items with fine steel-wool dampened with oxalic acid.

GLASS

Cleaning procedures : Dusting should be done daily with a lint-free cloth. Damp dusting needs to be done whenever necessary. For cleaning larger surfaces, a small window squeegee may be used. Newsprint contains an effective solvent, therefore newspaper can be used to remove marks from windows too. Use a lint-free cloth to dry the glass surface afterwards.

PLASTICS

Cleaning and Maintenance Procedures : Plastic surfaces are easy to clean and maintain. Daily damp-dusting should be done since plastic attracts dust due to static electricity. Light soilage can be removed by wiping with a warm solution of synthetic detergent, followed by rinsing and air-drying.

CERAMICS

Ceramics are used for making sanitary fittings, drain pipes, vases, floor tiles, wall tiles and finishes, cooking utensils, and crockery. Ceramics should be handled with care since they are

prone to cracking and chipping. Ceramic plates used in hotels usually have rolled edges to avoid the problem of chipping at the rim.

Cleaning procedures : A warm, neutral synthetic detergent solution should be used for cleaning ceramics. The articles must be rinsed thoroughly and dried with a lint-free duster. Stains may be removed by rubbing with a damp cloth to which sodium bicarbonate has been applied.

WOOD

Wood is hard, compact, fibrous, and porous. Good wood makes for rich, warm, and beautiful surface. It is an extremely versatile surface material, with its varied colours and different grain patterns, and is used throughout hotel establishments. Being a porous material, wood absorbs water as well as dust. It is also prone to fungal attacks and pest infestations.

Care and cleaning procedures of wooden surfaces

Wood, being porous, deteriorates in contact with an excess of water. Therefore, the least possible amount of water should be used for cleaning wood. Always dry-dust the surface first with an impregnated mop, or vacuum-clean. Then remove excess soiling by damp-dusting in case of small articles and light damp-mopping for larger surfaces. Wooden floor surfaces need to be buffed with a floor polisher two times a week. Spills and stains should be removed immediately from wood surfaces so that they are not absorbed into the surface.

STONE

A variety of natural stones are used as hard surfaces in hotel establishments. The popular ones are marble, granite, quartzite, and slate. Stones are used mainly as floor finishes and external wall surfaces. Other areas where they may be found are tabletops, countertops, and top of vanity units, furniture, decorative idols, and ashtrays. Stones such as marble are often used as flooring and on walls in luxury bathrooms and foyers.

Maintenance and Cleaning

Stone surfaces may be cleaned using synthetic detergent and hot water. Stains may be removed using fine abrasives. For larger areas, a wet-pickup vacuum cleaner may be used. Use of acids and strong alkalis should be avoided, as they may cause pits on the surface.

LEATHER

Leather can be dyed in variety of colours and is used for belts, shoes, gloves, purses, wallets, luggage, upholstery, desk tops, and book bindings. Leather is expensive and should be kept supple to prevent cracking. Leather also picks up oil and grease readily. General cleaning of leather involves daily dusting or suction cleaning. In case of soiling, wipe the leather with a

soft cloth wrung out of warm water and mild synthetic detergent. Follow with a damp-dusting with clean water and dry thoroughly. Occasionally leather may be polished with a good furniture polish cream to keep it supple. Solvents should not be used on leather as they will stiffen it.

CLEANING AGENTS

Most of the hotels nowadays use a range of Chemicals from R1 to R9 which have different cleaning properties. Listed below are the names of the Cleaning Agent and their uses.

R1	Bathroom cleaner cum Sanitiser (All bathroom surfaces, sink, tub, tiles, floors and fittings)
R2	Hygienic Hard Surface Cleaner (All purpose cleaning agent for floors and walls)
R3	Glass and Mirror Cleaner (Window mirrors, glass display cases)
R4	Furniture Polish (All wooden floors and furnishings)
R5	Air Freshner (Offices. Corridors, washrooms)
R6	Toilet Bowl Cleaner (and Urinals)
R7	Floor Cleaner (For removal of oil and grease)
R8	Stain Remover (non abrasive cream cleaner mildly alkaline for removal of stains)
R9	Bathroom and Fittings Cleaner (removal of hard stains)