



UNIT 8

HOW CAN I BECOME A GOOD ROOM AND CLEANING ASSISTANT?

PARTICIPANT'S MANUAL

BLOCK 2: JOB OPERATIONS AND SUPPORTING ICT

Consortium



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**INCLUSIVE
TOURISM**



HOW CAN I BECOME A GOOD
ROOM AND CLEANING
ASSISTANT?

List of contents

1. Introduction
2. Objectives of the unit
3. Structure of sessions.
4. Face to face sessions.
5. Conclusions

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4. INTRODUCTION



Introduction

One of the areas in which people with disabilities have remarkable capabilities and skills is in **room and cleaning assistant** occupation. This professional activity is developed in all kinds of hotels and other tourist accommodation such as spas, tourist apartments, city and rural establishments...

Also, this activity can be developed in non-tourist accommodation such as health centers, residents halls for students and old people's homes and nursing homes.

The logo for Inclusive Tourism is located inside a white circle with a teal border. It features the words "INCLUSIVE" and "TOURISM" in a blue, sans-serif font. The letter "S" in "INCLUSIVE" is stylized, with a teal-colored swirl or loop that extends downwards and to the right, partially overlapping the word "TOURISM".

INCLUSIVE
TOURISM

Introduction

Their tasks are performed by professionals under the section responsible supervision.

The main tasks in this occupation are: Support for the tasks of cleaning and preparation of the rooms and the common areas, in different types of accommodations, getting adequate quality and implementing the procedures and health and safety standards.

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TOURISM

2. OBJECTIVES OF THE UNIT



Objectives

- Acquire knowledge of the roles and responsibilities of the room and cleaning assistant
- Gain knowledge of work tools and accessories in the room and cleaning assistant occupation.
- Acquire knowledge of the procedure for the development of the different tasks of the room and cleaning assistant occupation.
- Acquire knowledge about health and safety at the room and cleaning assistant occupation.



3. STRUCTURE OF SESSIONS



FACE TO FACE SESSIONS

NUMBER OF SESSION	CONTENTS
1	General introduction
2	Responsibilities and functions
3	Equipments: Machines and tolos.
4	Applications ICT Tools
5	Global operations
6	Step by step: preparation and planification of each operation (1)
7	Step by step: preparation and planification of each operation (2)
8	Ethics, privacy and specific strategic of communication
9	Social commitment



ONLINE SESSIONS

NUMBER OF SESSION	CONTENTS
1	Tasks planification through the ICT Tools for supporting employment.
2	Preparation of specific tasks through ICT Tools for supporting employment.



3. FACE TO FACE SESSIONS



SESSION 1

AGENDA



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1. **General Introduction**
2. **Definition of a room and cleaning assistant.**
3. **Basic knowledge of a room and cleaning assistant.**
4. **Attitudes of a room and cleaning assistant.**
5. **Evaluation**

SESSION 1



1.1 GENERAL INTRODUCTION

General introduction

Room and cleaning assistant

The room and cleaning assistant occupation is developed in:

- Spas
- Tourist apartments
- Rural accomodations.

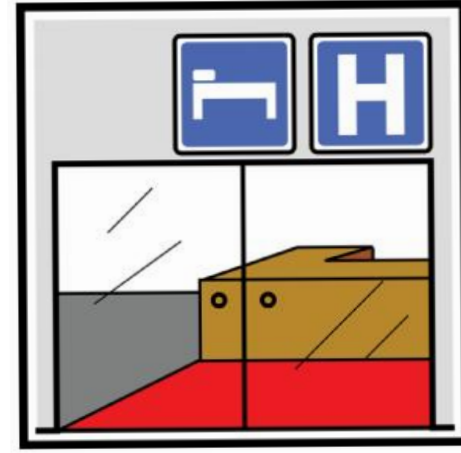
Also, this activity can be developed in:

- Health Centers.
- Elderly residences.
- Students residents.



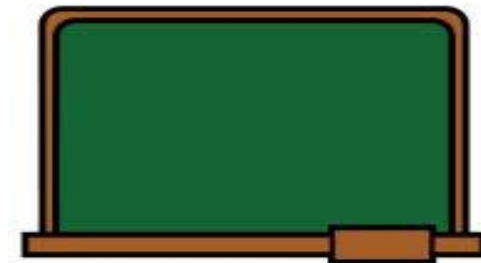
General introduction

Room and cleaning assistant



The main tasks are:

- To support the cleaning and preparation of the Rooms.
- To support the tasks of cleaning and preparation of common areas.
- Perform the tasks following the correct steps, indicated by the floor waiter.
- Comply with health and safety measures.



Brainstorming

- 1. What is a room and cleaning assistant?**
- 2. What tasks does a room and cleaning assistant perform?**

SESSION 1



1.2 BASIC KNOWLEDGE OF A ROOM AND CLEANING ASSISTANT

Basic knowledge

Room and cleaning assistant.

- Cleaning, ordering and grooming techniques applicable to facilities and equipment for common use in rooms and social areas.
- Bed-mounting techniques and presentation of kitchenware and other elements.
- Personal hygiene and safety at work requirements.
- Operation of equipment and appliances of most common use in the Rooms.
- Procedures to ensure the privacy and security of the customer.
- Completing forms and inventories.

Basic knowledge

Room and cleaning assistant.

Watch the following video!

**Video: Role and responsibilities
of a housekeeping room
attendant**

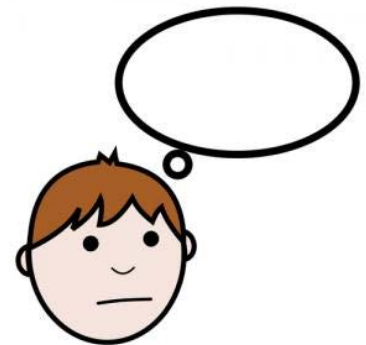


Basic knowledge

Room and cleaning assistant.

After watching the video, we think and answer the following questions:

- ✓ What are the different areas you've seen in the video, where you can work a room and cleaning assistant?
- ✓ Which tasks, seen in the video, did room and cleaning assistant do ?
- ✓ What other tasks do you think a room and cleaning assistant could do?



SESSION 1



1.3 ATTITUDE OF A ROOM AND CLEANING ASSISTANT

Attitudes

Room and cleaning assistant

A floor waiter assistant is a person...

- Concerned about the details
- Organized
- A person who likes to have everything in place
- Responsible
- Discreet
- Quiet, avoid talking about yourself and others
- Attentive
- Cordial with the customer, considerate towards others, helps those who need it, tolerant and committed



SESSION 2

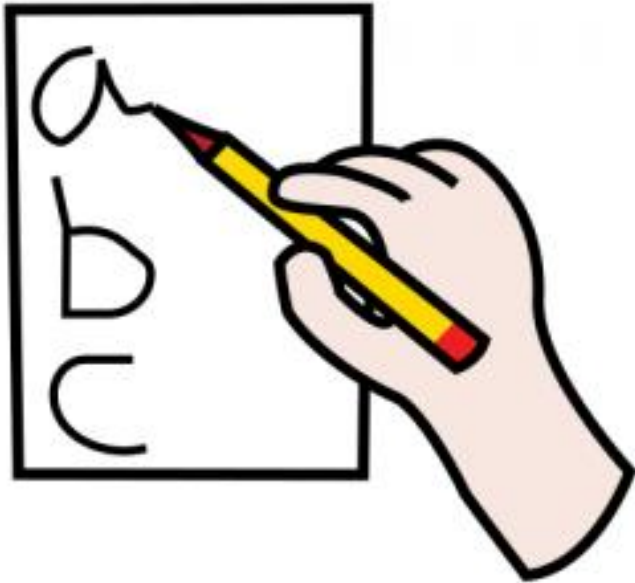


1.4 EVALUATION

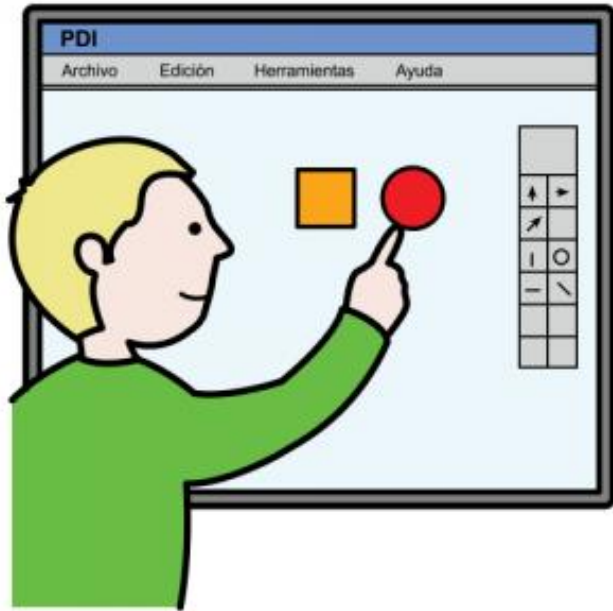
Evaluation

Room and cleaning assistant

Global introduction



SUMMARY OF SESSION 1



- ✓ Basic knowledges
- ✓ Attitudes.
- ✓ Functions and responsibilities
- ✓ Task and subtasks
- ✓ Workplaces.

SESSION 2

AGENDA



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1. **Review of the contents of session 1**
2. **Tasks and functions of a room and cleaning assistant.**
3. **Cleaning of common tasks areas.**
4. **Risks prevention. General concepts.**
5. **Specific risks in the room and cleaning assistant occupation.**
6. **Protective equipments.**
7. **Labelling cleaning products.**
8. **Evaluation**

SESSION 2



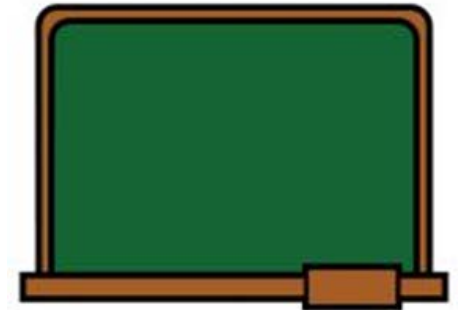
2.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

Brainstorming

1. Common areas to be cleaned in a Tourist accommodation
2. Basic cleaning tasks for common areas
3. Equipment and cleaning products of common areas



SESSION 2

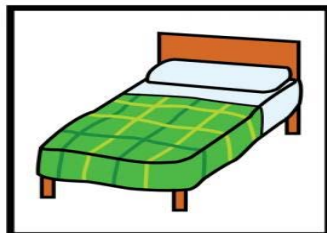


2.2 BASIC FUNCTIONS OF A ROOM AND CLEANING ASSISTANT

Basic functions

Room and cleaning assistant

- ☐ **Know the status of the rooms**
- ☐ **Preparing the material, machinery, products and utensils**
for the development of the work.
- ☐ **Clean and arrange customer rooms**, nearby areas and
common areas by using products, instruments and cleaning
materials.



Basic functions

Room and cleaning assistant



- ☐ **Check the good condition of the installations and the furniture**, repassing the different areas (rooms, bathrooms, hallways, etc).
- ☐ **To serve the customer during their stay in the rooms of the hotel**, using the right material and skills, to offer you a proper service.
- ☐ Comply with the necessary **safety measures** to avoid accidents.
- ☐ **Confidentiality** in customer service. Communication.

SESSION 2

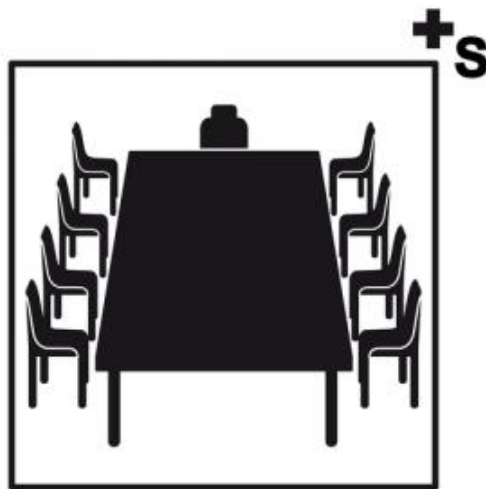


2.3 CLEANING OF COMMON AREAS IN A TOURIST ACCOMMODATION

Cleaning of common areas in a tourist accommodation

Room and cleaning assistant

- Reception
- Hallways
- Halls
- Dinning room
- Terrace



Cleaning of common areas in a tourist accommodation

Room and cleaning assistant

Basic cleaning tasks for common areas

- **Cleaning** is to remove the dirt that you see
- **Disinfect** is to remove organisms (bacteria) from a zone, which are hardly seen.



Cleaning of common areas in a tourist accomodation

Room and cleaning assistant

Basic cleaning tasks for common areas

- Cleaning dust for furtinure.
- Clean glass, doors and Windows.
- Sweeping the ground.
- Vaccuming floors, carpets...
- Scrubbing floors.



Cleaning of common areas in a tourist accomodation

Room and cleaning assistant

Watch the videos!

Video:
Public area cleaning



Video:
Cleaning tips



Cleaning of common areas in a tourist accomodation

Room and cleaning assistant

Plan the daily routine developed by a room and cleaning assistant using the **Todoist APP**.



SESSION 2



2.4 RISKS PREVENTION

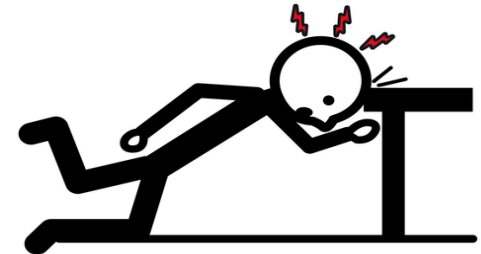
Risks prevention

Room and cleaning assistant

What is the occupational risk prevention?

These are measures to prevent people from being harmed while doing their job.

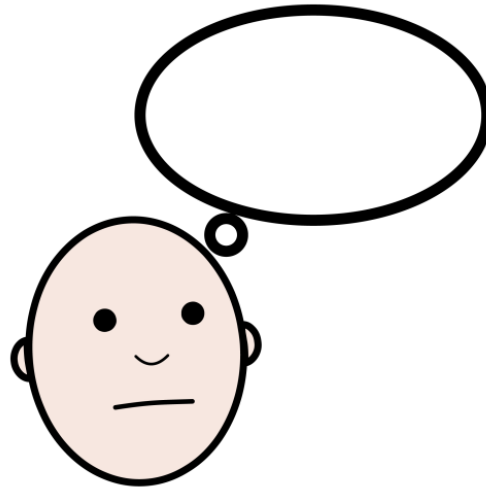
It is responsible for **detecting** the **risks** of the activity and **proposing** measures to **eliminate or minimize** them.



Risks prevention

Room and cleaning assistant

Brainstorming



What are the risks of a room and cleaning assistant in your workplace?

Risks prevention

Room and cleaning assistant

Watch the video!

Video:
Health & Safety



SESSION 2



2.5 SPECIFIC RISKS PREVENTION

Specific risks prevention

Room and cleaning assistant

What are the risks of a room and cleaning assistant in your workplace?

The activity of room and cleaning assistant carries certain risks that the professionals must always take into account when working.

1. The disorder
2. Poor storage of products and tools
3. The use of machines
4. The electricity
5. Manual transport of heavy items
6. Toxic hazard
7. Fire hazard
8. Noise
9. Extreme heat
10. Bad lighting
11. Mental overload



Specific risks prevention

Room and cleaning assistant

Mess

It can cause falls and with them injuries such as sprains, cervical injuries, cuts, etc.

It is very important that everything is ordered, besides giving a good image of the stay, avoids risk of accidents .



Specific risks prevention

Room and cleaning assistant

POOR STORAGE OF PRODUCTS AND TOOLS.

It is necessary to have a storage for the products and tools that we are going to use, it is also obligatory, to maintain some rules regarding the storage of such belongings.

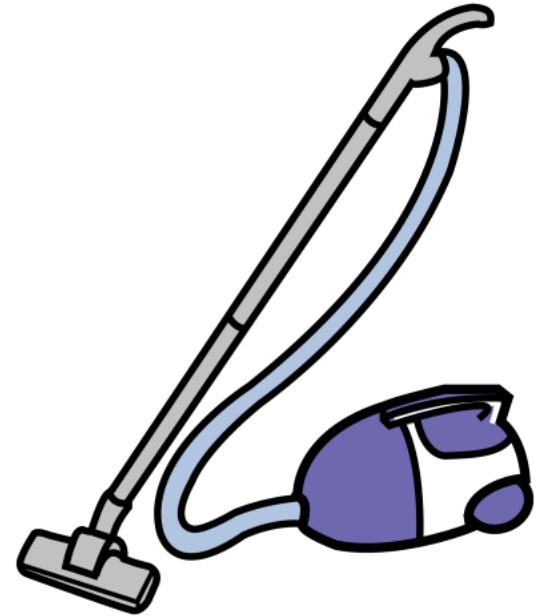


Specific risks prevention

Room and cleaning assistant

THE USE OF MACHINES

Currently there is a great variety of machinery that makes us much work, you have to bear in mind that, to use a cleaning machine, we must be authorized to do so and know perfectly how it is handled.



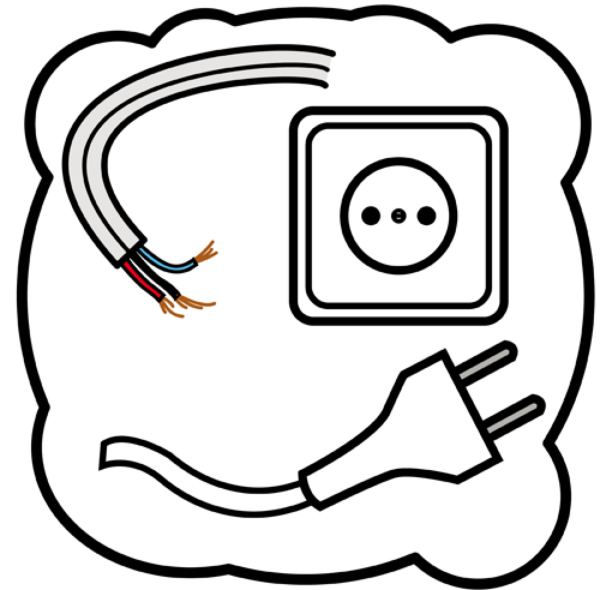
Specific risks prevention

Room and cleaning assistant

ELECTRICITY

It is very important to pay special attention when we are working near a source of electricity, for example plugs or cables.

Electricity cannot be seen, heard, or smelled and is present in all the activities that we are going to perform.



Specific risks prevention

Room and cleaning assistant

MANUAL TRANSPORT OF HEAVY LOADS

Improper handling of heavy loads
can cause injury to the back or neck.

We must use the cleaning trolley
to carry loads.

In the case of not having a trolley,
we must follow the rules of prevention
of risks, avoiding to carry a lot of
weight.



Specific risks prevention

Room and cleaning assistant

TOXIC HAZARD

Products used in the room and cleaning assistant activity can cause accidents and serious damage if they are used incorrectly.

It is necessary to read the label of each product and to comply with the rules of risk prevention.



Specific risks prevention

Room and cleaning assistant

FIRE HAZARD

Fires are a danger in any place where we are going to develop the activity.

There are **evacuation plans** that allow us to know what to do in case of fire.

We must know what rules we will follow in case of fire risk.



Specific risks prevention

Room and cleaning assistant

NOISE

Noise is an obvious danger to the state of health.

Noise may cause headaches, hearing loss, etc. in the long term.



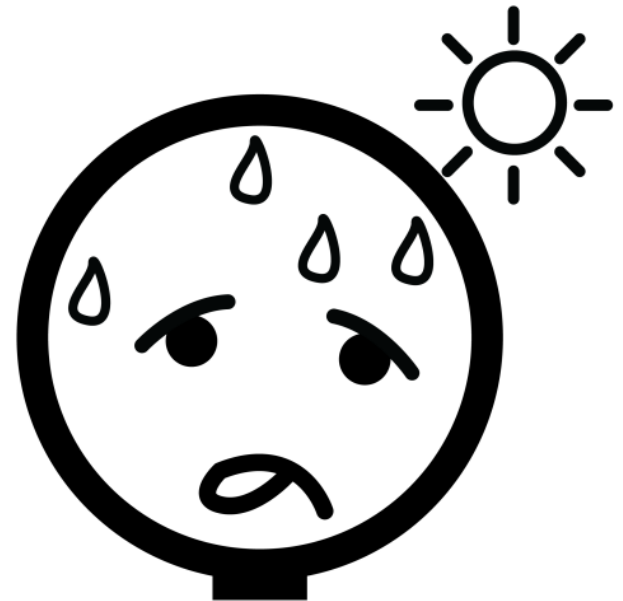
Specific risks prevention

Room and cleaning assistant

EXTREME HEAT

Heat is a risk to which the professional should habituate. Heat can lead from exhaustion to the dreaded heat strokes.

It is necessary to hydrate, drinking water periodically. Also, we should try to maintain good ventilation in the workplace and finally, organize the work incorporating short periods of rest.



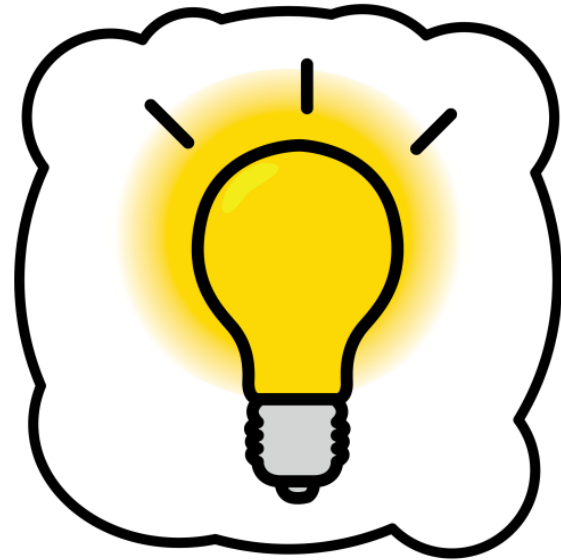
Specific risks prevention

Room and cleaning assistant

BAD LIGHTING

Working with good visibility will always avoid unnecessary risks.

Failing to do so may result in falls, shocks and, of course, no proper work.



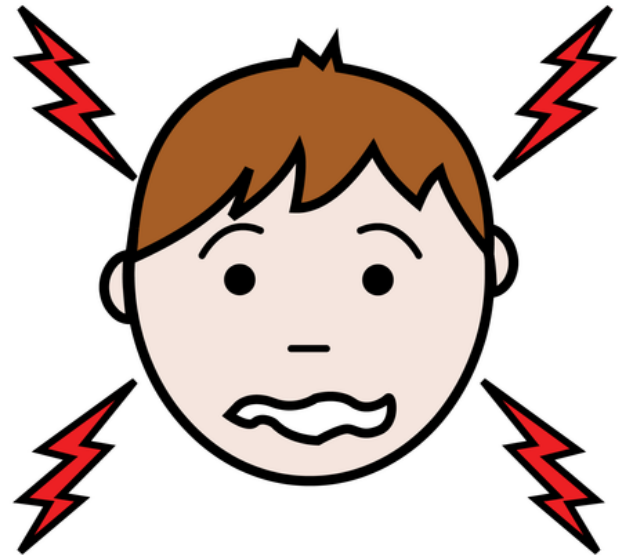
Specific risks prevention

Room and cleaning assistant

MENTAL WORDLOAD

Workers can be found in circumstances that cause mental workload.

Stress, anxiety... are symptoms that something is wrong and you have to try to solve so that the situation doesn't get worse.



Specific risks prevention

Room and cleaning assistant

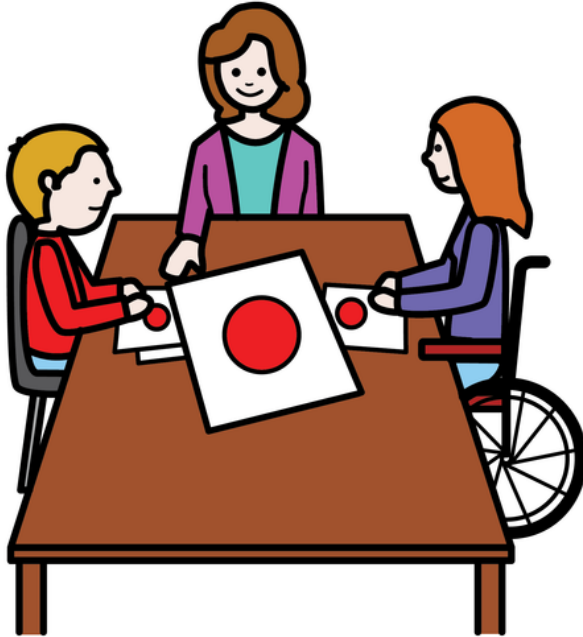
Viewing the video «Good/bad practices in cleaning activity».



Specific risks prevention

Room and cleaning assistant

CONCLUSIONS ON THE VIDEO OF GOOD/BAD PRACTICES IN THE CLEANING ACTIVITY.




Group discussion about the actions we have seen in the video, reading our individual conclusions.

What have we learned?

Specific risks prevention

Room and cleaning assistant

Interactive activity





Cleaning risks prevention

Risk prevention questionnaire in a room and cleaning occupation.

Sensitive: ☒ Upper/Lower Case
☒ Accents

Start

Author: IRENE De los Ríos

SESSION 2



2.6 PROTECTIVE EQUIPMENT

Protective equipment

Room and cleaning assistant

WHAT ARE THE PPEs?

Personal Protective and safety Equipment (PPE):

Equipment that the worker takes to protect himself from a risk, which he has not been able to avoid.

USAGE RULES:

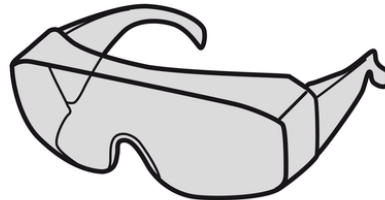
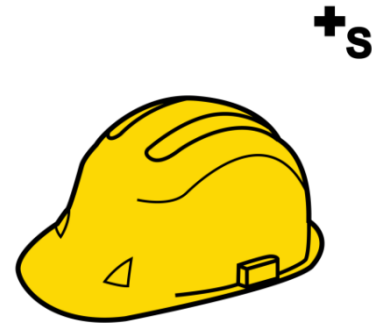
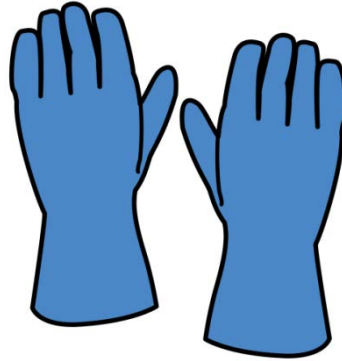
- It's the personal use.
- Adjusted to the characteristics of the worker.

Each worker is responsible for their maintenance and conservation.

Protective equipment

Room and cleaning assistant

EXAMPLES OF PPE



Protective equipment

Room and cleaning assistant

Game: What's wrong with this photo?



SESSION 2



2.7 LABELLING CLEANING PRODUCTS

Labelling cleaning products

Room and cleaning assistant

Many commonly used cleaning products contain chemicals that may be hazardous to human health or to the environment.



Labelling cleaning products

Room and cleaning assistant

The chemical products, substance or preparation, classified as hazardous, must include in its packaging a well-visible label.



Labelling cleaning products

Room and cleaning assistant

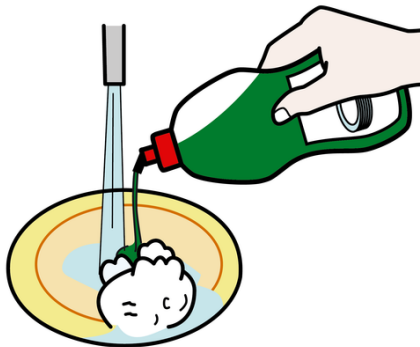
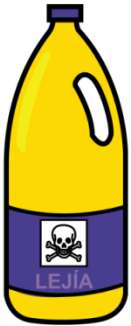
This label is the first basic information for the user about the dangers inherent in the product and the precautions that it should take in its Manipulation.

This label, written in the official language of the state, must be understandable to all people.

Labelling cleaning products

Room and cleaning assistant

ALL PRODUCTS MUST CONTAINAL LEAST:



1. The name of the product.
2. The full address and phone number of the manufacturer.
3. The composition (the ingredients of the products).
4. Indications of danger.
5. What to do in case of accident.
6. The CE symbol, which indicates that its sale is legal and has passed the security controls in order to use it.

Labelling cleaning products

Room and cleaning assistant

EXAMPLES OF LABELS

Each person will search at home or in the center, cleaning products and their respective labels, then we will put in common, the information that contains each label.



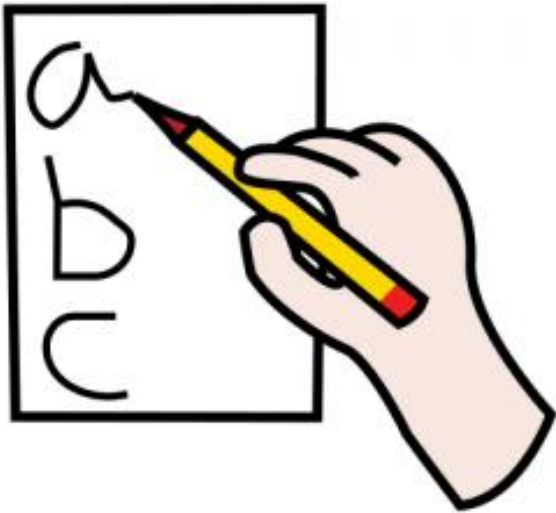
SESSION 2



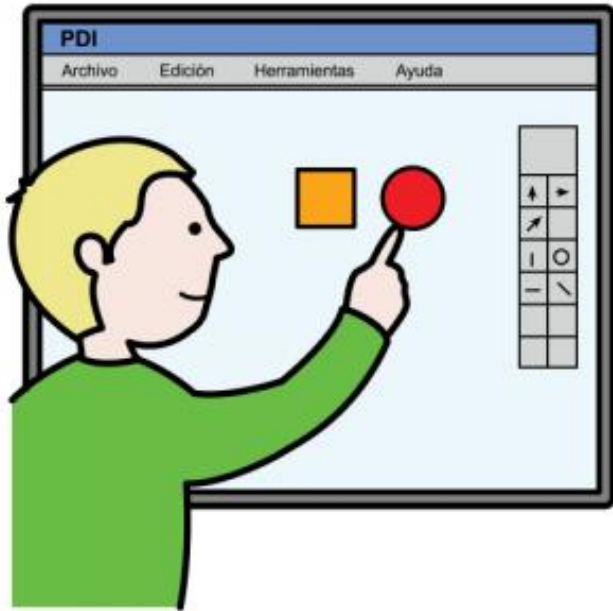
2.8 EVALUATION

Evaluation

**Rules and responsibilities
of a room and cleaning assistant.**



SUMMARY OF SESSION 2



- ✓ Functions and responsibilities
- ✓ Task and subtasks
- ✓ Risks prevention
- ✓ Protective equipment
- ✓ Labelling cleaning products

SESSION 3

AGENDA



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1. Review of the contents of session 2.
2. Cleaning equipments and products.
3. Furniture from cleaning common areas.
4. Cleaning tools).

SESSION 3



3.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

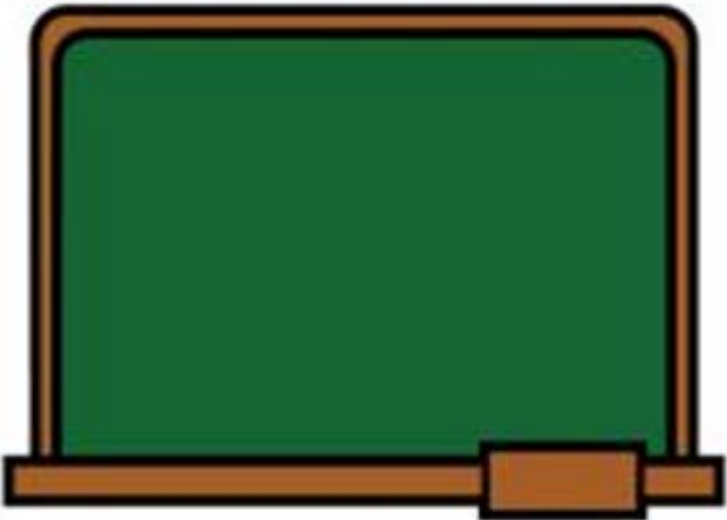
SESSION 3



3.2 CLEANING EQUIPMENTS AND PRODUCTS

Brainstorming

1. Cleaning equipments and products
2. Cleaning machinery



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning utensils

Broom

- Serve for sweeping.
- There are different types of brooms according to each type of soil.



Picker

- It is used to collect the waste that has been swept from the ground.

Mop

- It is used in wet way to drag the remaining dust after sweeping



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning utensils

Cube

- Mop bucket is filled with water and detergent product
- It is used to wet the mop and rinse it
- Has a wringer to drain the mop
- According to each type of floor, different passes are made in the form of «s»,
- Moving from inside to outside.



Dust mop

- Serves to brighten the floor.



Vacuum cleaner

- Serves to suck dust from the ground.
- Some of them suck water.



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning utensils

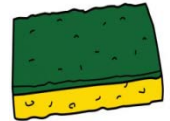
Staircase

- It serves to reach places of difficult access like windows or curtains, and to be able to clean more easily.



Scourer

- It is a piece of crushed steel that serves to scrub.



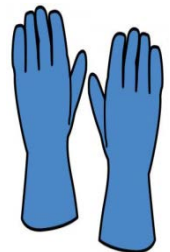
Suede

- It is a soft tissue cloth
- Serves to clean the dust



Glove

- Serves to cover the hand
- It can be made of rubber, plastic or other material.
- It is used to protect the skin

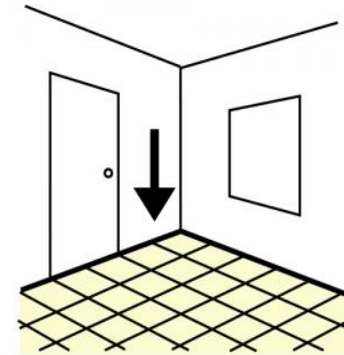


Cleaning equipments and products

Room and cleaning assistant

Utensils and tools for floor cleaning:

- Broom
- Brush
- Picker
- Mop
- Metal stick with metal clamp
- Dust mop holder
- Dust mop
- Scraper
- Buckets or cubes
- Cubes holder trolley.
- Suede
- Dry cloth



Cleaning equipments and products

Room and cleaning assistant

Utensils and tool for glass cleaning:

- Glass-clean Suede
- Multi-Purpose Suede
- Cleans crystals
- Scratch-glass
- Sprayer
- Telescopic handle
- Cubes
- Cellulose paper
- Brush



Cleaning equipments and products

Room and cleaning assistant

Utensils and tolos for furniture cleaning:

- Soft Suede
- Dusters
- Dust-catching Suede
- Waxed suede
- Brush
- Scraper
- Sprayer



Cleaning equipments and products

Room and cleaning assistant

Utensils and tolos for textiles and carpets:

- Brush
- Sprayer
- Mop
- Flixelina (gauze Type)
- Suede

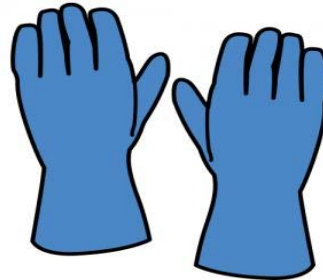


Cleaning equipments and products

Room and cleaning assistant

Complementary utensils and tools for performing tasks:

- Latex, neoprene, polyethylene or PVC gloves
- Bags and sacks of garbage
- Safety Shoes
- Cleaning trolleys
- Stairs



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning products

Cleaners

- For cleaning surfaces such as floors, bathrooms, crystals, tiles, etc.

Brighteners

- serve to give more shine to the Surfaces. Protects floors.

Solvents

- are used to clean traces of grease, tar.
- They are dangerous.

Soaps

- Removes the dirt layer from a surface, furniture, etc.



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning products

Detergents

- They serve to dissolve dirt and stains.

Captured-dust

- They are used to capture dust, they tend to be in spray format.

Descaling

- Remove the rest of the salts from a Surface.

Degreasers

- Clean salt surfaces.

Ammonia

- It is used to remove stains from crystals, tiles, marble, carpets, etc.



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning products

Disinfectants

- They attack bacteria, eliminating furniture and surface bacteria.

Bleach

Brighteners

- They are formed by wax and resins, they create a layer and give shine.

Paint strippers

- They eliminate glass residues and prepare a floor to be later polished

Crystallizers

- They serve to polish marble floors and terrace.

Glass cleaner

- They serve to clean crystals and remove fat from crystals, TV, light bulbs.



Cleaning equipments and products

Room and cleaning assistant

Basic cleaning products

Metal cleaner

- They are used to clean, protect and Polish metals.

Specific products:

- Wood cleaners
- Stainless steel cleaners.
- Air fresheners
- Drain cleaners.
- Anti-lime.



Cleaning equipments and products

Room and cleaning assistant

Cleaning Product Information Sheet

In small group:

- Find information about the sheet products and their use.
- Relation of the products with their corresponding use according to the area or furniture to be cleaned.



Cleaning equipments and products

Room and cleaning assistant

Good and bad practices

Watch the video!

Video:

**Training video for a profesional
cleaners**



Video:

Bad higiene practices



SESSION 3



3.3 FURNITURE FROM CLEANING COMMON AREAS

Furniture from cleaning common areas

Room and cleaning assistant

Types of floor

There are 3 main types of floors:

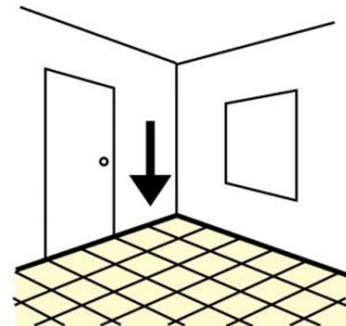
- Porous hard floor
- Smooth hard floors
- Soft floor

Porous hard floor:

- ✓ They are very common (marble, terrazzo, cement, Concrete)
- ✓ They are hard and cold floor
- ✓ It takes a long time to wear
- ✓ It's hard to clean

Smooth Hard floor:

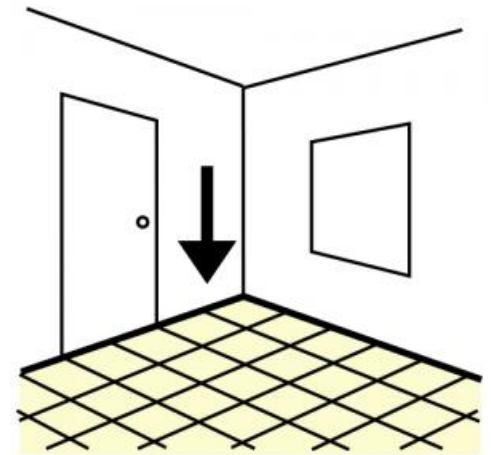
- ✓ They are more sensitive
- ✓ Barely wear
- ✓ They are the floors of granite, tile, stoneware.



Types of floors

Soft floors:

- ✓ They are plastic floors like PVC
- ✓ Rubber Flooring
- ✓ Wooden floors
- ✓ They are damaged by excess moisture



Furniture and accesories

The **furniture** is the sets of furniture and objects that form part of a space, in this case, of a tourist accommodation.

Examples are: chairs, tables, sofas, shelves, crystals, ceilings, walls, floors, etc.

- The **furniture** of a tourist accommodation can be of: wood, leather, upholstery, metal, Plastic and Glass.
- The **doors and windows** can be of: aluminium, lacquered aluminium, plastic, etc

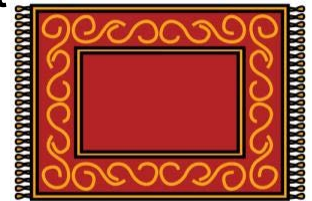


Furniture from cleaning common areas

Room and cleaning assistant

Furniture and accesories

- **Steel surfaces**
- **Lamps and Light points (allogenic)**
- **Outdoor streetlights (terrace)**
- **Floors and pavements** that can be: ceramic, PVC plastics, terrazzo, marble, tiles, granite and Stone agglomerat
- **Parquet Flooring.**
- **Carpets**
- **Crystals** that can be: beveled, smooth opaque, translucent, mirrors, etc.



SESSION 3



3.4 CLEANING MACHINES

Cleaning machines

Room and cleaning assistant

In the case of a tourist accommodation, the machines used for cleaning different areas are:

- **scrubbers:** for cleaning corridors, floors of halls, reception, etc.
- **Polisher:** it serves to wax the soils and make them brighter.
- **Vacuum cleaner:** for the removal of dirt and dust on floor, rugs and Carpets.
- **Steam-cleaning machine:** used for cleaning curtains and furniture.



Cleaning machines

Room and cleaning assistant



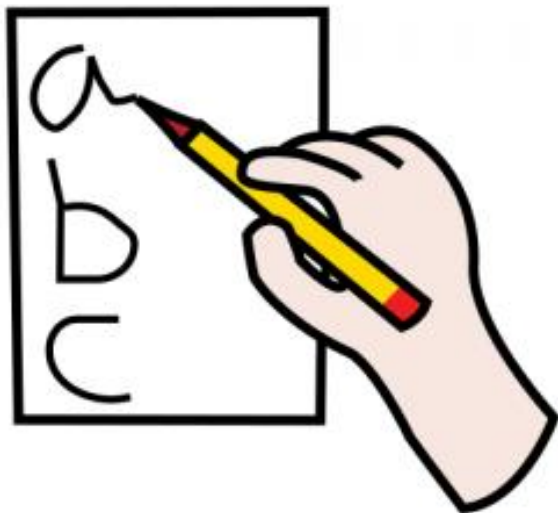
SESSION 3



3.5 EVALUATION

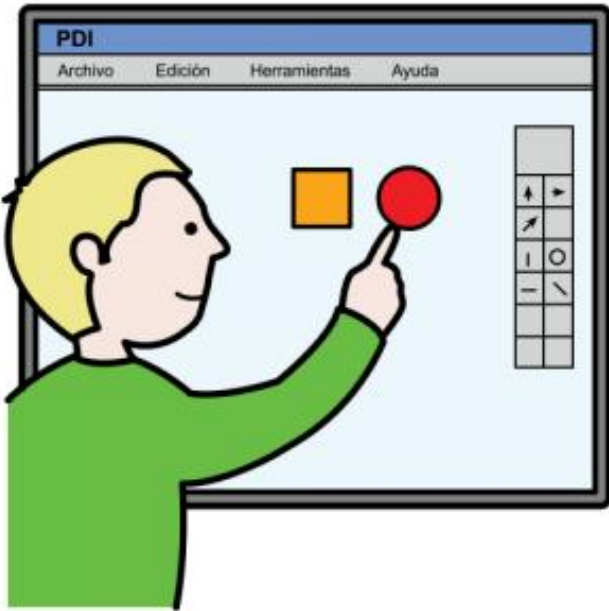
Evaluation

Equipments: Machines and tools



SUMMARY OF SESSION 3

- ✓ Knowledges about cleaning products and equipments.
- ✓ Knowledges about machines and cleaning tools.
- ✓ Good practices in the use of machines, products and cleaning tools.



SESSION 4

AGENDA



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1. **Review of the contents of session 3.**
2. **Use of APP for the planning of tasks, review of the activities, reminders in the room and cleaning assistant role.**

SESSION 4



4.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 4



4.2 USE OF THE APPS IN THE ROOM AND CLEANING ASSISTANT ROLE

Use of Apps

Room and cleaning assistant

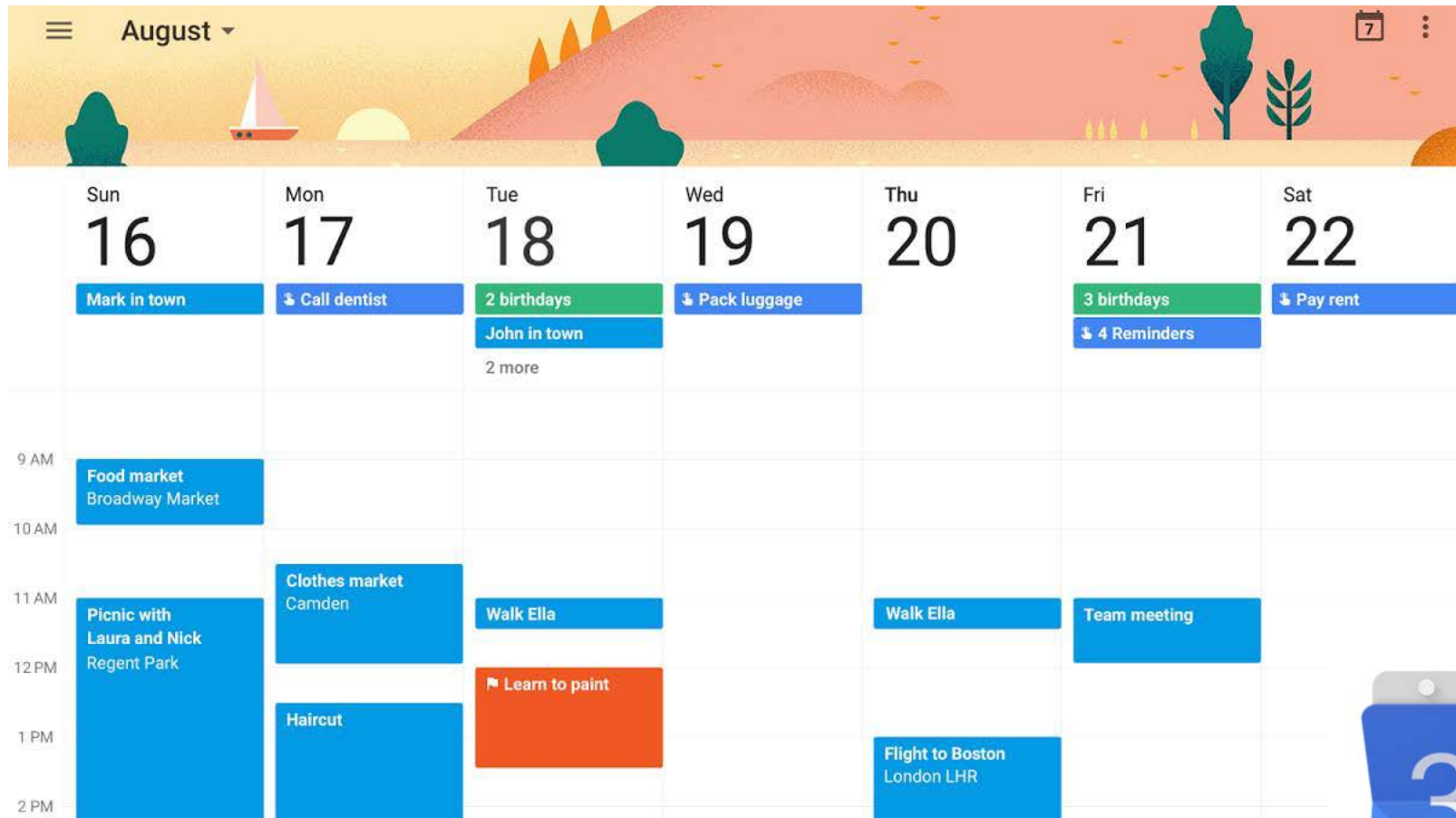
Session 4 is a practical session.

In this session...

You will learn to how to use Apps by
facilitating the daily work.

Room and cleaning assistant

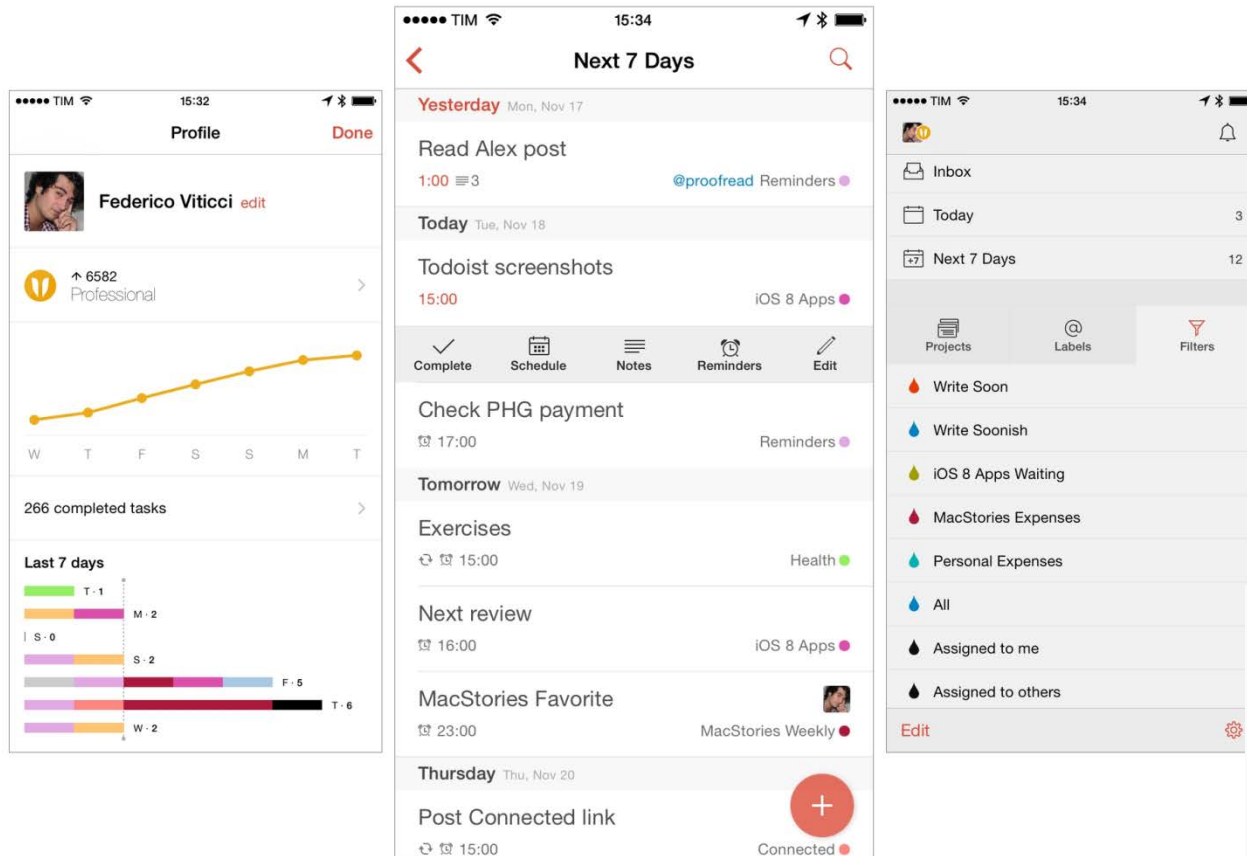
- ❑ Create a work schedule through **Google Calendar**.



Use of Apps

Room and cleaning assistant

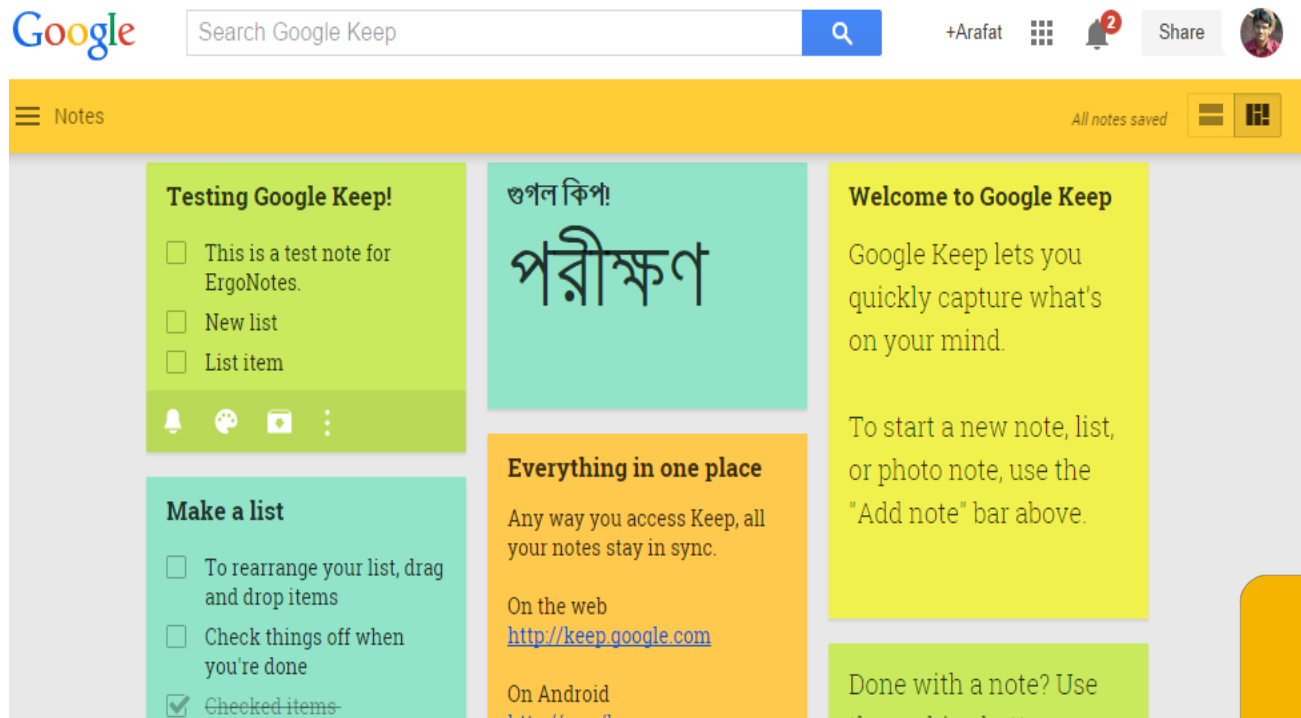
- ❑ Incorporate the daily routine of tasks and see their progress through **Todoist**.



Use of Apps

Room and cleaning assistant

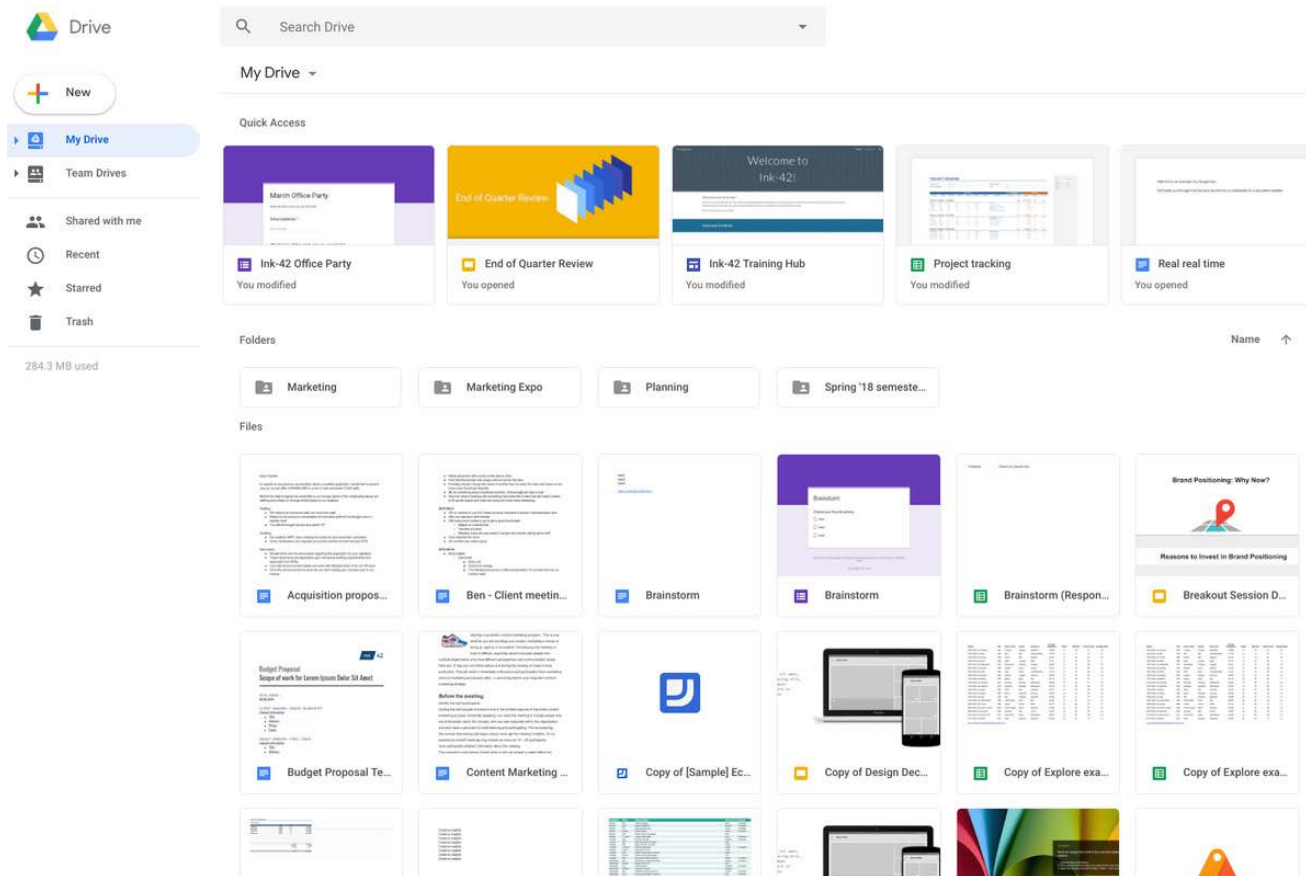
- ❑ Create checklists of subtasks, products and tools in order to you don't forget anything through **Google Keep**.



Use of Apps

Room and cleaning assistant

❑ Fill out work order through **Google Drive**.



Use of Apps

Room and cleaning assistant

- ❑ Find tutorials on performing specific tasks through **Youtube**.

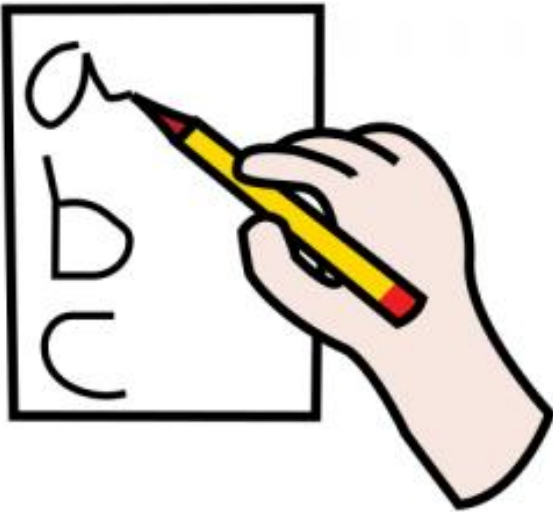


SESSION 4



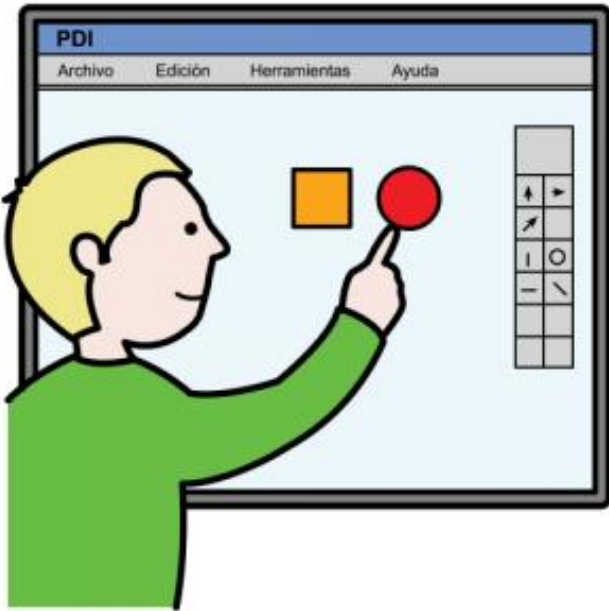
4.3 EVALUATION

Application ICT Tools



SUMMARY OF SESSION 4

✓ Uses of the APPs.



SESSION 5

AGENDA



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1. **Review of the contents of session 4.**
2. **Basic tasks of the room and cleaning assistant.**
3. **Cleaning trolley.**
4. **Machinery and cleaning tools (Practical application).**

SESSION 5



5.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 5



5.2 BASIC TASKS OF THE ROOM AND CLEANING ASSISTANT.

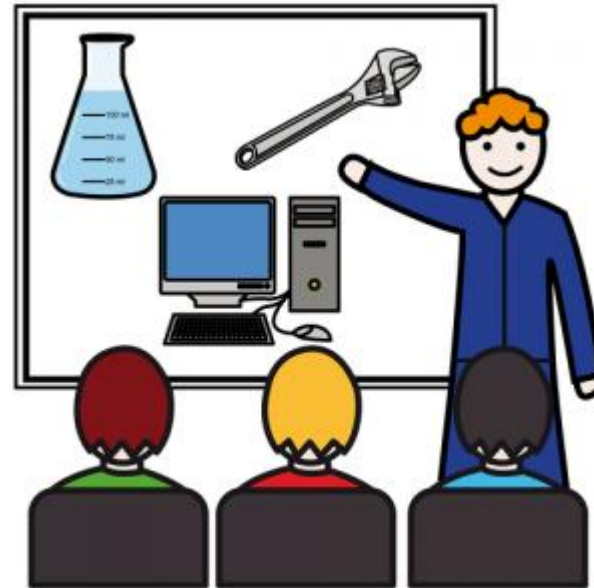
Basic tasks of a room and cleaning assistant.

Room and cleaning assistant

The voice of the expert.

Practical explanation by a room and cleaning assistant:

- Cleaning machinery
- Cleaning utensils
- Cleaning equipment.



SESSION 5

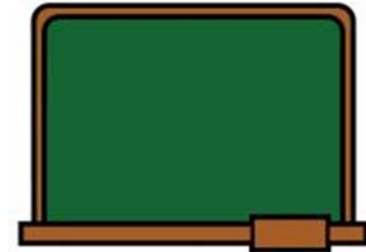


5.3 CLEANING TROLLEY

Cleaning trolley

Room and cleaning assistant

Brainstorming



1. What is a cleaning trolley?
2. Which products does a cleaning trolley have?
3. What utensils and appliances are in a cleaning trolley?
4. How to organize a cleaning trolley?

Cleaning trolley

Room and cleaning assistant

- It's a furniture with several departments.
- It has wheels to handle better.
- The cleaning trolley allows you to move from one place to another carrying all the necessary material for your work, to work in an efficient, comfortable and quick way.



Cleaning trolley

Room and cleaning assistant



- The cleaning trolley has a large garbage bag to collect all kinds of waste .
- It has trays where tools, cleaning products and kitchenware are placed (bed linen and bathroom)

Cleaning trolley

Room and cleaning assistant

Watch the videos



Video:
Cleaning trolley



Video:
Bedroom and bathroom trolley



Cleaning trolley

Room and cleaning assistant

Organization of a cleaning trolley

In the upper part:

- Complementary articles.
- Informative brochures.
- Cleaning products.

In the central part:

- Clean bed and bathroom line

On the sides:

- Cleaning tools.
- Garbage bags.
- Laundry bag.



Cleaning trolley

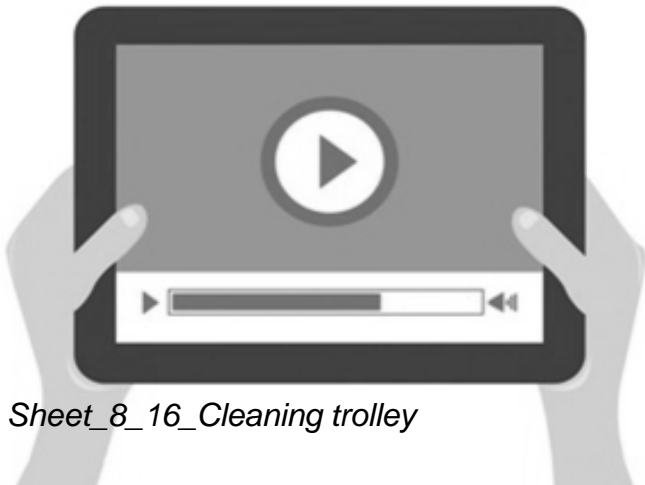
Room and cleaning assistant

Video

- ✓ Elements of cleaning trolley.
- ✓ Organization of cleaning trolley.



Video: Sep up trolley



Video: Trolley Packing



Cleaning trolley

Room and cleaning assistant



Cleaning trolley review

- ☐ General cleaning of the trolley.
- ☐ Replenish products
- ☐ Replace cleaning raps.
- ☐ Check the work tools. (It's all I need. They are in good...
- ☐ Fill the buckets with clean water.
- ☐ Record incidents.

Use of Google Keep APP:

- ✓ Make a checklist for the organization of cleaning trolley. Follow the example.
- ✓ Include:
 - Title
 - Specific tasks.
 - Photo
 - Colour
- ✓ Share with your colleagues.

Cleaning trolley

Room and cleaning assistant



Cleaning trolley review

- ☐ General cleaning of the trolley.
- ☐ Replenish products
- ☐ Replace cleaning raps.
- ☐ Check the work tools. (It's all I need. They are in good...
- ☐ Fill the buckets with clean water.
- ☐ Record incidents.

Practical activity:

- ✓ By couples, organize the cleaning trolley using **Google Keep APP.**

SESSION 5



5.4 MACHINERY AND CLEANING TOOLS. (Practical application)

Machinery and cleaning tools.

Room and cleaning assistant

Practice for Couples

- ✓ Preparation of machinery and tools for cleaning different areas
- ✓ Practice Observation Questionnaire



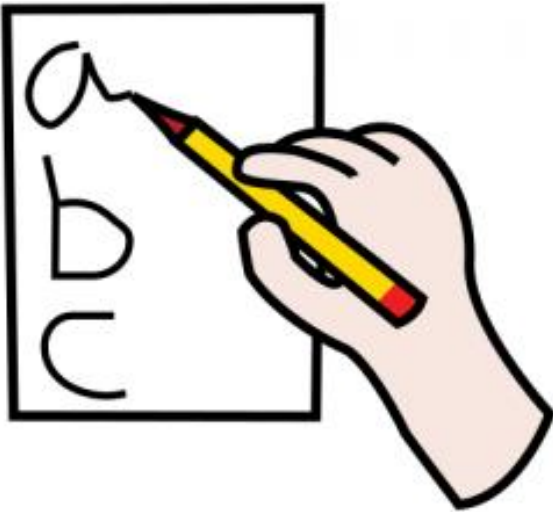
SESSION 5



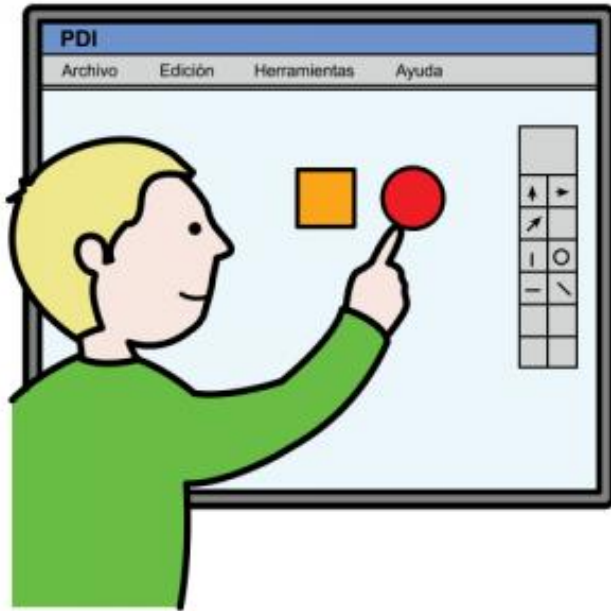
5.3 EVALUATION

Evaluation

General tasks



SUMMARY OF SESSION 5



- ✓ Cleaning trolley. Definition.
- ✓ Products and tools of a cleaning trolley.
- ✓ Arranging of cleaning trolley.

SESSION 6

AGENDA



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1. **Review of the contents of session 5.**
2. **What is a Storage room?**
3. **Organization of the storage room:
Cleaning products and tools.**
4. **Inventory, stocks.**

SESSION 6



6.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 6

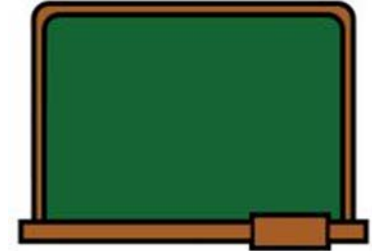


6.2 WHAT IS A STORAGE ROOM?

What is a storage room?

Room and cleaning assistant

Brainstroming



1. What is a storage room?
2. How is organized a storage room?
3. How is organized the bedding of a tourist accomodation?

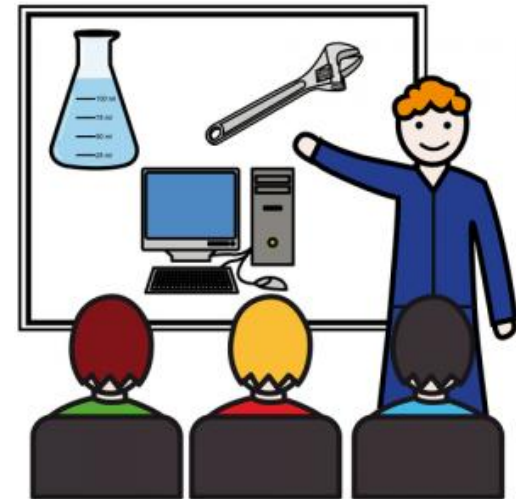
What is a storage room?

Room and cleaning assistant

The voice of the expert

Practical explanation by a room and cleaning assistant, in a real situation:

- Storage area.
- Organization: cleaning products and utensils.
- Organizing bedding in a storage room.



What is a storage room?

Room and cleaning assistant



SESSION 6



6.3 ORGANIZATION OF THE STORAGE ROOM

Organization of the storage room

Room and cleaning assistant

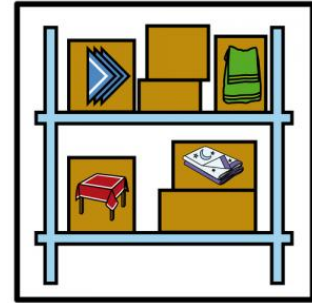


The storage zones must have the following characteristics:

- Communicate with the outside and be accessible to freight vehicles.
- They must be organized so that cleaning products do not mix with Others.
- The place has to have the appropriate environmental conditions for the preservation of the chemical products.
- The store must be in good condition for cleaning and hygiene

Organization of the storage room

Room and cleaning assistant



- The dimensions of the storage area must be suitable for the machinery and if they can, have plugs to recharge the same.
- The shelves should be large and with distance between them to keep the products well ordered.
- The products in the store have to be identified with labels.

Organization of the storage room

Room and cleaning assistant



The features of a storage room are the following:

- **On the shelves there will be labels** that indicate the place of storage of each utensil and of each product.
- The utensils are placed in the upper shelves, in the intermediate the unopened products and in the lower the cleaning products open.
- There will be an **inventory of the utensils, products and machinery** that exists in the Office to carry a better control.

Organization of the storage room

Room and cleaning assistant

Storage room



The features of a storage room are the following:

- Shelves to store neat and sorted, cleaning utensils and products
- Area to store cleaning trolleys.
- Area for storing cleaning machinery (vacuum cleaners, scrubbers, etc.)
- A sink with hot and cold water
- A garbage container
- A cupboard to store the cleaning products
- A ladder

Organization of the storage room

Room and cleaning assistant



Use of Google Keep APPs

- ✓ Create the planification and verification of a storage room.

Storage area

- ☐ Shelving cleaning.
- ☐ Label shelves with the name of the products assigned to each of...
- ☐ Put cleaning tools on top.
- ☐ Place unopened cleaning products boxes.
- ☐ Place opened cleaning products boxes.
- ☐ Organize the cleaning trolleys area.
- ☐ Organize the cleaning machinery area.

SESSION 6



6.4 INVENTORY

Inventory

Room and cleaning assistant

An **inventory** is a count of each type and kind of material that you have in a storage room area of a tourist accommodation.

The inventory collects the data from:

- **Bedding**
- **Bathing clothes**
- **Cleaning products**
- **shampoo, gel, combs, Etc**
- **Cleaning utensils**
- **Other (pillows, hangers, Etc)**



Inventory

Room and cleaning assistant

Types of inventory products.

Bedding:

- Individual bed sheets
- Bed sheets marriage
- Covers
- Individual worktop Sheets
- Bed linen tops Marriage
- Individual fleece
- Marriage fleece.



Inventory

Room and cleaning assistant

Types of inventory products.

Bath Linen:

- Bath Towels
- Towels washbasin
- Bidet Towels
- Bath Mats
- Bathrobe
- Slippers



Inventory

Room and cleaning assistant

Types of inventory products.

Cleaning products:

- Ammonia
- Glass cleaner
- Descaling
- Furniture Cleaner
- Descaling Agent
- Multi-Purpose Cleaners
- Polish
- Mop Liquid



Inventory

Room and cleaning assistant

Types of inventory products.

Amenities:

- Shampoo
- Gel
- Soap
- Comb
- Tissues
- Dental kit
- Sewing Kit
- Swabs
- Manicure Kit (files)



Inventory

Room and cleaning assistant

Types of inventory products

Cleaning utensils:

- Spare Parts mop
- Sticks Mop
- Buckets Mop
- Broom Spare Parts
- Broom Sticks
- Collectors
- Wipes
- Dust Mops
- Mop structure
- Multi-Purpose cubes
- Cleaning Rods



Inventory

Room and cleaning assistant

Types of inventory products

Others:

- Hangers
- Iron
- Iron Boards
- Pillows
- Machinery: polisher/polisher, Vacuum cleaners,...
- Work Tools: Trolley...



Inventory

Room and cleaning assistant

Use of Google Keep APP:

- ✓ Make a checklist with the products available in a storage room of tourist accommodation.
- ✓ (Inventory of products). Include:
 - Title
 - Specific tasks.
 - Photo
 - Colour
- ✓ Share with your colleagues.



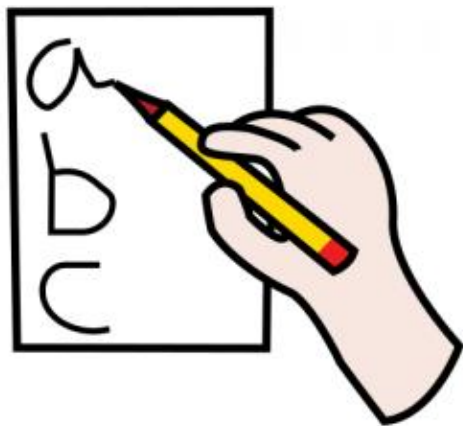
SESSION 6



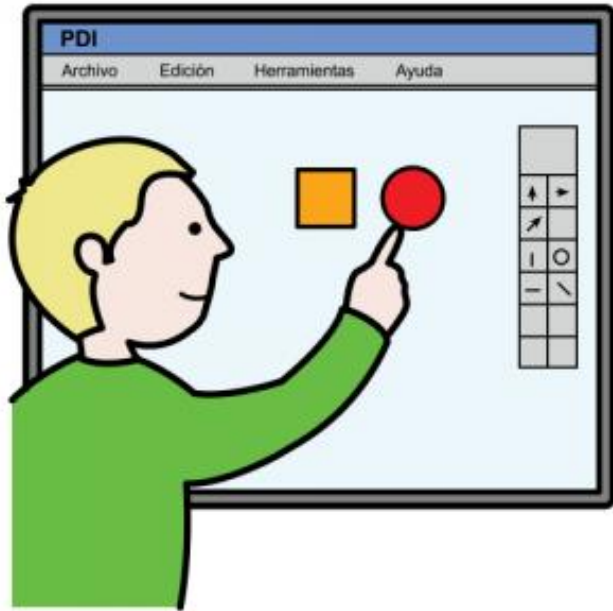
6.5 EVALUATION

Evaluation

**Step by step operation:
Preparation and planification
of each task.**



SUMMARY OF SESSION 6



- ✓ Review of the contents of session 5.
- ✓ What is a Storage area?
- ✓ Organization of the storage area:
Cleaning products and tools.
- ✓ Inventory, stocks.

SESSION 7

AGENDA



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1. **Review of the contents of session 6.**
2. **Review of tasks developed by a room and cleaning assistant.**
3. **Hotel room cleaning.**
4. **Bathroom Cleaning.**

SESSION 7



7.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 7



7.2 REVIEW OF TASKS DEVELOPED BY A ROOM AND CLEANING ASSISTANT.



**Do you
remember the main
tasks developed by a
room and cleaning
assistant?**

SESSION 7



7.3 HOTEL ROOM CLEANING

Hotel room cleaning

Room and cleaning assistant

- ☐ Place a cleaning notice on the Door.
- ☐ All **windows will open** to ventilate
- ☐ **Place guests ' clothes on.**

The first thing to do is to place it
as it is in a place that allows us to work, at the end of the
cleaning we will put back to the place where it was.

- ☐ Collect any waste or debris from customers who are insight.
- ☐ Place a **new garbage bag** in the spaces that need it.

Hotel room cleaning

Room and cleaning assistant



- ☐ **Clean the bedside tables**, if it is of any material such as wood or iron, use special cleaning products.
- ☐ **Also check that there are no objects in the drawers.**
- ☐ **Ventilate the wardrobe** and if necessary aspire the inside.
- ☐ **Clean glass and windows**, remember to use a special cloth and dry at the end to avoid a bad finish.

Sucks and scrubs the surface.

Hotel room cleaning

Room and cleaning assistant



- ☐ **Vacuum the floor**, If you have carpet, use specific products to clean carpets but be aware of the cleanliness of each type of floor.

- ☐ **Scrub the Floor.**

Remember to use specific products for the soil material and change the water at least every two rooms, to prevent dirty water from generating bad smells. Scrub from the inside- Outside.

- ☐ Before finishing the scrubbing, **review the doors to avoid traces of fingerprints** or to check that they are working properly.



Hotel room cleaning

Room and cleaning assistant

1. Watch the video and write the steps to clean a room.
2. Then, practice them!

Video:
Clean steps cleaning a guest room



Hotel room cleaning



Make the bed

1. We'll remove sheets and pillowcases.
2. We will change the sheets and move the mattress by turning it over, if this task is difficult for you, you can ask for help.
3. We'll place the bed linen i.e. sheets, duvets and Pillowcases.
4. The pillows have to be well stretched and molded. The clothes must be clean and ironed.

Hotel room cleaning

Room and cleaning assistant

1. Watch the video and write the steps to make a bed.
2. Then, practice them!

Video:
Bed making step by step



SESSION 7



7.4 BATHROOM CLEANING

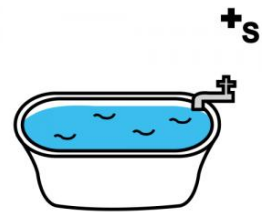
Bathroom cleaning

Room and cleaning assistant



Bathroom cleaning.

1. First, we will clean the tiles using a wet scouring pad, so that the surface is not scratched.
2. After this we will apply a disinfectant product to get a Deep hygiene, especially in the toilet, and thus eliminate the germs.
3. It will clean the bath, screen and sink, with products special, advisable the anti-limescale.
4. We'll clean mirrors and taps
5. Finally, we must place the towels and place the garbage bags, toilet paper, hand soap on it dispenser, etc.



Bathroom cleaning

Room and cleaning assistant

1. Watch the video and write the steps to make a bed.
2. Then, practice them!

Video:
Cleaning bathroom step by step



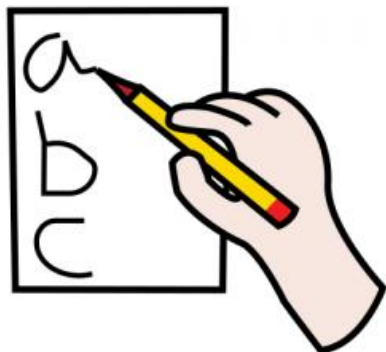
SESSION 7



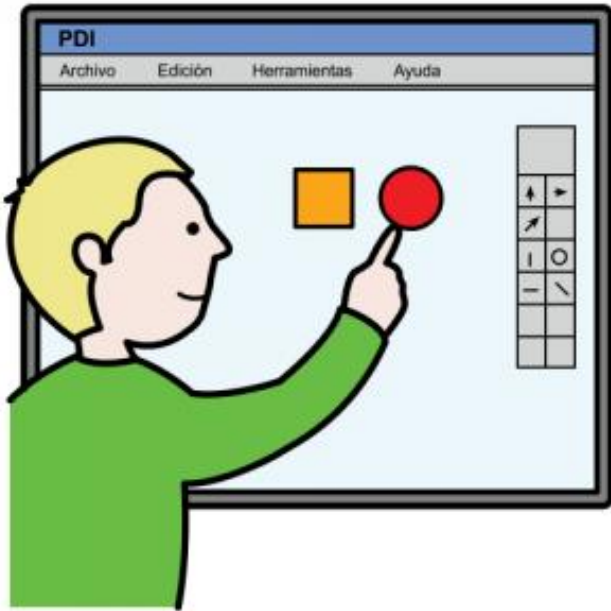
7.5 EVALUATION

Evaluation

**Step by step operation:
Preparation and planification
of each task (2).**



SUMMARY OF SESSION 7



- ✓ Review of the contents of session 6.
- ✓ Cleaning and preparation of a hotel room.
- ✓ Make a bed.
- ✓ Cleaning and preparation of a bathroom.

SESSION 8

AGENDA



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1. **Review of the contents of session 8.**
2. **Ethics, privacy and confidentiality.**
3. **Communication. Types of communication. Customer service guidelines and strategies.**

SESSION 8



8.1 REVIEW OF THE CONTENTS

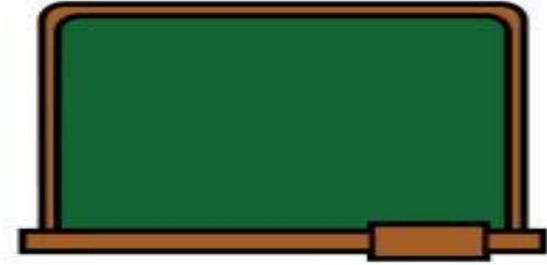


**What do you
remember from
the previous session?**

SESSION 8



8.2 ETHICS, PRIVACY AND CONFIDENTIALITY



Brainstorming

- What is profesional **ethics**?
- What is **information confidentiality**?
- What information do you think is confidential to a room and cleaning assistant?

Ethics, privacy and confidentiality:

Room and cleaning assistant



Any professional in your workplace
must follow to an **ethical code**.

Ethics, privacy and confidentiality: Room and cleaning assistant



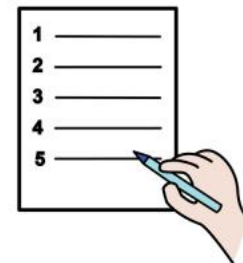
What is an ethical code?:

It is a set of rules that protect people and
a set of principles (instructions) on how we should behave.

Any professional must abide by the rules and principles to fulfil
their job duties and also to protect and
defend the rights of the clients who come to the establishment.

Ethics, privacy and confidentiality:

Room and cleaning assistant



Some ethical rules are:

1. Professionalism.

Be professional.

2. Respect.

Always be calm and willing to talk.

3. Commitment.

Do what you say you will do.

4. Dedication.

Do not stop until you finish your work and finish it well.

5. Admit your mistakes.

Become responsible for your actions and your results, and avoid making excuses when things do not go as planned.

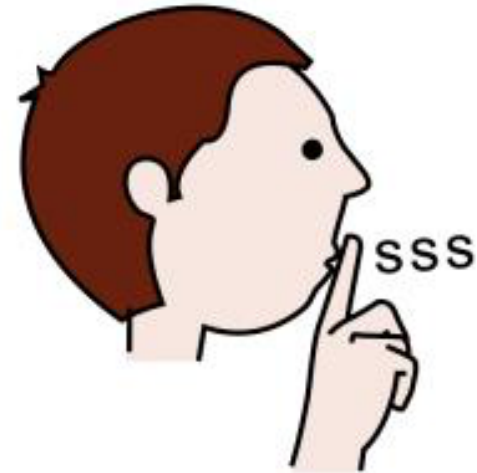
6. Stay open to **learn** from others and **ask for help** when you need it.

Ethics, privacy and confidentiality:

Room and cleaning assistant

What is the confidentiality?

Keep the customer's personal data secret.



Ethics, privacy and confidentiality:

Room and cleaning assistant

When a company hires us,
it can force us to sign a
confidentiality contract.



Ethics, privacy and confidentiality:

Room and cleaning assistant

Some duty of confidentiality are:

- To use any type of information (personal data, photos, etc.) related to the person we must ask for your written permission.
(Data protection document).
- Do not talk about those questions or conversations that you have seen or heard and that belong to the **privacy of the client.**

- Any valuable material found must be given back to the customer or the person in charge of the establishment. **Honesty**



Ethics, privacy and confidentiality:

Room and cleaning assistant

For better understanding of the importance of confidentiality, watch the following videos.

Video: Privacy of the client

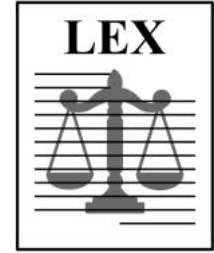


Responds:

- What successes and mistakes have you seen?
- Is the principle of confidentiality complied with?
- What would you do?

Ethics, privacy and confidentiality:

Room and cleaning assistant



Data protection Act.

All employees of the tourist establishment must comply with the law.

In the case of Spain:

Organic Law 15/1999 for the protection of Personal data(LOPD).

This law aims to "*guarantee and protect the rights and freedoms of natural persons, especially their honor and privacy*", being applicable to any company with files in Spain, regardless of whether it is national or foreign.

Therefore, the protection of information must have a high level of security so that it is protected as the law establishes.

Ethics, privacy and confidentiality:

Room and cleaning assistant

Not complying with the **Data Protection Act (DPA)** or the principle of confidentiality may have serious consequences for both the company and the employee.

Video:
Security and confidentiality



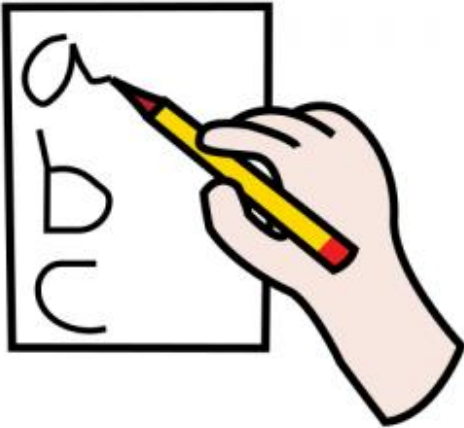
SESSION 8



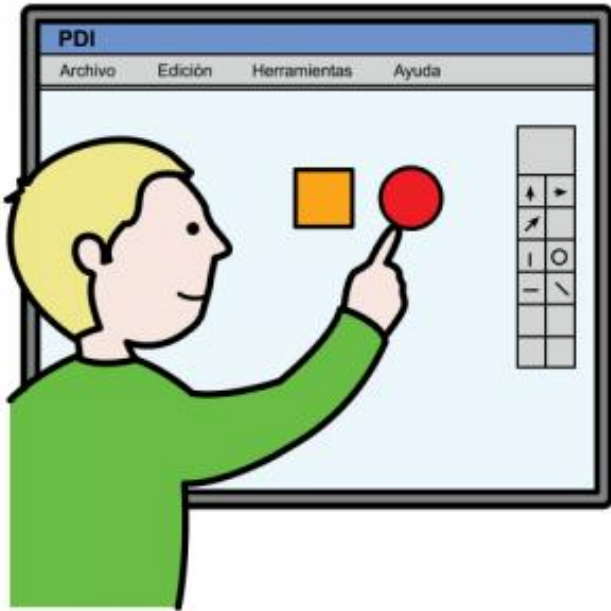
8. EVALUATION

Evaluation

Ethics, privacy and confidentiality



SUMMARY OF SESSION 8



- ✓ Ethics, privacy, confidentiality
- ✓ Data Protection Act (DPA)

SESSION 9

AGENDA



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1. **Review of the contents of session 8.**
2. **Waste concept.**
3. **Selective collection containers.**
4. **Types of waste generated in the tourist accommodation.**
5. **Energy saving.**
6. **Collaboration with the customer to protect the environment**

SESSION 9



9.1 REVIEW OF THE CONTENTS



**What do you
remember from
the previous session?**

SESSION 9



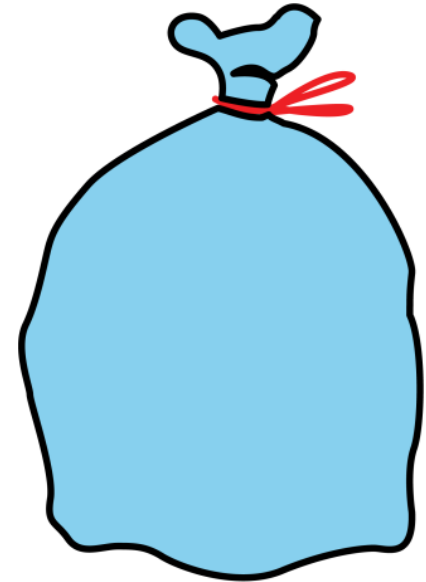
9.2 WHAT IS A WASTE?

Recycling:

Room and cleaning assistant

WHAT IS A WASTE?

A waste is a substance or an object that we throw away because we don't want it anymore. We want to let go of it.



SESSION 9



9.3 SELECTIVE COLLECTION CONTAINERS

Reciclying:

Room and cleaning assistant

TYPES OF SELECTIVE WASTE COLLECTION CONTAINERS

There are several types of selective waste collection containers.

For example, in Spain, the most common are:



Blue



Dark
green



Yellow



Green
Igloo

Video:
How to reciclying



Reciclying:

Room and cleaning assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

BLUE CONTAINER

We'll deposit all kinds of paper, cardboard, magazine, etc. that we want to throw.

No Dirty paper is deposited, such as used paper tissues, kitchen paper or toilet paper.



Reciclying:

Room and cleaning assistant

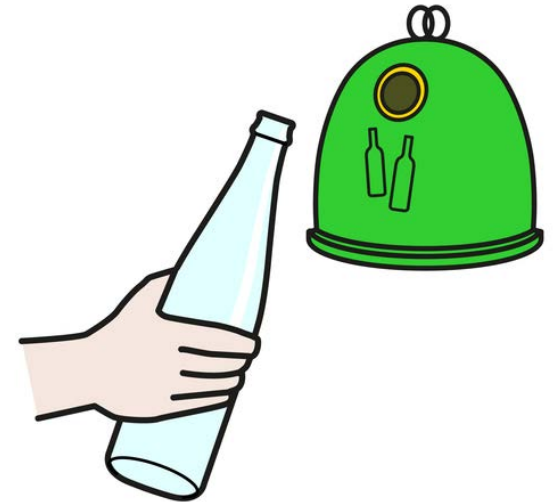
WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

GREEN IGLOO

We'll deposit jars or bottles of glass that we want to throw away.

The glass is not deposited,
for example
remains of utensils (glasses, dishes...)
broken or broken glass like
mirrors or windows.



Reciclying:

Room and cleaning assistant

WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

YELLOW CONTAINER

We will deposit containers of use and pull, for example bottles, cans, coffee cups, bags, yoghurts, tetra-brik, etc.

Do not deposit the rest of the plastic that is not to use and throw, for example a plastic toy, a table, a chair, etc.



Reciclyng:

Room and cleaning assistant

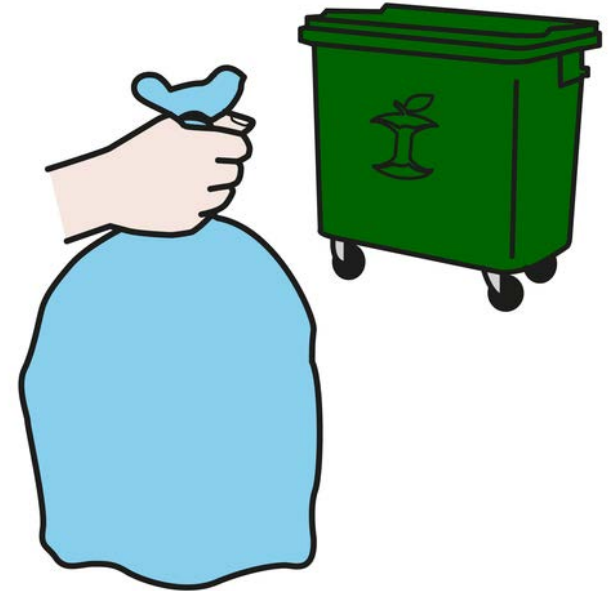
WHAT KIND OF WASTE SHOULD BE DEPOSITED IN EACH CONTAINER?

In Spain...

DARK GREEN CONTAINER

We will deposit the waste of organic matter and those residues that cannot be recycled, toilet paper, etcetera.

Not deposit the rest of waste that can be recycled and go to the rest of containers.



Reciclyng:

Room and cleaning assistant

Watch the video about waste recycling!

Video:
Reduce, reuse, recycle



GROUP DISCUSSION

- ✓ Opinions about the video that we have seen.
- ✓ Annotating key ideas.
- ✓ Summary to assimilate contents.



SESSION 9



9.4 TYPE OF WASTE GENERATED IN THE TOURIST ACCOMODATION

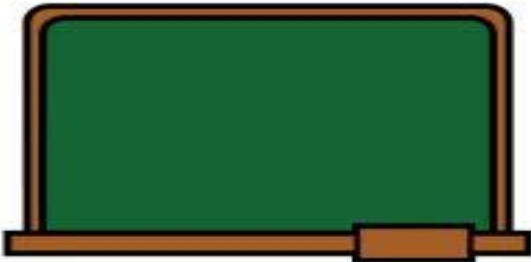
Reciclyng:

Room and cleaning assistant

Types of waste generated in the room and cleaning assistant occupation.

Brainstroming

- What kind of waste can you find throughout our working day?
- What would you do with the wastes?



SESSION 9



9.4 ENERGY SAVING

Energy saving:

Room and cleaning assistant

What is energy saving?

Saving energy (electricity, water, heating...)

improving the way we act.

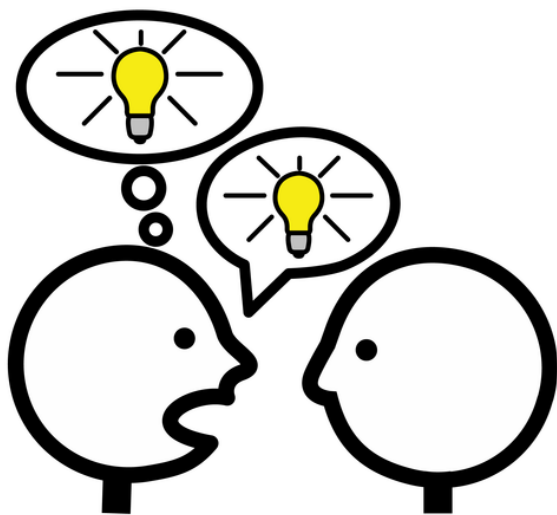
Changing our habits and customs.

(Saving Measures)



ENERGY SAVING

Share your ideas:



- ✓ How do you think you can save energy at home?
- ✓ How do you think you can save energy on your job?
- ✓ Why do you think it's important to save energy within your workplace?

Energy saving: Room and cleaning assistant

Watch the videos.

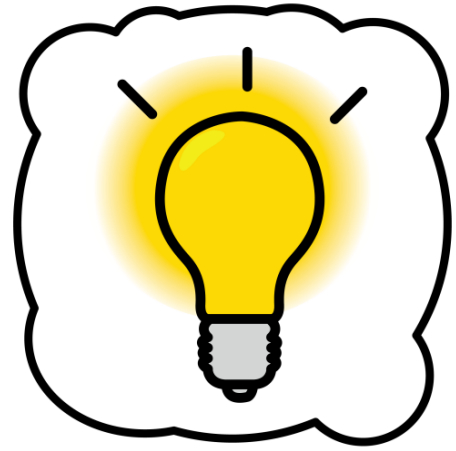
- ✓ Identify at least 6 energy-saving measures.

Video:
Energy, let's save it!



Video:
Energy efficient in hotels





ENERGY SAVING TIPS

1. Turn off the lights when you leave a room.
2. Use only the water we need. Turn off the tap when we are not using water.
3. Close all doors and windows if heating is on.
4. Turn off all electrical appliances if no one is using them.
5. It's important to raise awareness of the people you have at your side, every little gesture is useful to save a lot of energy.

SESSION 9



9.5 COLLABORATION WITH THE COSTUMER TO PROTECT THE ENVIRONMENT

Collaboration with the costumer to protect the environment:

Room and cleaning asistant

From the tourist establishment

It is very important to convey to the client **the commitment that the company has with the environment. Sustainability**

Collaboration with the costumer to protect the environment:
Room and cleaning asistant



5 TIPS FOR GOING GREEN AT YOUR HOTEL

SMALL STEPS TO MAKE A BIG IMPACT



CONSERVE WATER

Use water saving (low flow) shower heads, toilets, and laundry machines. Use linen-less tables. Implement a water savings program for guests to participate in, including linen/towel reuse.

REDUCE WASTE

Recycle plastic, paper, and aluminum. Use/sell recycled goods. Don't use paper/plastic cups, straws, or stir sticks. Use water filling stations for water bottles. Have a compost program.





SAVE ENERGY

Switch to energy efficient lighting, and invest in energy saving appliances and electronics. Use solar and wind power. Use motion censors and auto shut off air when doors left open.

BE FOOD SAVVY

Buy locally grown, organic, and sustainable food. Have your own garden and greenhouse. Compost and donate leftovers to food banks. Use ORCA machines to manage food waste.





BUILD SMART

Use energy star windows, cooling roofs, and sustainable materials. Optimize heat/air systems, reduce water needs with water pervious rocks and native landscaping, and use safe materials.

START SMALL

The little things make a big difference - planting trees and using renewable energy helps lesson the carbon footprint.



www.prosolutions.net

Collaboration with the costumer to protect the environment:

Room and cleaning asistant

Nowadays, the tourist establishments adopt different measures to transmit this type of messages to the client.

Some examples:



Imperial

MAKE A GREEN CHOICE

Conserving water, energy and other resources is rewarding for you and great for the environment. Enjoy a \$5 voucher at participating food and beverage outlets or 500 Starwood Preferred Guest Starpoints® awarded at checkout for each night you decline housekeeping (except day of departure).

It feels good to conserve. Make A Green Choice.

[Terms & Conditions](#)



One night can mean significant savings.

**Save Water**
49.2 Gallons*
49.2 gallons is 787 cups, enough for 1 person to drink 2 cups per day for a year.

**Save Electricity**
0.19 KWH*
That's enough to run an Energy Star-rated laptop for 10 hours.

**Save Natural Gas**
25,000 btu*
Enough energy to heat a 400 square foot room at 70°F for 4 hours - when it's 10°F outside.

**Save Chemicals**
7 oz*
Fewer chemicals equals less toxicity in the environment. And that's good for everyone.

*All amounts estimated based on average guestroom size and materials usage.

Weekends Last Longer at Westin
Experience a Westin Weekend on your next stay and enjoy late check-out on Sunday and extended in-room dining service.
[Learn More »](#)

Find Renewal with Westin
Book a stay with us and let us treat you to our irresistibly healthful breakfast for two.
[Learn More »](#)

Restore Balance at Westin Resorts
Receive a complimentary night, resort credit and room upgrade.
[Book Now »](#)

Help Save our Resources

To help us reduce water and energy consumption as well as reduce detergent wastewater, please consider reusing your towels.

If you would like to help save our resources, please hang towels on rack to reuse them. To have your towels refreshed, simply leave them on the floor or in the tub.



Good for nature. Good for business. Printed on recycled paper.



Help Save Our Resources

To help us reduce water and energy consumption as well as detergent wastewater, please consider reusing your towels during your multiple night stay.

Hang your towels on the rack to use them again. Place towels on the floor or in the tub and we will be glad to refresh them for you.



Good for nature. Good for business. Printed on recycled paper.



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Collaboration with the costumer to protect the environment:
Room and cleaning asistant

Example of good practice

Watch the video

Video
Eco-friendly hotels

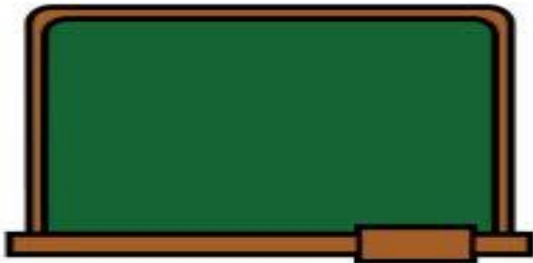


Collaboration with the customer to protect the environment:

Room and cleaning assistant

Brainstorming

- When can we inform the customer of the importance of contributing to the sustainability of the environment?
- How can we convey this message to you?



Collaboration with the customer to protect the environment:

Room and cleaning assistant

When can we inform the customer of the importance of contributing to the sustainability of the environment?

As room and cleaning assistant,

- Our way of acting will serve as an example for the client.



At any given time, ask if there is any doubt

- about any of the saving measures adopted by the establishment.

Collaboration with the customer to protect the environment:

Room and cleaning assistant

Today, sustainable and environmentally responsible tourism establishments are increasingly valued by our customers.

On many occasions, customers especially look for this type of establishments for their rest.



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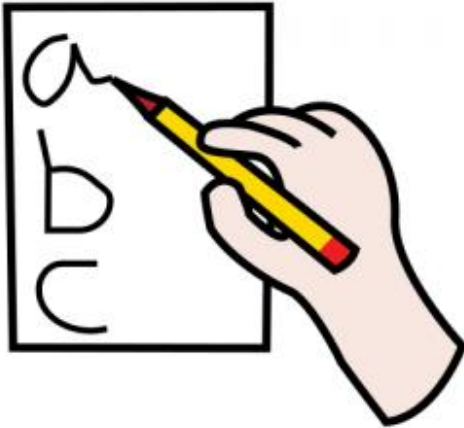
SESSION 9



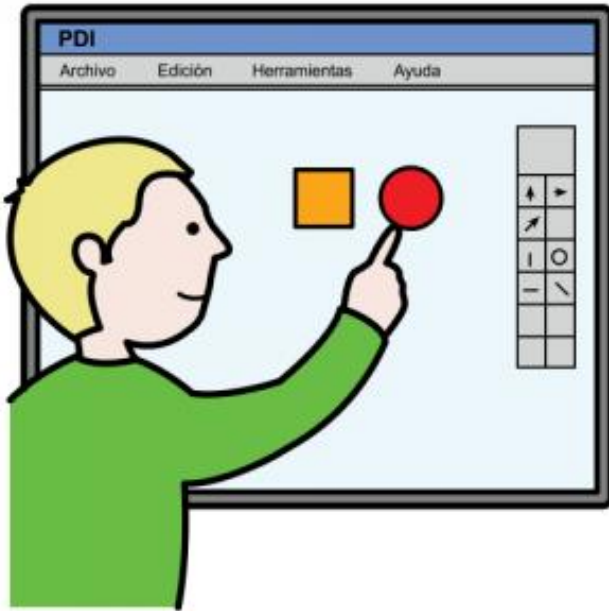
9.6 EVALUATION

Evaluation

Social commitment



SUMMARY OF SESSION 9



- ✓ Recycling
- ✓ Energy saving
- ✓ Eco-friendly tourism establishment

5. CONCLUSIONS



Conclusions

Room and cleaning asistant

What have you learned?

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UNIT 8

HOW CAN I BECOME A GOOD ROOM AND CLEANING ASSISTANT?

ONLINE SESSION 1

Consortium



Number project: 2017-1-ES01-KA202-038574

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UNIT 8 : HOW CAN I BECOME A GOOD ROOM AND CLEANING ASSISTANT?

Online session 1



Activity 1

MY WORK SCHEDULE

Watch the following video!

Remember How to use the APP
Google Calendar.

How to use Google
Calendar



Activity 1

MY WORK SCHEDULE



From the information you've seen in the video...

- Look at the information related to the working hours of a room and cleaning assistant.
- Then, through the GOOGLE CALENDAR App, enter this information.
- You must configure it to display the reminder every time to start a task.



Activity 1

MY WORK SCHEDULE



TIME	TASKS
9:00	Check in
9:15 a 10:15	Check cleaning trolley
10:15 a 12:00	Cleaning of common areas.
12:00 a 12:30	Cleaning of bathroom of common areas.
12:30 a 13:00	Cleaning of dininig room and changing rooms.
13:00 a 13:30	Break
13:30 a 15:45	Common areas review.
15:45 a 16:00	Fill out work part thorough Google Drive.



Activity 2

DAILY ROUTINE



1. Watch the video.
2. Identify the tasks of the room and cleaning assistant.
3. Enter the list of tasks in the Todoist App.

Video:
Rol and responsibilities



Activity 3

WORK ORDER



1. Enter the Google Drive document that the trainer will share with you.
2. Imagine that you are a room and cleaning assistant who has finished the working day.
3. Fill the worksheet with the information requested.



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UNIT 8

HOW CAN I BECOME A GOOD ROOM AND CLEANING ASSISTANT?

ONLINE SESSION 2

Consortium



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UNIT 8 : HOW CAN I BECOME A GOOD ROOM AND CLEANING ASSISTANT?

Online session 2



Activity 1

RESTROOM CLEANING: STEP BY STEP



1. Watch the video!
2. Make a checklist with the steps to clean the bathroom. You should to include a image.
3. Make other checklist with the necessary products and tools to clean the restroom. You should to include a image.
4. Share the checklist with your trainer.

Video:
**Commercial restroom
cleaning**



Activity 2

CLEANING TROLLEY COMPOSITION



1. Watch the video.
2. Make a checklist with the tools and products included in the cleaning chart.
3. Share with your trainer.

Video:
Trolley Packing



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