

# CLEANING PUBLIC AREAS



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# IMPORTANCE OF PUBLIC AREA CLEANING

- ❖ The public area in hotel comprises the 'front of the house' such as entrance, lobbies, lounges, the front desk, guest corridors, banquet halls, bars, elevators, leisure area like swimming pools, spa, health club.
- ❖ A neat and clean public areas give the brief description about hotel's cleaning standard.
- ❖ All public area cleaning are should be schedule during low traffic hours for night.
- ❖ The cleaning of public areas involves cleaning hard-to-reach arrears and may involve the use of ladders.
- ❖ The cleaning routine for public areas can be divided into daily, weekly, monthly and periodic tasks.

# ESSENTIAL SUPPLIES FOR CLEANING PUBLIC AREA

- ❖ All cleaning products required for cleaning are stocked in easily portable caddies.
  
- ❖ Basic supplies include:
  - ✓ A sterile disinfectant that is pre-mixed or marked with the proper formula for dilution
  - ✓ Cleanser
  - ✓ Glass cleaner
  - ✓ Special cleaners for marbles or tiles
  - ✓ Mops / toilet brushes

# 1. ENTRANCE

❖ The guests get their first impression of the hotel from the entrance lobby. Therefore some hotels may have elaborate or dramatic design feature at the entrance lobby.

❖ Entrances, if not cleaned and maintained daily, can easily acquire the neglected look due to the heavy traffic and exposure, which can be very unappealing for an arriving guest.

❖ Cleaning of entrance should be done in daily basis.

❖ The entrance mats should be vacuum cleaned in daily basis to remove dust and grits.

❖ The glass doors should be cleaned twice a day and where public traffic is high the frequency of cleaning may go up to 4 times in a day. Vinegar and water solution may also be used for glass.

❖ The floor of entrance should be mopped frequently through out the day.

## 2. LOBBY

- ❖ These are areas provided as a common meeting points for guest near the reception for guest near the reception.
- ❖ Many lobbies are carpeted while other have hard flooring and cleaning process for the two kinds of flooring will be different.
- ❖ Like entrance these are also high traffic area so the floor of lobbies should be cleaned frequently since this are the area guest interact, relax, and check in.
- ❖ Lobbies may have high ceiling, elaborate chandelier and other features which are difficult to clean so in many hotels these kind of feature is cleaned and maintained by contractor.
- ❖ Lobbies cleaning are done in daily basis and periodic basis.

# DAILY CLEANING & PERIODIC CLEANING

## DAILY CLEANING

- Ashtrays and wastepaper baskets should be emptied as often twice or thrice a day
- Flower arrangements should be attended to daily and indoor plants watered as required
- Glass surface and windows should be cleaned with proprietary glass cleaner daily
- Doors, door handles, and knobs should be wiped and damp-dusted daily.
- Carpeted areas should be vacuum cleaned daily to remove dust and dirt
- Furniture should be wiped and occasional tables should be cleaned frequently during day.

## PERIODIC CLEANING

High level dusting, to clean ceiling, top of the fans and cornices should be done once in a week. Very high ceiling may be dusted once in a month.

- Chandeliers may be brought down and cleaned once in six months.
- Wooden furniture should be polished once a week.
- Carpets should be shampooed once in month; but in case of heavy traffic or heavy soiling, once in a week.
- Curtains should be vacuum cleaned once in a week.

### 3. FRONT DESK

- ❖ Empty wastepaper baskets as and when required in the day.
- ❖ Wipe dust at the desk taking care to wipe under the telephone wires and computer cables.
- ❖ The front panel of desk, should be wiped and a neutral detergent should be used to remove scuff marks from guests shoes.
- ❖ All the railing and fixtures should be damp dusted. If made of brass, they should be polished according to a schedule.
- ❖ Suction-clean the carpet under the desk. If the floor is uncarpeted, mop the hard floor.
- ❖ Wiping dust of telephones should be done in daily basis.
- ❖ Wipe dust on the computer component and fax machine using dry duster.

## 4. ELEVATORS

- ❖ There must be clean at night time when they are least used. They should always be taken out of service for cleaning. They must display signboard of cleaning is carried out.
- ❖ Wipe the steel doors, inside and out, using a neutral detergent solution and then wipe clean using water and then dry using a clean cloth.
- ❖ Wipe dust the inside wall panels, door panels, and control panel. A neutral detergent may be use for the purpose and the residue removed with the duster dampened with clean water.
- ❖ Vacuum clean the floor of the elevator if carpeted else mop the hard floor of the elevator.
- ❖ Lightly clean dust at the ceiling and light fixtures. These may be thoroughly cleaned periodically.
- ❖ Clean any air conditioning or ventilation using suction cleaner.



## 5. STAIRCASES

- ❖ The appropriate way of cleaning staircases are is to divide them into half lengthways and clean one half way at a time.
- ❖ This is not only to prevent dirty foot steps on wet floor, but also take safety precaution so that no accident take place due to slipping on wet surface.
- ❖ The various tasks are done in different periodicities –weekly, monthly or less often.
- ❖ Clean the dust at the skirting weekly.
- ❖ Carpets should be vacuum cleaned daily and stains should be attend immediately. For this type of cleaning the back pack vacuum cleaner are the best.
- ❖ Hard floor staircase should be suctioned cleaned and then damp mopped.
- ❖ Wipe dust the banister and handrail daily.

## 6. GUEST CORRIDORS

- ❖ Guest corridors should also be divided into sections for cleaning.
- ❖ Many hotel's corridors are fully carpeted. These carpets should not only look attractive but also be sturdy and durable to with stand everyday wear and tear.
- ❖ Carpets should be vacuum cleaned daily and shampooed once in six months.
- ❖ The wall skirting's and baseboards all along the corridor should be cleaned.
- ❖ Air-conditioning vents should be cleaned.
- ❖ Any finger marks on the walls should be spot cleaned.
- ❖ Installed fire extinguishers should be dusted daily.

## 7. PUBLIC TOILET

- ❖ Before entering the toilet attendant should knock the door and announce housekeeping. If there no reply attendant may enter, if someone using the toilet attendant should wait outside until the toilet is not occupied. Place a sign outside of the toilet explaining the toilet is being cleaned. Begin cleaning.
- ❖ Refill al the soap, seat cover, tissue and towel dispenser.
- ❖ Wipe all the fixtures including mirror, pipes, faucets and dispenser.
- ❖ Spot clean cubicle partition and entrance door handles as needed.
- ❖ Clean the tops and bottom of toilet seats and all exterior surface including the pipes.
- ❖ Clean the toilet bowls and the inside of urinals with toilet brush.
- ❖ Using cleansers, clean the wash basins.
- ❖ Mop and clean the floor.

## 8. DINING AREA

- ❖ Sweep and mop the floor before event. If the area is carpeted vacuum cleaner should be used.
- ❖ Wipe dust or suction clean the furniture.
- ❖ Lighting fixtures should be checked weekly and chandelier should be brought down to clean in every six months.
- ❖ Flower arrangement, mineral water, glasses and other specific requirement such as pencil note pads should be provided and arrange neatly in places.
- ❖ The walls should only need to be spot cleaned in case of stain but wall should be washed.
- ❖ Wipe the glass surface with proper glass cleaner.
- ❖ Clean and wipe table surface with proper cleaner.

## 9. PARKING AREA

❖ The parking area takes the load of pollution created by hotel owned vehicles and guests' private vehicles. It is heavily polluted with dirt and dust. The parking area needs cleanliness with respect to the following terms:

- ✓ Control the ventilation.
- ✓ Control pollutant discharges occurring from broken drainage or water systems of the hotel.
- ✓ Remove fine-grained sediment particles on parking floor.
- ✓ Clean the area near lift.
- ✓ Hard-sweep the parking floor using street sweeping equipment.
- ✓ Collect and dispose the debris appropriately.
- ✓ Bringing presence of any unusual debris to the notice of public area supervisor.

## 10. SWIMMING POOL

❖ The swimming pool cleaning activity can be conducted in-house by training and employing housekeeping staff; as there could be separate swimming pools such as indoor and outdoor as well as for adults and for children. The following steps are taken to clean and maintain the swimming pool –

- ✓ Check water quality more than once a week.
- ✓ Check any broken tiles/pipes inside the swimming pool.
- ✓ Check the pool water for contamination daily. Remove leaves using leaf catchers.
- ✓ Check for slippery floor area and the pool bottom. Apply and maintain the anti-slip mats near the pool. Scrub and clean the bottom of the pool.
- ✓ Keep poolside area and basking chairs clean.
- ✓ Keep an appropriate and noticeable signage showing the depth of the swimming pool.
- ✓ Add adequate amount of chlorine in the pool water

## 11. GARDENS

The gardener or the team of gardeners work to keep the garden looking beautiful. They must:

- Water the plants regularly according to the season and requirement of the plants; generally early morning.
- Remove the fall leaves daily.
- Keep the gardening tools clean and safe.
- Report any damage or requirement of tools or plants to the public area supervisor.
- Keep the lawn grass in healthy condition by periodic cutting with the help of scarifying machine.
- Keep any artificial waterfalls or artificial water body clean.
- Fertilizing the plants as per the schedule.
- Recycle the food wastage in the hotel to prepare organic fertilizer.

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THANK YOU