**HOUSEKEEPING DEPARMENT**

1. Please mention housekeeping section do you know?

Floor section ( room section) ,public area section,linen section, laundry section

1. What is laundry section?

A place to washing, drying and ironing linen, uniform and other material

1. What kind of place that belong to public area?

Pool decks, corridors, staircase ,theaters, lounges , casino, etc

1. Please mention equipment in laundry section do you know?

Valet, marker/checker, washer, presser, mangler, dry cleaning operator

1. Name some types of cleaning equipment that you have used as apart of your job?

Vacuum, floor buffer, mop, duster ,rags,broom spray bottle

1. Please tell me the equipment that you have in carry caddy?

* Sponge
* Hand brush
* Greenpad
* Rack
* Squizzer
* What kind of machinary equipment do you use?
* Vacuum cleaner
* Blower
* Shampooing machine
* Glass washing machine

1. What kind of chemical do you use in laundry?

We use alkali, emulsifier, detergent, bleach, softener, etc

1. How do you remove stain?

Make them wet, give spot remover, scrub with sponge, rinse and re wash

1. What is sanitation?

Sanitation is process of cleaning working area by using 3 bucket system in order to kill bacteria and germ and also by using usph standard, usph is United States public health and 3 bucket system are:

* Red bucket: warm water plus soap to wash
* Grey bucket: warm water to rinse
* White bucket: warm water with chlorine or bleach to sanitize

1. What are the first steps in cleaning public bathroom?

* Hang the caution sign to state the bathroom still under progress
* Spray cleaner in the bath tub, sink and toilet
* Empty the waste basket and dirty towel
* Clean the mirror, sink and counter top
* Clean and sanitize the toilet and tub
* Sweep the floor
* Scrub the floor
* Dry up

1. What cleaner would you use to clean windows/glass doors, wood and stainless?

windex for glass cleaner

wood polish for wood

stainless for clean plus chemical

1. When should you use gloves and why?

When cleaning areas that are very dirty and/or areas that require strong cleaners to remove dirt and grime. To protect hands and skin from burns. (chemicals have strong agents that can cause damage to skin).

1. Mention steps to clean the bathroom!

* Spray cleaner in the bath tub, sink and toilet
* Empty the waste basket and dirty towel
* Clean the mirror, sink and counter top
* Clean and sanitize the toilet and tub
* Sweep the floor
* Scrub the floor
* Dry up
* Refill the amenities and towel

1. Tell me what kind of amenities that you setup in the bathroom?

* Shower gel
* Shampoo
* Conditioner
* Aftershaving cream
* Mouthwash
* Cotton bud
* Shaver
* Brush
* Toothpaste
* Headcap
* Toilet paper
* Facial tissue
* Sanitary bag

1. Do you know what is GI case? Please explain (ship ex)!

Gi is gastro intestinal which is a sicknes that almost like diarhea, vomit, cram on the stomach and dizzy

1. How many days do you change the linen?

It depends on the class and the situation, mostly after three days but if the linen dirty, we should change immediately. For the president suit, we need to change the line every day

1. Tell me how to clean the room!

Knock the door three times and say “housekeeping 3 times” to make sure the room is empty or if there is the guest they will aware with our present. Next, open the door slowly and if the room is empty we will start to clean by putting sign “cleaning on progress” in the door, then, we open the curtain, remove the linen and put it on x trolley, take the fresh linen and try to make up the bed by put the bottom sheet, top sheet, change the duvet cover and pillow case, setup following by the company standard, next, we need to dusting the area, and tidy up all the guest belonging, check all the electric facilities and setup the table with the stationary, clean the balcony and setup the minibar and glass. Double check the area including the bathroom, vacumming the room area and spray the air refreshner, make sure all the electronic device off. Close the door properly and removed the sign on the door.

1. What is the main duty of the cabin steward?

The main duty are maintain the cleanliness of the guest room,bathroom,balcony,and make sure all the amenities are always in order

1. What will you do if you see the broken glass on the floor?

Secure the area, put the caution sign, take the large pieces of glasses with hand then clean the small pieces with vacuum cleaner, and double check to make sure everything’s is clear

1. What will you do if the guest complain about the cleanliness of the room?

First of all we will apologize and straight away clean which area the they are complaining about. And make sure its not gonna happen in the future