

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What items need to be cleaned in a hotel room?
- 2 What do housekeepers typically do?



make the bed

DO NOT DISTURB

Cleaning Guest Rooms

Royal Point Hotel

At the beginning of each shift, meet with your team leader to get your room assignment list. This list includes information about:

- room assignments
- **stay-overs** and checkouts
- special requests, such as **towels and trash service**
- **VIP** arrivals or early arrivals

Always start with checkout rooms. These rooms must be cleaned by 3pm. A full cleaning includes:

- cleaning the **toilet, tub and sink**
- changing the **towels and sheets**
- **making the bed**
- **vacuuming the carpet**
- emptying **trash bins**

- **disinfecting** all counters and surfaces
- replacing **toiletries**

Stayover rooms typically involve the following tasks:

- changing the towels
- making the beds

Always knock three times and announce your arrival before entering a room. Remember, do not enter a room that has a **Do Not Disturb (DND) sign**. Alert your supervisor if a guest has not removed the **DND** by the end of your shift.

towels

Reading

2 Read the employee manual for employees at a hotel, and then choose the correct answers.

- 1 What is the manual mostly about?
 - A how to get a room assignment list
 - B a guide for hotel housekeepers
 - C different items found in hotel rooms
 - D steps for disinfecting a hotel room
- 2 What is true about housekeepers?
 - A They are responsible for reporting broken items in guest rooms.
 - B They clean stay over rooms at the beginning of their shifts.
 - C They give checkouts a more complete cleaning than stay-overs.
 - D They knock before entering a room with a DND.
- 3 The team leader gives housekeepers all of the following information EXCEPT...
 - A which guests will stay another night.
 - B how many rooms to clean during a shift.
 - C which guests do not want to be disturbed.
 - D what special services some guests want.

Vocabulary

3 Complete the sentences with words or phrases from the word bank.

WORD BANK

stay-over disinfects
trash bin sheets VIP

- 1 Alicia puts clean _____ on the bed.
- 2 Gene prefers cleaning _____ rooms because it only involves a few tasks.
- 3 The housekeeper made sure the room was spotless before the _____ guest arrived.
- 4 Mark places the food wrappers in the _____.
- 5 Ursula _____ all of the surfaces in the kitchen before she starts cooking.

vacuum the carpet

4 Check (✓) the sentences that are true.

- 1 — A Harry washes his hands at the sink.
— B Terry makes the bed before she goes to sleep every night.
- 2 — A Pam dries her hair with a towel after her shower.
— B Richard takes a bath in the counter.
- 3 — A John takes toilets like a toothbrush and soap every time he travels.
— B Tom doesn't want a full cleaning in his room, so he asks for towels and trash service.
- 4 — A Bobby needs to use the bathroom, so he asks where the restaurant's toiletries are.
— B Oscar vacuums the carpet because his son left cookie crumbs everywhere.

5 Listen and read the manual again. How many times should a housekeeper knock before going into a room?

Listening

6 Listen to the conversation between a housekeeper and his team leader. Then answer the questions.

- 1 What is the housekeeper concerned about?
A He cannot work the following weekend.
B He cleaned more checkouts than stay-overs.
C He didn't clean all of the rooms on his list.
D He entered a room with a DND on the door.
- 2 Why can we guess the housekeeper has a lot of work to do?
A Many guests have DND signs on their doors.
B It is a busy time of the week.
C There aren't enough housekeepers working.
D Many guests are staying more than one night.

7 Listen again, and fill in the blanks.

- T. L.: Good afternoon, Kevin. How are you?
H: I'm doing well, thanks.
- T. L.: Are you 1 _____ for the day?
H: Yes. I just finished the last 2 _____ on my list.
- T. L.: Great. Were you very busy today?
H: Yes, I had seven checkouts.
- T. L.: Wow! That's 3 _____, isn't it?
H: Yes... but we're always busy on the weekends. Before I forget, I want to 4 _____ something.
- T. L.: Sure - what is it?
H: The guests in 245 have had a 5 _____ up all morning. What should I do?
- T. L.: Since your shift is about over, 6 _____
_____. The guests may request cleaning service later. But I'll take care of it.
- H: Okay. I guess that I'm done then. I'll see you tomorrow.

Speaking

8 With a partner, act out the roles below, based on the dialogue from Task 7. Decide who Student A and Student B are. Then switch roles.

USE LANGUAGE LIKE:

Were you very busy today?

Before I forget, I want to mention something.

What is it?

Student A: You are a housekeeper at a hotel. Tell Student B about:

- how many stay-overs you cleaned
- how many checkouts you cleaned
- whether any guests left a Do Not Disturb sign up for your entire shift

Student B: You are a team leader. Listen to Student A and tell him or her what to do next. Make up a name for the housekeeper.

Writing

9 Imagine that you are a team leader for a housekeeping department at a hotel. Use the information from Task 8 and the employee manual in Task 2 to write a room assignment list for a housekeeper on your team.

MAKE SURE TO WRITE ABOUT THE FOLLOWING:

- How many stay-overs and checkouts
- Special requests for certain rooms
- What the housekeeper should do if there is a Do Not Disturb sign?