



## HOTEL HOUSEKEEPERS

### 1. Written part

#### 2. Preparing and installing the cart, entering the room

The classic cart for the maid has three shelves, two outdoor shelves, a basket for cleaning products and a bag for dirty laundry. Some carts have a bag for garbage hanging from it or PVC containers. The maid puts on the cart from the top down, separately:

- hotel folder with brochures and other paper standards,
- glasses, bags, ashtrays,
- soap, bubble bath, shampoo, body lotion,
- bed linen, towels, bathrobe, slippers,
- cleaning products and cloths in the basket,
- a bucket for water,
- duster.

The maid puts the cart in front of the room to the wall so that the basket is facing the door. She prepares a vacuum cleaner.

Before the maid enters the room, she knocks three times. If no one answers, she unlocks the door, leaves them open, turns on the lights in the hallway and greets loudly, only then she goes on to the window of the room. She turns on the lights and leaves them on during the cleaning process. She opens the window or balcony door or turns off the ventilation device and collects everything that needs to be discarded or re-cleaned (glasses, ashtray, waste bin).

#### 3. Work in the room, bathroom, hallway with the correct order of work and use of cleaning products and accessories

The maid comes to the room and takes off bed linen and towels in the bathroom – puts it in the laundry basket on the cart. She takes fresh linen with her, and first makes a fresh bed, she continues to clean the bathroom.

She starts with wall tiles, cleans the mirror, floor, bathtub, sink, toilet kettle and bidet, toilet seat and toilet bowl, toilet brush, washes the floor, puts away gloves for cleaning the bathroom.

Then she returns to the room. Closes the window or door, straightens the curtains, wipes the dust, cleans the TV and the phone, checks the radio or clock, sets all standards, checks the room, vacuums the floors in the room (complies with the standards of their own house). She hangs towels and sets the standards in the bathroom, straightens the curtains or the door in the bathtub/shower, turns off the lights, vacuums the hallway and leaves the room.

#### 4. Review and record of technical errors

Based on the finding of technical defects in the hotel room, the competitor makes notes.

#### 5. The lost and found

In case the guest forgot an object, the competitor performs the procedure according to the hotel standard. The object found is entered in the notes (room number, date, description of the subject).

#### 6. Talking with the guest

Some brief information on guest questions (in Slovene or foreign language). Privacy and courtesy!

#### 7. The end of the work in the room

Locks the room and writes the defects in the notebook.

#### Notes:

The competitor completes the written part, which takes 20 minutes and comprises of 4 questions, that are connected to the instructions for maid competition.

The competitor performs all the work except: in the room she indicates the cleaning of the windows and the balcony; in the bathroom she indicates the correct order of cleaning; but one of the elements is



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actually cleaned: sink, bidet, toilet bowl or tub.

Cleaning products are ready for the competitor to use. The use of cleaners must be professional and economical.

A competitor can prepare beds as he does at his own hotel.

She uses standards for the hotel room inside a four star hotel inside of which she competes, not her own.