

## OHIO FCCLA LODGING EVENT



# Guestroom Attendant/Inspector

### ***Description of Event***

Participants will follow lodging industry standards to efficiently clean and inspect a guestroom. In this event, the participants will demonstrate triple sheeting and bed making procedures, techniques for vacuuming a guestroom, safe use of cleaning supplies, and lodging sanitation. The participants will also inspect a hotel guestroom.

This skill event supports and integrates the following Hospitality and Tourism/Lodging and Travel Services Career Field Standards.

### OHIO DEPARTMENT OF EDUCATION CAREER FIELD STANDARDS

#### Hospitality and Tourism Core Body of Knowledge

- 2.3 Apply active listening skills.
- 2.4 Use verbal skills.
- 14.1 Acquire self-development skills.
- 14.3 Implement time management skills.

#### Lodging & Travel Services Pathway

- 37.1 Describe the role of housekeeping operations in lodging.
- 37.2 Maintain safety and security standards in housekeeping.
- 37.4 Monitor the use of standards for effective housekeeping operations.
- 38.3 Clean guestroom to industry standards.

### ***Resources***

- American Hotel & Lodging Association Educational Institute. Managing Housekeeping Operations, 2<sup>nd</sup> ed., 1997
- American Hotel & Lodging Association Educational Institute. Skills, Tasks, and Results Training (START), 2003.
- Ohio Department of Education (2007). Hotel and Resorts Content Standards [www.ode.state.oh.us](http://www.ode.state.oh.us)

# Guestroom Attendant/Inspector

## Eligibility

1. Participants are an affiliated member of the state and national FCCLA organizations.
2. Participants are enrolled in a Lodging Pathway program under the Hospitality and Tourism.
3. An entry will consist of 1 participant.

## Purposes

1. To exhibit appropriate grooming, attire, and hygiene acceptable for a guestroom attendant.
2. To demonstrate stripping bed linen and remaking the guest bed to meet industry standards.
3. To properly inspect a guestroom to ensure customer satisfaction and quality control.
4. To demonstrate safety and sanitation procedures, good body mechanics, and efficient work habits.
5. To demonstrate proper use of a vacuum cleaner
6. To demonstrate skills and knowledge in the housekeeping department.

## Competitors Procedures

1. On the day of the event, register and find the assigned competition rooms.
2. Report to competition rooms 30 minutes before the scheduled competition time.
3. In the “skill demonstration guestroom,” each participant will introduce himself/herself, use supplies from the “provided by participant” list to complete the linen stripping , bed making (bed must be triple sheeted using 2 flat and 1 fitted), vacuuming, dusting, and sanitizing portions of the event, and answer 5 questions from the prepared list.
4. In the “inspection guestroom” the participant will inspect a guestroom for obvious cleaning and maintenance issues.
5. Judges will evaluate professional appearance, quality skill demonstration, thorough room inspection, time allotment, and public speaking.

### Timing

#### **Skill Demonstration Guestroom**

Introduction 2 minutes

#### **Skill Demonstration**

Stripping and re-making a bed 20 minutes - **use timer**

Vacuuming

Dusting

Sanitizing a telephone

Questions/Discussion 3 minutes

#### **Inspection Guestroom**

Room Inspection 10 minutes- **use timer**

Judge Scoring 5 minutes

**Total Time for Event\* 40 minutes**

## ***Guestroom Attendant/Inspector***

### **Chairperson's Procedures**

1. Secure judges for the event. Provide event packet and score sheet to judges prior to the event.
2. Secure a monitor for the inspection room.
3. Provide a Co-Chair for the purpose of collecting score sheets, grading the inspection sheet, tallying scores, and breaking ties as needed.
4. On day of competition, orient judges prior to event.
5. Secure one or two guestrooms for skill demonstration. One room should include 2 full-size beds.
6. Secure one guestroom for inspection. Inspection will take place in the guestroom and bathroom.
7. Allow contestant to bring supplies into skill demonstration room and introduce himself/herself prior to timing the event. (Do not allow any unpacking or organizing.)
8. Chairperson will collect score sheets from both competition rooms and compile the final score for each contestant. In case of a tie, refer to the tie breaking notation on the rubric.
9. This is a closed event. Only the competitor, chairperson, monitor, and judges will be permitted in the rooms during competition.

### **Judge's and Monitor's Procedures**

#### **Skill Demonstration Room**

1. After introductions, instruct the participant (which bed to make, area to vacuum, dusting, and sanitation items) and then start the timer. Provide timing update half way through the skill demonstration competition. (Ex. "10 minutes remaining")
2. Ask the participant 5 questions from the list supplied.
3. Judges will then collaborate and grade the finished product according to the rubric.

#### **Inspection Room**

1. The monitor will supply a room inspection sheet and clipboard for the contestants.
2. Provide timing update half way through inspection competition. (Ex. "5 minutes remaining").
3. Collect the completed inspection sheet and clipboard. Give inspection sheet to the chairperson.
4. Assure that no-one tampers with the items to be inspected.

### **Supplies and Equipment**

#### **Provided by Participant**

1. One fitted and two flat sheets for a full-size bed
2. Four standard pillow cases
3. One full-size blanket
4. Container for soiled linen
5. Vacuum cleaner with bag
6. Supplies (sanitizing solution and equipment to clean Formica/vinyl surfaces and telephone)
7. Hand sanitizer
8. Disposable gloves

\*\*\*\* Subject to change depending on hotel site. Participants will have notification of changes if any.

## **Guestroom Attendant/Inspector**

### **Provided by Rally Site**

*In Skill Demonstration Room-one or two complete guestroom(s) including:*

1. One full-size bed
2. Four standard pillows
3. Linens for the bed to be made in advance (mattress pad, flat and fitted full-size sheets, pillow cases, blanket, and comforter or bedspread)
4. Clipboards and chairs for 3 judges
5. Pencils, paperclips and calculator
6. Timer

*In Inspection Room-one complete guestroom including:*

1. Guestroom, including bathroom
2. Clipboards
3. Room monitor
4. Guestroom inspection sheets
5. Timer

Items to be inspected should be in a mix of conditions. Item should either be in perfect condition or have one very obvious flaw, defect, or dirty spot. While these flaws may vary from district to district, care must be taken to ensure that the condition is the same for each contestant in that district, and obvious to the observer.

Examples of Flaws:

Any of the following could be obviously dirty or...

Mirror could have a damaged frame.

Picture could have cracked glass or damaged frame.

Lamp could have a burned out bulb, missing finial or just be unplugged.

Lampshade could have an obvious stain or a hole in it.

Nightstand or end table could be damaged, scratched, or broken.

Chair could be stained, ripped, or broken.

TV could be unplugged.

Remote batteries could be dead or missing

Bible cover damaged or pages written on

Participant's Name \_\_\_\_\_  
 School District \_\_\_\_\_

### GUESTROOM INSPECTION SHEET

Check the condition of each item listed below. Mark the condition of the item in the appropriate column on this inspection sheet. You may make notes as needed about the condition or cleanliness of any item.

\_\_\_\_  \_\_\_\_\_ Guestroom Number  
 \_\_\_\_  \_\_\_\_\_ Date of Inspection

Inspection Item	OK	Poor Condition	Item is Missing	Notes <i>Example: dirty or damaged</i>
Lamp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lamp Shade	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Light Bulb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Television	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
TV Remote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pictures/artwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bedspreads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Drapes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bathroom Floor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sink	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Tub/Shower	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Shower Curtain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Chrome/Fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bathroom Mirror	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Toilet Paper	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Telephone Book	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Trash Cans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Clock Radio Alarm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Ice Bucket	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Inspection Score \_\_\_\_ of 20

(To be recorded on judges score sheet)

# **GUESTROOM ATTENDANT/INSPECTOR QUESTIONS AND ANSWERS FOR REGIONAL AND STATE SKILL COMPETITIONS**

## ***To Skill Event Judges:***

All participants are to be asked 5 questions from the following list of 20. The same 5 questions do not have to be given to each participant. Answers from the participants will vary. Use your judgment as to whether it is close to the answer supplied. Select the appropriate performance level and mark it on the rubric.

You are encouraged to write positive and constructive comments in the appropriate column on the rubric. The participant and instructor welcome your comments and may use them to improve performance. Whenever lower performance levels are selected they need to be justified with written comments.

## **QUESTIONS AND ANSWERS**

1. Q. In what order would you as a room attendant do the following tasks: dust, vacuum, make the bed, and straighten the room?  
A. *A room attendant should; straighten the guestroom, make the bed, dust, and then vacuum.*
  
2. Q. Some lodging establishments offer a turndown service. Please name at least four (4) of the services that might be performed.  
A. *Folding back the bed linen                      Leave a flower or mint on the pillow  
Fluffing the pillows                                  Straightening the guestroom  
Emptying wastebaskets                              Cleaning the bathroom  
Closing the drapes                                   Restocking amenities*
  
3. Q. Give three (3) examples of amenities you might place in a hotel guestroom.  
A. *Soap    Shampoo  
Laundry service bag                                  Shower cap  
Coffee and tea     Pen & paper*
  
4. Q. Please explain the procedure a room attendant needs to follow when entering a guestroom.  
A. *1. Do not knock on a door with a "Do Not Disturb" Sign.  
If there is no "Do Not Disturb" sign---  
2. Knock once and say "Housekeeping"  
3. Knock again and say "Housekeeping"  
4. If there is no answer, open the door slightly and say "Housekeeping" a third time.*
  
5. Q. *What is triple sheeting and why is it used in the lodging industry?*  
A. *Triple sheeting is a bed making procedure that uses a fitted sheet and two flat sheets surrounding a blanket. This procedure will keep the blanket from touching the guest. This also is helpful to the hotel because they do not have to wash the blanket each day.*
  
6. Q. What do the letters "OSHA" represent?  
A. *Occupational Safety and Health Act.*

## Guestroom Attendant/Inspector

7. Q. What does the term “concentrated” mean to you when you see it printed on a label?  
A. *It means that the cleaner must be diluted with water before using it.*
8. Q. What are some of the precautions you should be aware of and follow when handling cleaning chemicals? (Give at least 3 from this list)  
A. *1. Read and follow all directions on the label.  
2. Leave the cleaning product on a surface long enough to be effective, but not so long as to damage the surface.  
3. Use only the amount as directed.  
4. Scrub with the correct tool for the surface being cleaned.  
5. Wear rubber gloves to protect your hands from the solution.*
9. Q. What happens when ammonia and chlorine are mixed?  
A. *When ammonia and chlorine are mixed they form a deadly gas.*
10. Q. Part of the executive housekeeper’s job is to set the performance standards for the department. Please explain a performance standard.  
A. *A performance standard states the expected quality of the work. It describes a job that needs done, describes how the job is done, and to what degree.*
11. Q. Productivity standards are set to help properly staff the housekeeping department and to stay in budget. Please explain a productivity standard.  
A. *A productivity standard is the amount of work that an employee should be able to do in a given time. (i.e.: Clean a guestroom in 27 minutes.)*
12. Q. What is the reason when you, as a room attendant, might not make the bed in a guest room, and what should you do as a follow up procedure?  
A. *If there were a lot of the guests’ papers or other personal items on the bed, I would not move them to change the sheets. I would tell the supervisor so the guest could be contacted later for this service.*
13. Q. Where in a guest room should a room attendant begin dusting?  
A. *Dust the highest surface first so the dust does not fall on already cleaned items.*
14. Q. Why should a room attendant avoid overstocking their cleaning cart?  
A. *A room attendant should avoid overstocking their cleaning cart to prevent items from being soiled, damaged, or stolen.*
15. Q. Why is it important for a room attendant to make a final check of the guest room after cleaning?  
A. *A final check of the guestroom makes the difference between just cleaning the room and doing a professional job. It may help the employee see cleaning supplies that were left behind or something that was overlooked.*
16. Q. What is the purpose of a room inspection?  
A. *The purpose of a room inspection is to find any problems that were overlooked during cleaning before a guest checks into the room.*

