

Employee manual

The hotel industry



DSR
HOTEL
HOLDING

BOCKHOLDT

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Welcome!

We are pleased to welcome you today to our team.

We all have a common goal: our guests should feel comfortable with us, visit us again, and recommend us.

We achieve this on the one hand by offering many pleasant amenities in our hotel. On the other hand, the personal service of each of us is crucial to create a friendly and hospitable atmosphere.

This handbook is intended to inform you, support you, give you guidelines, and answer questions - in short, the booklet is a guide through your working day.

We are confident that you will quickly become familiar with our team. With a smile and a nice greeting, you too will make a decisive contribution to a good working atmosphere.

If you have any further questions or encounter problems, please do not hesitate to contact us.

Best wishes



01

APPEARANCE

Appearance

- **Hair:** neat haircut, long hair tied up
- **Make-up:** discreet, no brash colours, no nail varnish, short fingernails
- **Jewellery:** discreet, no hanging objects (caution! Risk of injury!)
- **Uniform:** Bockholdt T-shirt/polo shirt (always clean and well ironed), name tag
- **Tights/stockings:** colour as specified, no holes, no ladders, no tennis socks!
- **Shoes:** colour as specified, closed, secure tread, clean!



Please take note:

- Personal hygiene is essential!
- Shower daily!
- Put on a fresh uniform every day!
- Use deodorant!
- If perfume / aftershave is used, apply only extremely discreetly!

02

BEHAVIOUR RULES

Behaviour rules

Working hours for room cleaning

Start: 09:00 – 10:00 a.m., End: varies according to the number of rooms



Duty schedule

The duty schedule should be drawn up for the week by the Friday preceding it. Requests for the week to come should be submitted at the latest by Thursday; otherwise they cannot be taken into consideration. Changes or adjustments based on capacity can be made at any time.



Sick days

If you cannot come to work, inform the superior in your building without delay and at the latest by 07:00 a.m.



Break

Break time is to be arranged per location.



Telephone calls

Telephone calls may only be made from private mobile phones and during breaks.



03

BEHAVIOUR

Behaviour

YES

- Friendly, polite
- Always greet guests and colleagues
- Always follow up on guest requests until they are fulfilled, involve housekeeper if necessary
- Always pass on guest complaints
- Always return lost property
- Knock properly before entering the room
- Respect the privacy of the guest
- Leave room door open when cleaning (only departing guests)
- If guests are staying, leave lights, heating, air conditioning as set by guest
- Report accidents or safety hazards immediately
- Report broken objects or suspicious items in guest rooms immediately



NO

- Lending keys or opening rooms for others
- Entering a room without knocking first
- Disturbing guest when "do not disturb" card is on door
- Using towels for cleaning
- Using torn, soiled linens
- Misplacing guest's belongings in an occupied room
- Stealing money
- Using guest's items
- Leaving the work area without permission from your superior
- Loud conversations in the guest areas and corridors
- Smoking in the guest area
- Eating, chewing gum in the guest area
- Damaging work equipment
- Listening to television and radio
- Working with more than two cleaners in one room
- Using a private mobile phone in the guest area



Every employee should be aware that he or she represents the company! Behaviour that damages our reputation cannot be tolerated under any circumstances and will result in disciplinary action.

04

DAILY WORK SCHEDULE

Daily work schedule

1. Reporting to the office

- Standard work clothes
- Proper presentation

2. Receipt of room list / floor plan and key card

- Document receipt
- Attach key-card to uniform

3. Receiving the cleaning materials

- Ensure that the materials are complete

4. Check the cleaning trolley and vacuum cleaner

- Trolleys are used according to assigned section
- Check sufficient material is present for the day
- Fasten laundry bag
- Fasten rubbish bags
- Check the vacuum cleaner and bag insert

5. Room cleaning

- According to the established standards
- See systematic room cleaning

Daily work schedule

6. Room list

- After cleaning, the rooms (of staying guests or those about to arrive) will be ticked off: no service needed
- Note any technical defects / info to checker and housekeeper
- Documentation of staying guests' rooms with red card to be checked again in the afternoon. Times are set for this.

7. Corridor

- When all rooms are cleaned, the corridor must be cleaned
- Vacuum
- Clean doors, mirrors, pictures

8. Vacuum cleaner

- Empty, clean, put away
- Change bag if necessary

9. Floor office

- Clean shelves
- Remove rubbish
- Mop floor

10. Dispose of dirty laundry, rubbish

- According to the house standards

Daily work schedule

11. Stock up carts

- According to the set standards

12. Contact checker / housekeeper

- Completed work must be checked
- Only once the housekeeper has signed the room list can the floor be left

13. Delivery of cleaning material

- Complete, in proper condition
- Send cleaning textiles to laundry

14. Hand in key-card and lists

- Sign for return of the key
- Check and document if the number of rooms is correct
- Sign time sheet

05

WORK PROCESSES

Work processes

Lost property is reported immediately to the housekeeper/checker



Handling lost property is the individual responsibility of each building. There are two ways to act here:

1. The room cleaner will place the lost property in a rubbish bag and note the room number, date, item, and name of the finder. Lost property is handed over during breaks or at the end of work to the housekeeper/checker.
2. Items of value (jewellery, money, papers) are handed to the housekeeper immediately. The lost property is collected on the table in the room in question and then collected and documented by the checker.

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- Technical defects in the rooms and in the entire guest area must be reported to the checker immediately.
At the same time a note will be made on the room list
 - Urgent repairs are reported by the cleaner or checker by telephone and on the app
 - All other repair work will be reported to the technical department via repair requests



Damage during work can always happen. It is important that you notify your housekeeper/checker immediately

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- You will sign out a floor card at the start of your shift.
 - The floor cards are to be worn on your uniform.
 - You may not lend key cards under any circumstances.
 - Neither guests nor personnel may open doors
(explanation for the guest: for security reasons, we are not allowed to open doors. However, the reception desk will be happy to assist you)
 - Make sure the housekeeper signs for the keys and floor cards when they are returned



06

ROOM CLEANING

Room cleaning

You will be given step-by-step instructions on cleaning rooms.



Do you prefer how-to videos?

Then please watch our **room cleaning**, **sanitary facility cleaning** and **bed-making** videos! You can find the cleaning sequence in the following step-by-step instructions.

1. Entering the room

- Knock 2x, say "housekeeping", knock 2x, open door
- If the guest is in the room, say "excuse me, when may I clean your room?"



2. Öffnen des Fensters

- **Why?** To ventilate the room



3. Remove the rubbish

- Remove all rubbish, including empty bottles, in the room
 - Put toothbrush mugs to soak if the guest is departing
 - After emptying, put the waste bin and cleaning materials in the bath
- **Why?** Room is easier to clean when nothing is in the way



Room cleaning

4. Remove dirty laundry

- One by one
 - **Why?** So that none of the guest's items can be accidentally caught up in them
- Place dirty laundry immediately in a wash bag
 - **Why?** So that no accident is caused by laundry on the floor and you can see what you are doing
- After disposing of dirty linen, take all fresh linen back to the room
 - **Why?** To save time by working efficiently



5. Making the bed

- Pull out bed, smooth mattress protector
 - **Why?** Guest comfort, elimination of wrinkles (change if dirty)
- Place sheets with centre fold facing up
 - **Why?** Presentation!
- Pull sheet tightly under mattress and fold corners neatly
- Tuck in duvet and pillow neatly and position correctly
 - **Important!** Duvet and pillow must be completely protected, corners properly tucked in, duvet ends at foot end of mattress, pillow at head end



Room cleaning

6. Pre-cleaning of toilet

- Rinse, brush thoroughly to work in cleaning products
 - **Important!** Under the rim and in the S-bend
 - **Why?** This is where deposits are most likely to be found
- Leave to take effect
 - **Why?** Product needs soaking time to kill bacteria and loosen stubborn dirt



7. Cleaning shower / bathtub

- Spray walls and tub with water
 - **Why?** Cleaning product works better with water, much hair and dirt is already rinsed off
- Soap completely with sponge and detergent
 - **Important!** Water, chemical agents, and mechanical forces act in tandem during cleaning processes
- Rinse thoroughly with water
 - **Why?** No deposits of cleaning products
- Dry off with a microfibre cloth
 - **Why?** Microfibre cloths absorb water and polish without leaving streaks
- Polish the taps
 - **Why?** Presentation gives guest a positive first impression
- **Important!** Don't forget plugs, drains, soap dish, and dispenser



Room cleaning

8. Clean the toilet (red cloth)

- Brush thoroughly once again
 - **Why?** To remove the loosened deposits
- Rinse the seat
- Soap down the lid and bowl with a sponge and cleaning product
- Rinse off
- Wipe down with a microfibre cloth, polish if necessary
- **Important!** Also clean outside of toilet bowl, do not forget corners on holders!



9. Clean all walls, fittings, furnishings

- Fill sink with water and add detergent
 - **Important!** Work systematically, clockwise
 - **Why?** So as not to forget anything
- Remove fingerprints and splash marks on door and frame
- Cleaning of towel holder, toilet roll holder, hygiene bag holder, toilet flush (dangerous source of bacterial!), hair dryer, all walls, vanity mirrors, etc.,
- Clean waste bin
- Wash and polish the toothbrush mugs



10. Cleaning the mirror

- Clean the mirror with the correct product and polish with a glass cloth
 - **Important!** Use a fresh microfibre cloth to prevent streaks



Room cleaning

11. Cleaning the sink

- Soap down the bowl and taps with a sponge and cleaning product
- Rinse off with water
- Dry with a microfibre cloth, polish if necessary
- **Important!** Do not forget the plug and overflow



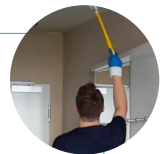
12. Replace guest items and terry cloth linen

- According to the house standards
- **Important!** Properly folded
- **Why?** Presentation: no stains, holes, tears



13. Dusting the bedroom

- Work systematically, clockwise
- **Why?** So as not to forget anything
- Use a damp microfibre cloth
- **Important!** No soap residues in the cloth
- Remove fingerprints on door and frame
- Dust all furniture inside and out
- **Important!** Check corners, drawers, every switch, hooks, cables, television, TV wall mount, remote, safe
- Dust all lamps
- Dust window frames and heating
- Dust stool and couch
- **Important!** Do not forget the wooden frame, wipe in all the crevices
- Dust the mirror, skirting boards, remove any spots from walls



Room cleaning

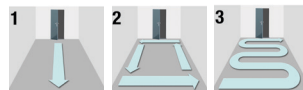
14. Vacuuming

- Work sequence: work from the farthest corner to the door, for corners and edges remove extensions and work with the bare hose
 - **Important!** Move furniture to vacuum underneath
- Vacuum upholstered furniture
- Vacuum the floor of the bathroom
 - **Why?** To remove residual hair
 - **Important!** Floor must not be wet
- Vacuum hallway section in front of room as well
- After vacuuming, unplug and roll up cord neatly
 - **Why?** Risk of injury



15. Cleaning the floor

- Fill a bucket with water and cleaning product
 - **Important!** Not too much product!
 - **Why?** The floor may become sticky/slimy
- Draw a line down the middle of the room with the soaked mop head
 - **Why?** To ensure the solution is evenly applied
- Wipe the corners and edges, then wipe in a figure-8 pattern towards the door without lifting the mop head off the floor
 - **Caution!** Not too wet
 - **Why?** So no stains are left



Room cleaning

16. Presentation

- Close window
- Arrange curtains and furniture according to standard and check correct presentation with a final inspection



17. Subsequent actions

- Dispose of dirty linen in the office
 - **Important!** Straighten out flat linen, separate it from terry cloth linen and place in the corresponding laundry trolleys
- Restock the cleaning and laundry trolleys for the next floor or next day



07

GENERAL RULES

General rules

- Use of colour-coded microfibre cloths
 - **red** – toilet
 - **yellow** – bathroom
 - **green** – glass surfaces
 - **blue** – dusting
- Never walk without carrying something, always try to plan routes
- Instructions on preserving physical health while working (e.g. correct bending, load carrying, lifting)
- Always ensure linen are clean and flawless
- Observe variable laundry changes

Hygiene is the top priority!



08

STOCKING THE WORK
TROLLEY

Stocking the work trolley

The condition of the trolley says a lot about the way the cleaning staff works and is one of the determining factors for the guest's impression of the hotel.

In order to work in an organised and purposeful manner, it is extremely important to keep the service trolley neat and properly stocked at all times.

For the quantities and visually pleasing stocking of the cart, please see instructions for cleaning and the illustration! (can vary depending on the building)



Linen properly folded in the compartments		Guest items	
Name	Number	Name	Number
Large bedsheet		Soap	
Small bedsheet		Shampoo	
Pillow cases		Toilet paper	
Duvet covers			
Bathrobe/towel (SPA)			
Towels			
Bath mat			

09

WORKING MATERIAL

Working material

The materials provided must be treated with care and used according to the instructions.

Working materials

- Vacuum cleaner
- Mop holder with ergonomic handle
- Carrying basket
- Red microfibre cloths and sponge (toilet)
- Blue microfibre cloths (for dusting surfaces and furniture)
- Yellow microfibre cloths and sponge (basins and tiles)
- Green microfibre cloths (mirrors and glass)
- Duster
- Polishing cloths
- Sanitary cleaner
- Surface cleaner
- Glass cleaner

Cleaning products

Use the cleaning products according to the specifications of the location in question!

IMPRINT

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