



Training Solutions, Delivered!

ROOM ATTENDANT SAFE PRACTICES

**Leader's Guide, Fact Sheet
& Quiz**

Item Number: 4977
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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

4977 ROOM ATTENDANT SAFE PRACTICES FACT SHEET

LENGTH: 17 MINUTES

PROGRAM SYNOPSIS:

Working in housekeeping is one of the most important and can be one of the hardest jobs in the hotel. The job is not dangerous but how you choose to do the job can make it more difficult than it needs to be. There are many hazards that come with being a room attendant but knowing how and why they occur, can help keep you safe on the job.

Topics include properly stocking and moving the carts, trash and used linens from guest rooms, cleaning and restocking the bathroom, and cleaning the room including the floors and appliances.

PROGRAM OBJECTIVES:

After watching the program, the participant should be able to explain the following:

- How to properly stock your cart for the day;
- Getting out used linens and trash from the room to start cleaning;
- The best way to get the bathroom cleaned and restocked;
- How cleaning the floors and appliances are also very important.

INSTRUCTIONAL CONTENT:

HOUSEKEEPING 101

- Working in housekeeping is one of the most important and can be one of the hardest jobs in the hotel.
- The job is not dangerous but how you choose to do the job can make it more difficult than it needs to be.
- These choices can make a big difference in how you feel during your shift and at the end of your shift when you go home.
- These same choices can decide whether you will get injured.
- There are many hazards, strain injuries, slips, trips and falls, cuts and punctures and others, but these injuries can be avoided by understanding how and why they occur and what you can do to reduce the chance they will happen to you.

STOCKING & MOVING THE CART

- Your day starts here: stocking your cart.
- Actually, it starts here with slip resistant footwear. This is your first line of defense against slips and falls.
- Proper footwear is considered PPE or personal protective equipment.
- There is other PPE required for different tasks; make sure you have it available on your cart before beginning your day.
- Make sure that you only use authorized products and cleaning products have the correct labels.
- To prevent strain injuries, make sure that you inspect your cart to make sure that the wheels are in good condition and roll easily.
- As you load your cart make sure you bend properly. Bending over like this can overtime cause discomfort and pain. Instead, bend your legs like this. It doesn't take any longer and can help protect your back.
- Also never twist while lifting. Instead pick the items up safely, move your feet, then set the items down. A small difference that makes a big difference in how you'll feel.
- Please make sure that you have the correct amount of linen and amenities but don't overload your cart.
- This causes two problems: the cart is now too heavy and hard to push and secondly you may not be able to see where you're going.

- We know you have a lot of work to do but planning properly at the beginning of your shift can actually save you time throughout the day.
- Always push the cart when possible. Pulling the cart places undue stress on your back, neck and shoulders. Push the cart. It's much easier to control as you push your cart.
- Be aware of coworkers and guests who may be in hallways and for your safety always place your cart directly in front of the guest room door to prevent someone from being able to enter the room.

GUEST ROOM LINEN & TRASH

- As you enter the room, turn on the lights, look at the floor and move items that may be in your way or present a trip hazard.
- When moving or picking up items from the floor, bend your knees and lift with your legs. Bending over like this may not injure you the first time.
- Making the right choices is the difference between staying safe and getting injured.
- Always wear the correct size and type of personal protective equipment when you are removing linen and trash.
- When removing trash bags or dumping trash cans, do not reach inside. There can be sharp items that you may not see.
- Instead, pick up the entire trash can and dump it. Look for sharp items like razors, broken glass or needles and make sure that you do not touch them and dispose of them properly.
- Here too making the right choice makes a difference between staying safe and getting injured.

PREPARING THE BATHROOM

- Preparing and cleaning the bathroom can be a difficult job. There is a lot to do in small spaces but do not rush or be in a hurry.
- The floor can be wet and slippery. Remember these shoes are slip resistant, not slip proof so you should still move cautiously and take small careful steps on any wet surface.
- Keep your area organized at all times.
- To prevent trips and falls, make sure materials, tools and cleaning supplies are not on the floor in your path of travel.
- Always wear the correct size and type of personal protective equipment when you are preparing and cleaning the bathroom.
- Towels on the floor can be a tripping hazard. Pick them up. How? That's right - bend your legs.
- You will use different cleaning products to clean the bathroom. Make sure the bottles have the correct label. If they do not, call your supervisor.
- Spray the tub, shower, sink and toilet and let it sit.
- Remember how you choose to do the job makes a difference between staying safe and getting injured.

STRIPPING & MAKING THE BED

- The bed: you'll be stripping the bed every day in each room.
- That is why it is so important that you decide to do it correctly every single time.
- You must choose to use proper posture. Choose correctly, feel better; choose incorrectly, you take a chance with your health. Make the right choice.
- Always wear the correct size and type of personal protective equipment when you are stripping a bed.
- Don't yank and throw sheets or comforters. Take the time to do it safely. This will reduce strain on your body and also allow you to see any hazards that may be present within the bedding.
- Bending over and stretching like this can cause an injury. Instead, walk around to the other side and remember to bend your legs, much less strain on your back.
- If you can take the bedding out of the room right away or put it on another piece of furniture rather than the floor. Putting it on the floor can cause you to trip and require you to pick it up again.

- You will also make many beds during your shift. Making the bed also requires proper posture to remain safe. Keep your area organized at all times.
- To prevent trips and falls, make sure materials, tools and cleaning supplies are not on the floor in your path of travel.
- Don't lean across the bed and stretch. Walk around instead, much less strain on your body.
- Make it easier; try to keep from stretching your arms. Keep them close and move your whole body around the bed to spread out the linen.
- Do not allow linen to hang off the bed and create a trip hazard.
- Avoid twisting and bending your back while tucking sheets. Instead bend your knees or place one knee on the floor when tucking sheets at the foot of the bed. A bed wedge can help to lift heavy mattresses.
- Working safely is a choice that you make. This choice can have a lasting impact on your quality of life on the job and at home.

CLEANING THE TUB & SHOWER

- Cleaning the bathroom can be a difficult job. There is a lot to do in a small space but do not rush or be in a hurry.
- Do you have all of the required PPE, slip resistant shoes, proper products in labeled containers? Great!
- Is the floor clear of trip hazards? Yes, it is.
- Do you have the proper tools, long handled tools? Using long handled tools allows you to keep your arms close to your body and your hands between your shoulders and your waist. This makes your shoulders work less.
- Avoid twisting as well. Keep your head, shoulders and hips in as straight a line as possible.
- Overreaching? No. Use the proper tool.
- Standing on the edge of the tub? Unsafe. Use the proper tool. Same job, less stress. Smart choices mean less chances for injuries.
- Don't place a towel in the tub or shower to stand on. This eliminates the protection provided by your slip resistant shoes.
- Check with your property to see if a rubber bathmat is available but remember on any slick wet or slippery surface, step slowly and carefully to prevent slips trips and falls.
- To rinse down the walls, don't splash water onto the walls where it could get into your eyes. Instead pour water down the walls to rinse.

CLEANING THE TOILET, VANITY SINK & MIRRORS AND FLOOR

- Keep your area organized at all times. To prevent slips and falls, make sure materials, tools and cleaning supplies are not on the floor in your path of travel.
- Always wear the correct size and type of personal protective equipment when you are cleaning the toilet.
- While cleaning the toilet, maintaining proper posture is key to your safety. Bending your knees may not always be possible. In these instances, use your free hand for support on top of the toilet.
- Before and after use, place toilet brush and location to avoid contaminating housekeeping cart, sink, vanity, countertop, etc. Be careful when spraying products that they do not splash back onto you.
- Always wear the correct size and type of personal protective equipment when you are cleaning the vanity, sink, mirrors and light fixtures.
- Are you using the proper products to clean the vanity and sink? What about the mirror? Each product is different. Know what to use and wear what PPE is required.
- If possible, don't spray products directly on surfaces where they may get splashed back onto your face or body. Instead, spray them on the cloth, then clean.
- To clean the mirror or light fixtures, do not stand on the side of the tub, toilet, vanity or trash can. Use long handle tools in order to keep your arms close to your body and your hands between your shoulders and your waist. This makes your shoulders work less and more safely.

- Move your feet to avoid twisting your back. To allow your back a chance to rest, let the tools do the work.
- Again, avoid twisting and bending your back while using cleaning tools. Move your whole body and try to keep your arms near waist level. Let the tools do the work.
- Always wear the correct size and type of personal protective equipment when you are cleaning the bathroom floor.
- Use the correct type of extended handle cleaning tools and separate cleaning devices to clean the floor. Be sure your tools are in good condition. Worn tools make it harder to clean and harder on you.
- A broom, a mop and a hair roller help you maintain good posture and give your back a chance to rest while the rest of your body and the tools do the work.
- Keep your arms at waist level and your hands close to your body. Move your feet to avoid twisting your back to allow your back a chance to rest. Let the tools do the work.
- You should avoid kneeling but if you have to, use a foam knee rest to reduce pressure on your knees.

CLEANING THE GUEST ROOM & VACUUMING

- There are a lot of different items in the guest room that you must work around. Keep your area organized at all times.
- If you need to move something, make sure you can move it safely. If you need help relocating a heavy item to clean, call for assistance.
- Use the proper tool for the job. If you need to dust in high areas, use a long-handled duster to help you maintain good posture and give your back a chance to rest while the rest of your body and the tools do the work.
- Same thing goes for the floor; no need to bend over. Use the proper tool with the proper posture.
- Try to keep your arms close to your body at about waist level. Don't twist while cleaning. Instead, move your feet and move your whole body.
- When you're using cleaning products, make sure that you are using the correct product, you are wearing any required PPE and that you are careful not to get the product on any exposed skin as you clean.
- If you need to clean something in an elevated location, don't stand on chairs or any other furniture. Use a proper tool for the job.
- If there is a sofa bed, please be careful. Use your legs to lift and if you need help, ask for help.
- Before vacuuming, make sure there are no items or hazards in your path.
- Inspect the cord and plug to make sure that they are in good condition. If cord or plug is damaged, don't use it. Report it so it can be replaced.
- Keep the cord under control. Don't allow too much cord to be on the floor where it may get caught on furniture or cause a trip hazard. You should never step on or run the cord over with the vacuum.
- Don't stand in one place and extend your body, like this. Instead walk with the vacuum and keep your elbows close to your body. It doesn't take any more time and can help protect your back.
- If you need to use attachments to avoid reaching, then that's the thing to do. If you need to reach, put your free hand on an object to give you support.

CLEANING THE KITCHEN & APPLIANCES

- There may be various electrical appliances in the kitchen. Turn off all countertop appliances, such as toasters, coffee makers and others.
- Make sure the stove is off and has cooled down before cleaning. Use an oven mitt or potholder to handle hot cookware.
- Don't use a wet towel. A wet towel can cause a steam burn when it contacts a hot surface. Use an oven mitt or potholder.
- Inspect the cords to ensure they are free from frays, cracks or cuts. Inspect the plug. If it's a three-prong plug, make sure all prongs are in place. If the cord or plug is damaged, remove the appliance until it has been repaired.

- Take your time while cleaning and be aware that there may be sharp objects like knives.
- Go slowly and keep your eyes open. Knives and other sharp utensils should be placed blade down in the dishwasher.
- Use the correct tool so you can perform your job in a relaxed posture: arms waist high, elbows in and back straight.
- Cleaning safely: it's a choice you make.

ROOM ATTENDANT SAFE PRACTICES
ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. b

4. a

5. a

6. b

7. a

8. b

9. b

ROOM ATTENDANT SAFE PRACTICES
REVIEW QUIZ

Name _____ Date _____

The following questions are provided to determine how well you understand the information presented in this program.

1. The choices you make can make a big difference in how you feel during and at the end of your shift.
 - a. True
 - b. False

2. Your workday starts by eating breakfast.
 - a. True
 - b. False

3. The best way to remove trash from a room is to reach into the can and pull out the trash.
 - a. True
 - b. False

4. When cleaning the bathroom, it's important to take small careful steps on any wet surface.
 - a. True
 - b. False

5. When stripping the bed, it's best to take your time and walk around all sides to remove comforters and sheets.
 - a. True
 - b. False

6. You will only make one or two beds during your shift.
 - a. True
 - b. False

7. When cleaning the bathroom, it's best to not spray products directly on surfaces and to instead spray them onto a cloth.
 - a. True
 - b. False

8. When having to clean an elevated surface it's best to stand on a chair or other furniture.
 - a. True
 - b. False

9. Using a wet towel is the best way to move hot cookware.
 - a. True
 - b. False