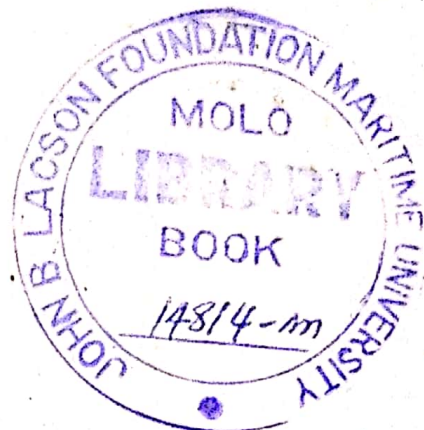


Joan C Branson • Margaret Lennox

# HOTEL, HOSTEL AND HOSPITAL HOUSEKEEPING

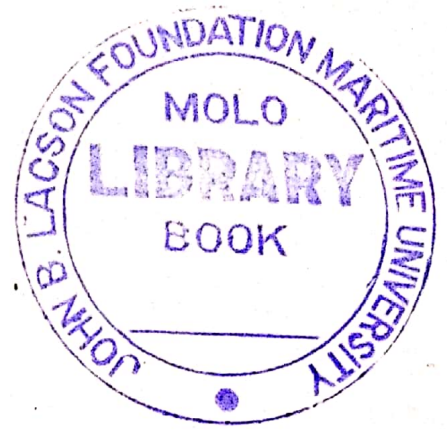
FIFTH EDITION

6479  
B821  
2009  
P4  
C4M



# HOTEL, HOSTEL AND HOSPITAL HOUSEKEEPING

JOAN C. BRANSON  
MARGARET LENNOX



# HOTEL, HOSTEL AND HOSPITAL HOUSEKEEPING

*FIFTH EDITION*

**JOAN C. BRANSON**

BSc, MHCIMA

**MARGARET LENNOX**

Dip Dom Sci

**Hodder Arnold**

A MEMBER OF THE HODDER HEADLINE GROUP

Orders: Please contact Bookpoint Ltd, 130 Milton Park, Abingdon, Oxon OX14 4SB.  
Telephone: (44) 01235 827720. Fax: (44) 01235 400454. Lines are open from 9 am – 5 pm  
Monday to Saturday, with a 24-hour message answering service.  
You can also order through our website: [www.hodderheadline.co.uk](http://www.hodderheadline.co.uk)

*British Library Cataloguing in Publication Data*

Branson, Joan C. (Joan Cameron), 1917-  
Hotel, hostel and hospital housekeeping.  
5<sup>th</sup> ed.  
1. Residential institutions. Household management – Manuals  
I. Title II. Lennox, Margaret  
647'.9

ISBN-10: 0 7131 7732 2  
ISBN-13: 978 0 7131 7732 9

First published in Great Britain 1965  
Second edition 1971  
Third edition 1976  
Fourth edition 1982  
Fifth edition 1988  
Impression number 20 19 18  
Year 2009 2008 2007 2006

Copyright © 1998 Joan C. Branson and Margaret Lennox

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopy, recording, or any information storage or retrieval system, without permission in writing from the publisher or under licence from the Copyright Licensing Agency Limited. Further details of such licences (for reprographic reproduction) may be obtained from the Copyright Licensing Agency Limited, Saffron House, 6-10 Kirby Street, London EC1N 8TS.

Typeset in 10/11pt Paladium by Colset Private Limited, Singapore  
Printed in India for Hodder Education, a division of Hodder Headline,  
338 Euston Road, London NW1 3BH by Replika Press Pvt. Ltd.

# CONTENTS

<i>Preface</i>	vii
<i>Acknowledgements</i>	ix
<b>A Housekeeping</b>	<b>1</b>
1 The housekeeper and the organization of the department	1
2 Routine methods of work	17
3 The staffing of the department	28
4 Contracts	50
5 Security, safety and first aid	54
6 The housekeeper and the management of the department	70
7 Budgeting and buying	90
<b>B Cleaning</b>	<b>95</b>
8 Cleaning equipment and agents	95
9 The linen room	121
10 Laundry, dry cleaning and stain removal	134
11 Pests and waste disposal	145
<b>C Room interiors</b>	<b>151</b>
12 Ceramics, glass, metals, plastics and sanitary fitments	151
13 Floorings or floor finishes	161
14 Carpets	178
15 Wall coverings	192
16 Fabrics	201
17 Soft furnishings	217
18 Beds and bedding	228
19 Furniture	244

vi *Hotel, Hostel and Hospital Housekeeping*

20	Interior decoration (lighting, heating, ventilation and flowers)	259
21	Planning trends	278
	<i>Glossary</i>	300
	<i>Index</i>	305

## INDEX

- abrasives, 111
- accidents, 58-62, 165
- accommodation manager, *see* housekeeper
- acids, 112, 141
- air conditioning, 274
- alkalis, 112, 141
- amenity area, *see* utility room
- apartotels, 293
- assignment, area and job, 77
- assistant housekeeper, 36-9, 81
  
- bathmat, 23
- bathroom, 24, 273, 284, 288-91
- baths, 23, 158-9, 160, 289
- bed boards, 231
- bed linen, 30, 131, 234-7
- bedmaking, 240-3
- bedrooms, 24-27, 272, 279, 282-8
  - hospital, 297
  - studio, 283, 285
  - study, 294-7
- beds and bedding, 228-43, 265, 285, 295
- beds, foldaway, 231-2
- bedspreads, 239-40
- bidet, 23, 160, 290
- blankets, 136, 237-8
  - electric, 23
- bleaches, 108, 113, 141
- blinds, 224-5
- block cleaning, 20, 41, 72
- budgets, 90-91
- bursar, the, 9, 42, *see also* housekeeper
- buying, 91-4, 119, 132
  
- carpets, 93-4, 178-90, 262
  - cleaning of, 188-9
  - finishes of, 190
  - stains on, 143
- ceilings, 199, 281
- ceramics, 151-60, 167-8
- chairs, 252-4, 256
- charts, organization, 8-11
- checking, *see* inspection
- china, 151-2
- cleaners, 34, 40-2, 76
- cleaning, 17-27
  - agents, 104-20
  - frequency, 20-1
- cleaning equipment
  - choice and care, 103-4
  - manual, 95-9
  - mechanical, 103-4
- cloakrooms, 34-5, 291
- colour, 161, 184, 258-61
- common rooms, 297
- communications, 13-16, 87-9
- computers, 26, 88
- conference rooms, 292
- contracts, 12-13, 50-3, 133, 258
- co-operation, 13-16
- corridors, 272, 280
- coverage, 28-9, 32-3, 37, 41-2
- curtains, 63, 217-24, 263-4, 281
  
- delegation, 36, 86
- detergents, 105-11, 189
- disinfection and fumigation, 65, 113
- disposable articles, *see* short-life articles
- domestic assistants, 44, 83, *see also*
  - maids
- domestic services manager (DSM), 4, 10-12, 43, *see also* housekeeper
- dressing table, 285-6
- dry cleaning, 138-40, 189
- duty housekeeper, 39

- duvets, 236, 238-9
- early morning tea, 19, 29
- energy saving, 275
- enzymes, 109, 142
- equipment, *see* cleaning equipment
- ergonomics, 245, 256, 300
- establishments, commercial, 6-8, *see also* hotels
  - welfare, 9-13, *see also* hostels and hospitals
- fabrics, 197, 200, 210-15
  - finishes of, 213
- fibres
  - carpet, 178-9
  - man-made, 206-10
  - natural, 202-6
  - used for bedding, 235, 237
- fire and personal injury, 58-62
- fire prevention, 62-4
- first aid, 64-9
- floor cleaning, 163-5, 176-7
- floor polish, 114-7, 164
- floor seals, 117, 163, 169
- floors and subfloors, 162-3
- florist, work of, 276
- flowers, 275-6
  - artificial, 276-7
- foyer (entrance hall), 270
- furnishings, soft, 217-27
- furniture, 244-58, 265, 285-6
- furniture polish, 114-15, 164
- general assistant, 8, 39, 121, 200
- glass, 23, 152-4, 198
- glass fibre, 158, 209, 219
- grease (organic) solvents, 113-5, 138-40
- guests, 3, 29, 229, 245, 278, 284-6, 292
  - supplies for, 120
- halls of residence, *see* hostels
- health and safety, 58-69, 231, 263, 280
- heating, 273-5, 282
- hiring services, 53, *see also* contracts
- hospitals, 10-13, 22, 28, 40-9, 73-4, 83, 95, 100, 122, 128, 130, 136, 229, 237, 297-9
- hostels, 9-10, 26, 28, 40-2, 76, 128, 130, 293-7
- hotels, 6-8, 13-15, 20, 28-30, 55-8, 81, 279-81, 282-92
  - staff in, 30-40
- housekeeper, 3-5, 7, 40, 58, 61, 62, 64-5
  - and management of department, 70-89
  - and organization of department, 1-15
  - assistant to, *see* assistant housekeeper
  - housekeeping stores, 118-20
  - houseporter, *see* porters
  - inspection (checking), 38, 45-9, 74, 86
  - interior decoration, 185, 192, 200, 257-77, 299
  - interviewing, *see* staff
  - job descriptions, 80-1
  - job procedures, 21-7, 82-3
  - job titles, 2
  - keys, 31, 55-7, 280, 297
  - lampshades, 268
  - laundry, 16, 134-9, 238
    - guests' personal, 127
    - hospital, 128, 136
  - lavatory basin (wash-hand basin), 23, 159-60, 283, 289, 294
  - legal requirements, 58, 60-5, 70, 80, 274, 280
  - leisure facilities, 26, 292
  - lifts, 59
  - lighting, 88, 266-73, 280, 287-8
  - linen (bed), 30, 234-6
  - linen
    - hire of, 133
    - quantity and control of, 131
  - linen room, 121-30
  - locks, *see* keys
  - loose covers, 225-6
  - lost property, 57
  - lounges, 253, 291
  - luggage racks, 286-7
  - maids, in hostels and hospitals, 28, 30, 32, 40-4, 55, 279, *see also* cleaners
  - maids, in hotels, 28-34, 55, 279
  - maintenance, 14, 47
  - mats and matting, 190-1
  - mattresses, 230-1
  - metals, 114, 141, 154-7, 252
  - mildew, 123, 143
  - mirrors, 23, 198, 263
  - motels, 7, 292
  - occupancy list, 14, 305
  - orders of work, *see* job procedures
  - organization charts, 8-11



- paint, 193-4  
 patterns, 185, 195, 261-2  
 pelmets, 222, 265  
 pests, 145-50  
 pictures, 265  
 pillows, 234  
 planning trends, 278-99  
 plans  
   bedroom, 286, 289, 296  
   floor, 298  
   linen room, 129  
 plastics, 117, 157-8, 168, 170-2, 196-7,  
   230, 234, 251-2  
 polishes, 114-7  
   floor, 114, 115-7, 164  
   furniture, 114-5, 251  
   metal, 114, 155-6  
 porters  
   hall, 15, 55  
   house, 35  
   valet, 35-6  
  
 quilts, 238  
  
 reception, 12  
 records, 48, 57, 79, 87, 90, 238  
 reports, 35, 46-7  
 restaurant, 15, 131, 272  
 room maids, 28-34, 55, 279  
 rooms  
   bedrooms, 205, 272, 284-91  
   computer, 292  
   conference, 292  
   hospital, 297-9  
   hostel, 41, 293-7  
   lounge, 271, 291  
 rosters, 32-3, 84  
 rubber, 172, 230, 234  
  
 sanitary fittings, 158-60, 289-91  
 security, 15, 20, 54-8, 280  
 short-life articles, 130  
 showers, 23, 160, 280, 294  
 silver, 114, 154-6  
 spray buffing and cleaning, 164  
 staff  
   numbers, 12, 37, 75-6, 279  
   recruitment, 78-80  
   training, 80-2  
   welfare, 84-5  
   staffmaids, 7, 34  
   stainless steel, 156  
   stains, 136-7, 140-4, 156  
   staircases, 25-6  
   standards, 3, 40, 73-5, 123  
   stocktaking, 93, 119, 125-6  
   study bedrooms, 295-7  
   suites, 71, 279, 282, 291  
   supervision, 39, 44, 79, 86  
   synthetic fibres, 208  
  
 tables, 257  
   bedside, 285  
 telephones, 22, 87-8, 229, 291  
 textures, 262  
 tiles, 170-1, 173, 184, 198-200, 267-8  
 toilets, *see* WC  
 towels, 236-7  
 training, 21, 30, 37, 39, 44, 80-2, 84  
  
 uniformed staff, 10, 14, 55, 59  
 uniforms, 34, 37, 127  
 upholstery, *see* furniture  
 utility room, 26, 41, 293-4  
  
 valet, *see* porters  
 vanitory unit, 289, 290  
 ventilation, 273-4, 282, 288  
  
 wages, 15, 30, 37, 84, 90  
 wall coverings, 192-3, 263  
 wardrobes, 245, 257, 286, 296  
 wash-hand basin, *see* lavatory basin  
 waste disposal, 18, 99, 150, 295  
 water softening, 105  
 WC, 23-4, 111, 294, 289-90  
 welfare (of staff), *see* staff  
 wheelchairs, 285, 297  
 windows, 8, 55, 112, 153, 281-2  
 wood, 143-4, 162-3, 169-70, 197-8,  
   246-50  
   rot, 149-50  
 woodworm, 146-7  
 work  
   allocation, 7, 13, 74, 76-7  
   schedules, 83  
   study, 72-3