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ABSTRACT

The curriculum guide, one of a series prepared to assist teacher-coordinators in promoting and teaching home economics cooperative education programs, provides a course of study for the housekeeping management assistant occupation. In addition to a brief overview, job description, and job analysis of the occupation, the guide's four main sections are: instructional materials for students, answer sheets for study questions, unit tests, and answer keys for unit tests. For each of these sections the guide covers the following 10 topics in a unit format: what is a housekeeping management assistant; use of equipment and supplies; cleaning guest rooms; cleaning patient rooms; cleaning the private home; providing building services; maintenance of floors; general cleaning; cleaning bathrooms, restrooms, and shower rooms; and management of laundry procedures. Each unit provides objectives, tasks, work experiences, and study assignments. (JR)

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HOUSEKEEPING MANAGEMENT ASSISTANT

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DESCRIPTION OF HOME ECONOMICS INSTRUCTIONAL MATERIALS CENTER

The Home Economics Instructional Materials Center was established September 1, 1967, as a continuing project. It is a cooperative project between Homemaking Education in the Texas Education Agency, and the College of Home Economics, Home Economics Education Department, Texas Tech University at Lubbock, Texas. The instructional materials developed at the Center assist teachers and coordinators in promoting and teaching home economics gainful employment programs and homemaking education.

To provide a background of information for the establishment of the Home Economics Instructional Materials Center, a Planning Grant Project was approved by the Texas Education Agency for February 1 through August 31, 1967. The major purposes of the Planning Grant Project were (1) to assemble and catalog an occupational reference library, (2) to develop procedural steps for preparation of instructional materials, and (3) to illustrate the first sequence of these steps, that is, to develop job analyses and to list competencies needed for employability.

The present major objectives of the Home Economics Instructional Materials Center are (1) to develop instructional materials for students enrolled in cooperative part-time training programs and pre-employment laboratory training programs, (2) to develop materials in homemaking education, and (3) to develop at a later time materials designed for use in home and community service programs.

Acknowledgement is given to the following persons:

Mrs. Elizabeth F. Smith, Director, Homemaking Education, Texas Education Agency, who conceived the original plan for establishing the Center and continues to determine ways in which the Center can meet the needs of homemaking education in Texas.

Dr. Camille G. Bell, Chairman, Department of Home Economics Education, who continues to serve in an advisory capacity.

Linda Glosson, Director
Betty Robinson, Associate Director
Vicki Reid, Assistant Director

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This course of study for Housekeeping Management Assistant, prepared by the Home Economics Instructional Materials Center at Texas Tech University, is the result of the combined efforts and ideas of many people, namely:

Mrs. Charlene Green, Odessa, Texas, and Mrs. Jan Hamilton, Plainview, Texas; Home Economics Cooperative Education Teacher-Coordinators who spent one month at the Center helping with the writing of the original Housekeeping Management Assistant instructional materials.

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The advisory council for Housekeeping Management Assistant which consisted of

Mr. Don Allen, Owner, Allen's Building Maintenance
Mrs. Mabel Behrend, Housekeeper, Lubbock Inn
Mr. Claude Bennett, Director of Environmental Services, St. Mary of the Plains Hospital
Mr. Charles Janes, Environmental Services Director, Methodist Hospital
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Mr. Melvin Johnson, Cafeteria Director, Lubbock Public Schools
Mr. George Meiot, Director, Custodial and Building Operations, Texas Tech University
Mr. R. W. Pierce, Sales Manager, Marquis Supply Company
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Mr. Horace Tyree, Supervisor Custodial Services, Residence Halls, Texas Tech University

all of Lubbock, Texas, who aided in identification of tasks for the job analysis and content for the course outline.

COURSE OF STUDY
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT

This course of study is one of a series available to assist teacher-coordinators in promoting and/or teaching home economics cooperative education programs. The following are other courses of study in the series:

Child Care Aide
Clothing Assistant
Dietetic Aide
Food Service Employee
Home Furnishings Aide

A course of study consists of (1) an overview and job description, (2) a job analysis, (3) a course outline, (4) instructional materials for student use, (5) unit tests, and (6) a list of references required for use with the instructional materials.

Developmental Procedures

The course of study for Housekeeping Management Assistant is based on the job analysis included in this set of materials. The job analysis was developed from interviews with employers and employees in hotels, motels, hospitals, educational institutions, commercial cleaning services, and private homes. The proposed course outline for teacher use (which grew out of the job analysis) served as a guide for writing the instructional materials for student use. During the development of the course outline, advisory committee meetings were held to review and edit the working materials. Experienced home economics cooperative education teacher-coordinators and subject-matter specialists aided in writing the student materials.

The job analysis may be used for interviews with employers and employees to survey the tasks performed by entry-level employees in housekeeping management in the local community. Results of the interviews can then be used as a basis for writing the training plans for each student.

The proposed course outline relates the tasks to the general objectives and competencies needed by students to perform effectively on the job. The competencies listed as "work experiences" are to be gained primarily from on-the-job training, while those listed as "study assignments" are to be gained from classroom experiences.

Student Edition

The student instructional materials in the course of study are designed to provide part of the classroom instruction and are designed to give students an increased understanding of the tasks they will perform on the job. This section is also bound separately for student use.

Since students in any one class may be employed in a variety of occupations, the instructional materials have been developed to be used for individual study with a minimum of assistance from the teacher-coordinator. The materials are designed so that students may begin with any unit and proceed through them in any order. Beginning with the units most closely related to their jobs and then going back and studying the rest of the information will aid students in seeing the relevance of the instructional materials to their specific jobs.

Each topic in the instructional materials begins with the task to which the topic is related and a statement of behavioral objectives. For some topics, information sheets are provided, and for other topics, reading assignments in related texts and pamphlets are made. Study questions, assignments, and suggestions for group work follow the information sheet for each topic. The study questions provide an opportunity for the student to check his understanding of the information presented. The teacher-coordinator may wish to check the answers to the questions, or she may suggest that the student check his own work and then turn the work in to her. Group work is suggested to provide opportunities for students to work together on specific projects and problems.

Teacher's Edition

Answers to study questions, unit tests, and answer keys are included in the teacher's edition of the course of study, but they are not in the separately bound student copy of instructional materials.

Reference materials essential for use with the course of study are listed on page 389. These books and pamphlets must be secured and made available for student use. An effort has been made to select references which will adequately cover the materials and provide up-to-date information related to the job.

A more comprehensive reference list accompanies the teacher's edition of the course of study. Additional references should be selected from this list to enrich the instructional materials, to provide specialized information for specific types of jobs, and to meet the needs of advanced and second-year students. Learning to use a variety of references will aid the student in becoming a more knowledgeable and flexible employee.

NOTE: Some of the information in this course of study and in the required references is presented primarily in a hospital or hotel-motel context. The same procedures, however, are applicable with some variation, in homes, businesses, and other locations where housekeeping tasks are performed. Because the same procedures are used for many cleaning tasks, regardless of the place of employment, it is unnecessary to include separate sections for each type of training station.

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OVERVIEW

HOUSEKEEPING MANAGEMENT ASSISTANT

The occupation of housekeeping management assistant is suggested for the student who has an interest in performing services which provide for comfort and convenience of other people. To be successful, the student should have high standards of honesty, dependability, and cleanliness. The student should also exhibit the following characteristics: willingness to work, ability to follow directions, capacity for getting along with others, and good health and personal hygiene. It is recommended that students selected for cooperative part-time training as housekeeping management assistants have a background of skills and knowledge developed through a previous enrollment for one year in comprehensive home economics.

The housekeeping management assistant works under the supervision of a custodian, housekeeper, assistant housekeeper, or homemaker in a hotel, motel, or related business (commercial, residential, and resort); hospital, nursing home, or other health care facility; club, dormitory, or welfare or educational institution; commercial cleaning service; or private home. The housekeeping management assistant performs the following tasks or some combination of them: cleans guest or patient rooms, private home, or building; sweeps, mops, and vacuums floors; waxes and finishes floors; cleans and shampoos carpets; makes beds; dusts; cares for furniture and window treatments; cleans glass and light fixtures; cleans walls, ceilings, doors, and woodwork; cleans and sanitizes bathrooms, restrooms, and shower rooms; controls pests; washes, dries, folds, and stores linens and clothes; exercises proper use and care of equipment and supplies.

With experience, self-discipline, ability to communicate with others, and willingness to work, the housekeeping management assistant may advance to a supervisory or managerial position in housekeeping. Specialized training in the housekeeping field is now offered in certain universities throughout the country. Courses offered include housekeeping procedures, personnel management, budget preparation, interior decoration, and purchase of housekeeping equipment and supplies. These training programs may enable persons to attain administrative positions in housekeeping.

HOUSEKEEPING MANAGEMENT ASSISTANT JOB ANALYSIS

(Used in interviews with employers and employees in hotels, motels, apartment buildings, nursing homes, hospitals, schools, cleaning services and private homes)

Name of Business _____ Date _____

Person Interviewed _____ Interviewer _____

DIRECTIONS: Please check in the appropriate column the responsibilities you expect a student to assume when working as a housekeeping management assistant. In the proposed schedule column, indicate when during the school year you plan for the student to take up each task or group of tasks. This information will aid the teacher-coordinator in developing an individualized training plan for the student.

A housekeeping management assistant assumes numerous housekeeping responsibilities in such establishments as hospitals, nursing homes, hotels, motels, educational institutions, commercial establishments, or private homes. The student performs the following functions:

DAILY OCCASION-ALLY DOES NOT APPLY. PROPOSED SCHEDULE

	DAILY	OCCASION-ALLY	DOES NOT APPLY.	PROPOSED SCHEDULE
1. Familiarize self with policies and rules of conduct for employees in housekeeping management.				
2. Exercise proper selection, use and care of cleaning equipment and supplies.				
3. Observe safety precautions to prevent accidents in use of equipment and supplies.				
4. Save time and energy whenever possible in performing tasks.				
5. Fill cart or carrier with supplies issued by person in charge.				
6. Report to assigned section with pass key and occupancy report.				
7. Make a preliminary check of room condition when entering.				
8. Perform preliminary cleaning tasks.				



DAILY OCCASION- DOES NOT PROPOSED
 APPLY SCHEDULE

	DAILY	OCCASION- ALLY	DOES NOT APPLY	PROPOSED SCHEDULE
9. Clean a guest room.				
10. Check vacant rooms in assigned section and dust furniture if necessary.				
11. Turn in occupancy report and pass key before leaving.				
12. Clean an occupied hospital room.				
13. Clean an unoccupied hospital room or discharge unit.				
14. Clean an isolation unit.				
15. Keep a private home clean and in reasonable order.				
16. Clean and straighten closets and storage areas.				
17. Clean and polish kitchen cabinets.				
18. Clean range tops, ovens, and exhaust fans.				
19. Defrost and clean interior of refrigerators.				
20. Clean coffee-makers and other small appliances.				
21. Load and operate dishwasher or wash dishes by hand.				
22. Clean buildings such as schools, churches, residence halls, apartment buildings, offices, businesses, and factories.				
23. Sweep, mop, or vacuum floors according to type of floor.				
24. Wax and buff or apply floor finish.				

DAILY OCCASION- DOES NOT PROPOSED
ALLY APPLY SCHEDULE

25. Shampoo carpet.			
26. Make beds.			
27. Assist in turning mattresses as directed.			
28. Dust, wax or polish, and clean furnishings according to materials used in their construction.			
29. Clean glass, light fixtures, walls, ceilings, doors, and woodwork.			
30. Clean window treatments.			
31. Remove stains from various surfaces.			
32. Take appropriate measures to prevent and control pests.			
33. Clean and sanitize bathrooms, restrooms, and shower rooms.			
34. Sort laundry.			
35. Use laundry equipment and supplies correctly.			
36. Iron or press clothes and linens.			
37. Fold, store, and distribute clean linens and clothes.			
* 38. Perform minor electrical maintenance and repairs.			
* 39. Do minor non-electrical maintenance and repairs.			
* 40. Repair furniture.			
* 41. Care for houseplants.			

DAILY OCCASION-ALLY DOES NOT APPLY PROPOSED SCHEDULES

* 42. Perform specified grounds duties.			
* 43. Maintain swimming pool area.			
* 44. Plan family and guest meals.			
* 45. Shop for food and supplies.			
* 46. Use safe and sanitary procedures in food storage and preparation.			
* 47. Select and correctly use proper equipment for a specific job.			
* 48. Prepare a variety of foods and beverages.			
* 49. Serve food in manner prescribed by employer.			
* 50. Help arrange tables for special parties.			
* 51. Care for infant as directed by supervisor.			
* 52. Help children develop acceptable behavior patterns.			
* 53. Help children develop good food habits and table manners.			
* 54. Assume some responsibility, under supervision, for play of children.			
* 55. Assume responsibility for children's health and safety.			

* These specialized tasks are performed by only a few housekeeping management assistants. Lessons on these tasks are not included in the student materials. References covering these tasks may be found in the reference list accompanying this guide.



COURSE UNIT I

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

- OBJECTIVES:
- List the tasks and competencies of a housekeeping management assistant.
 - Identify opportunities for advancement in housekeeping management.
 - Apply policies and rules of conduct to specific job.
 - Analyze self in terms of desirable personal characteristics needed by a housekeeping management assistant.
 - Summarize the relationship between job success and interpersonal relationships.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>1. Familiarize self with policies and rules of conduct for employees in-housekeeping management.</p>	<p>Relate policies and rules of conduct of the business to self.</p>	<p>Career opportunities in the house-keeping field</p> <p>Importance of role of housekeeping personnel in a business or institution</p> <p>Personal characteristics and abilities desired by employers</p> <p>Need for self-evaluation</p> <p>Business policies related to position of housekeeping or custodial management assistant</p> <p>Tasks and competencies expected of employee</p>

TASK

WORK EXPERIENCES

STUDY ASSIGNMENTS

Forms, records, and reports used on
the job

COURSE UNIT II

USE OF EQUIPMENT AND SUPPLIES

OBJECTIVES: Employ correct procedures in the selection, use, and care of the equipment and supplies necessary for performing the tasks of a housekeeping management assistant.

Relate to specific situations safety precautions in handling equipment and supplies.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>2. Exercise proper selection, use and care of cleaning equipment and supplies.</p>	<p>Select, use, and care for equipment and supplies.</p>	<p>Selection of proper equipment and supplies for use in performing tasks Correct use of a variety of equipment and supplies Proper storage of equipment and supplies General procedures to follow in caring for equipment and supplies Procedures for cleaning the service sink</p>
<p>3. Observe safety precautions to prevent accidents in use of equipment and supplies.</p>	<p>Recognize hazards that may cause accidents. Inspect for fire hazards. Check fire extinguishers. Use different kinds of fire extinguishers.</p>	<p>Safety practices necessary in using equipment and supplies Fire hazards Procedures for checking fire extinguishers Types of fire extinguishers to use for different types of fires</p>

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>4. Save time and energy whenever possible in performing tasks.</p>	<p>Apply first aid. Recognize ways to save time and energy in performing tasks.</p>	<p>First aid for minor injuries Principles of body mechanics Organization of equipment, supplies and tasks Principles of work simplification</p>
<p>5. Fill cart or carrier with supplies issued by person in charge.</p>	<p>Select necessary number and kind of supplies for day's work.</p>	<p>Supplies necessary for a day's work Importance of arrangement of supplies on cart</p>

COURSE UNIT III

CLEANING GUEST ROOMS

- OBJECTIVES:
- Describe procedures for entering and leaving rooms.
 - Follow instruction from employer or supervisor concerning methods and sequences to be used when performing cleaning tasks.
 - Follow sanitary procedures in performing all cleaning tasks.
 - Plan for efficient performance of all tasks necessary to put rooms in good order.
 - Evaluate own work habits and plan for self-improvement.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>6. Report to assigned section with pass key and occupancy report.</p> <p>7. Make a preliminary check of room condition when entering.</p>	<p>Read and interpret occupancy reports.</p> <p>Accept responsibility for pass key.</p> <p>Recognize room damage and identify missing items.</p>	<p>Symbols and terms used to indicate occupancy status of rooms</p> <p>Importance of pass key</p> <p>Procedures used to enter rooms</p> <p>Procedures for reporting room damage and missing items</p> <p>Importance of checking furniture placement and condition</p> <p>Procedures for handling "lost and found" items</p>



TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>8. Perform preliminary cleaning tasks.</p>	<p>Collect and empty trash containers, ash trays, partially filled glasses, pitchers, and ice buckets.</p> <p>Remove, and replace light bulbs when necessary.</p> <p>Remove soiled linens and deposit in designated place.</p>	<p>Suggested procedures and reasons for adjusting windows or heating or cooling equipment</p> <p>Procedure for collecting and emptying trash and glasses</p>
<p>9. Clean a guest room.</p>	<p>Clean a guest room following recommended procedures.</p> <p>Make closet and furniture drawers look neat, and provide adequate supplies.</p> <p>Move furniture and rehang draperies.</p> <p>Evaluate own work.</p>	<p>Safety procedures to follow in removing and replacing bulbs</p> <p>Procedure for removing bed linens</p> <p>Careful and sanitary handling of linens</p> <p>Steps in cleaning guest rooms</p> <p>Supplies necessary for the comfort of the guest</p> <p>Recommended furniture and drapery placement</p> <p>Standards of cleanliness</p> <p>Reasons for checking vacant rooms</p>
<p>10. Check vacant rooms in assigned section and dust furniture if necessary.</p>	<p>Evaluate condition of vacant rooms, and perform any task necessary to put room in good order.</p>	<p>Necessity for returning pass key and turning in required reports</p>
<p>11. Turn in occupancy report and pass key before leaving.</p>	<p>Keep accurate records.</p>	

COURSE UNIT IV

CLEANING PATIENT ROOMS

- OBJECTIVES: Recognize necessity for sanitation and disinfection in hospital cleaning tasks.
 Describe procedures for cleaning occupied rooms, unoccupied rooms, discharge units, and isolation units.
 Evaluate own work habits and plan for self-improvement.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
12. Clean an occupied hospital room.	Perform tasks in a way that prevents spread of infection. Clean hospital rooms following recommended procedures. Deal with patients in a pleasant, professional manner. Evaluate appearance of room.	Reasons for disinfecting Conditions affecting bacterial growth Types and uses of disinfectants Procedures for cleaning occupied rooms Guidelines for dealing with patients
13. Clean an unoccupied hospital room or discharge unit. 14. Clean an isolation unit.	Evaluate appearance of room. Clean an isolation unit following recommended procedures.	Methods for cleaning discharge and unoccupied units Importance of checking appearance and placement of furniture and supplies after cleaning room Two types of isolation units Techniques of isolation

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
	<p>Handle contaminated laundry to avoid infection.</p> <p>Use various methods of terminal disinfection.</p> <p>Use isolation gown and mask.</p>	<p>Procedures for cleaning occupied rooms and discharge isolation units</p> <p>Procedures for handling contaminated laundry</p> <p>Types of terminal disinfection and procedures for using each type</p> <p>Use of isolation gown and mask</p>

COURSE UNIT V

CLEANING THE PRIVATE HOME

- OBJECTIVES: Describe procedures for entering and leaving the private home
- Follow instructions from employer concerning methods and sequences to be used when performing cleaning tasks.
- Follow sanitary procedures in performing all cleaning tasks.
- Make efficient use of time and energy in performing cleaning tasks.
- Evaluate own work habits, and plan for self-improvement.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
15. Keep a private-home clean and in reasonable order.	Clean private home following recommended procedures.	Procedures for cleaning private home
16. Clean and straighten closets and storage areas.	Arrange closets and storage areas neatly.	Principles of storage Importance of efficient and neat storage arrangements
17. Clean and polish kitchen cabinets.	Select and use correct supplies for cleaning and polishing kitchen cabinets.	Supplies and methods to use in cleaning kitchen cabinets
18. Clean range tops, ovens, and exhaust fans.	Remove grease and grime without damage to range or oven finish.	Methods and cleaning supplies for cleaning ranges, ovens, and exhaust fans

TASKS:	WORK EXPERIENCES	STUDY ASSIGNMENTS
19. Defrost and clean interior of refrigerators.	Remove ice build-up from freezer and wash interior walls, shelves, and drawers.	Efficient methods of frost removal and cleaning of refrigerators
20. Clean coffee-makers and other small appliances.	Remove grease and grime without damaging appliance or electrical components.	Procedures for cleaning coffee makers and small electrical appliances
21. Load and operate dishwasher or wash dishes by hand.	Operate a dishwasher, or wash, rinse, and drain dishes in a sanitary way.	Methods for loading and operating a dishwasher Sanitary methods of hand dishwashing

COURSE UNIT VI

PROVIDING BUILDING SERVICES

- OBJECTIVES:**
- Describe procedures for entering and leaving offices.
 - Describe procedures for cleaning public areas:
 - Explain the value of a "spotless" and orderly appearance for public areas.
 - Accept and follow instructions from employer or supervisor concerning methods and sequence to be used when performing cleaning tasks.
 - Evaluate own work habits and plan for self-improvement.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>22. Clean buildings such as schools, churches, residence halls, apartment buildings, offices, businesses, and factories.</p>	<p>Clean facilities following recommended procedures.</p>	<p>Procedures for cleaning public areas (entranceways, hallways, stairways, elevators, lounges, lobbies)</p> <p>Procedures for cleaning offices</p> <p>Procedures for cleaning schools and churches (classrooms, laboratories, auditoriums, gymnasiums)</p> <p>Procedures for cleaning kitchens and dining areas</p> <p>Procedures for cleaning businesses</p> <p>Procedures for cleaning factories</p>

TASKS

WORK EXPERIENCES

STUDY ASSIGNMENTS

Deal with students or occupants in a pleasant, professional manner.

Guidelines for dealing with students or occupants

COURSE UNIT VII

MAINTENANCE OF FLOORS

- OBJECTIVES: Explain differences in flooring.
 Describe the appropriate method for cleaning each type floor.
 Utilize proper supplies and methods for shampooing carpets.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
23. Sweep, mop, or vacuum floors according to type of floor.	Clean different types of flooring using proper method of cleaning.	Major categories of flooring and acceptable methods for cleaning each type Different types of mopping Procedures for sweeping, dust mopping, wet mopping, and scrubbing Spot mopping Procedures for vacuuming
24. Wax and buff or apply floor finish.	Select and use recommended wax or finish and method for application according to type floor.	Principles of motion economy. Work simplification in relation to floor care Differences in types of waxes and finishes Procedures used for waxing floors

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
25. Shampoo carpet.	Use carpet shampooer or shampoo by hand with suitable supplies.	<p>Procedures used for applying floor finish</p> <p>Relationship between care and durability of carpet</p> <p>Difference between a "dry" and "wet" shampoo and procedures for performing each</p>

COURSE UNIT VIII

GENERAL CLEANING

- OBJECTIVES: Plan work so that general cleaning tasks are performed on a regular basis.
 Recognize times when general cleaning tasks need to be performed.
 Select proper equipment, supplies, and procedures for performing each cleaning task.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
26. Make beds. 27. Assist in turning mattresses as directed. 28. Dust, wax or polish, and clean furnishings according to materials used in their construction.	Put clean linens on bed quickly and efficiently. Lift and turn mattress. Care for different types of furniture using proper methods.	Method of bedmaking required by employer Procedures to follow in turning mattresses Materials used in constructing case goods and upholstered furniture and acceptable methods of caring for each type Procedures for dusting Procedures for waxing and polishing furniture Vacuuming upholstered furniture Methods of stain removal and appropriate use for each method Shampooing upholstered furniture



TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
29. Clean glass, light fixtures, walls, ceilings, doors, and woodwork.	Use proper equipment and supplies for washing glass, light fixtures, walls, chalkboards, ceilings, doors, and woodwork.	Applying stain-resistant finishes Efficient and sanitary methods for washing windows, mirrors, light fixtures, walls, ceilings, chalkboards, woodwork, and doors
30. Clean window treatments.	Clean window treatments.	Spot cleaning Procedures to follow for cleaning window shades, venetian blinds, and draperies
31. Remove stains from various surfaces.	Remove stains from a variety of surfaces without damaging the surface.	Common stains Methods of stain removal
32. Take appropriate measures to prevent and control pests.	Take measures to prevent and control infestation by pests.	Common pests Pest prevention and control measures

COURSE UNIT IX

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS

OBJECTIVES: Describe sanitary procedures for cleaning bathrooms, restrooms, and shower rooms.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
<p>31. Clean and sanitize bathrooms, restrooms, and shower rooms.</p>	<p>Use a variety of cleaning and sanitizing supplies.</p>	<p>Purpose of sanitizing bathroom Procedures for cleaning and sanitizing bathroom Procedures for cleaning public restrooms Procedures for cleaning shower rooms</p>

COURSE UNIT X

MANAGEMENT OF LAUNDRY PROCEDURES

- OBJECTIVES:**
- Describe procedures for laundering machine-washable and hand-washable articles.
 - Analyze functions and appropriate uses for laundry supplies.
 - Describe procedures and precautions for operating laundry equipment.
 - Apply principles of work simplification to ironing and pressing.
 - Demonstrate procedures for folding, storing, and handling linens and clothing.
 - Explain the necessity of following linen room procedures.

TASKS	WORK EXPERIENCES	STUDY ASSIGNMENTS
32. Sort laundry.	Decide what fabrics and colors may be laundered together.	Types of fabrics and colors which can be safely laundered together Types of soil
33. Use laundry equipment and supplies correctly.	Use laundry supplies correctly. Use washer and dryer correctly.	Effects of various laundry supplies and water temperatures on fabrics and colors Types of pretreatment for stain removal Methods of loading laundry equipment and selecting water levels, temperatures, and times (cycles)

TASKS

WORK EXPERIENCES

STUDY ASSIGNMENTS

<p>34. Iron or press clothes and linens.</p>	<p>Use iron efficiently.</p>	<p>Difference between soaps and detergents and "mild" and "heavy duty" products</p> <p>Purpose and use of fabric softeners and bleaches</p>
<p>35. Fold, store, and distribute clean linens and clothes.</p>	<p>Fold clothes and linens neatly.</p> <p>Put laundry away carefully.</p> <p>Follow appropriate procedures in linen room.</p> <p>Clean linen room and laundry chutes.</p>	<p>Relationship between type of detergent, water temperature, and washing time</p> <p>Purpose of dryer</p> <p>Procedures for using dryer</p> <p>Procedures for cleaning articles which require special care</p>
<p>36. Clean linen room and laundry chutes.</p>	<p>Use iron efficiently.</p> <p>Fold clothes and linens neatly.</p> <p>Put laundry away carefully.</p> <p>Follow appropriate procedures in linen room.</p> <p>Clean linen room and laundry chutes.</p>	<p>Efficient methods of ironing</p> <p>Convenient arrangement of equipment for ironing</p> <p>Methods of folding to prevent wrinkles</p> <p>Suitable storage of clean clothes and linens</p> <p>Linen room procedures</p> <p>Cleaning linen room and laundry chutes</p>

INSTRUCTIONAL MATERIALS

FOR

STUDENTS

WHAT IS A COURSE OF STUDY?

INTRODUCTION FOR STUDENTS

Bobby: What's this new course of study we're going to be using in our HECE (Home Economics Cooperative Education) class? The cover looks great, but I don't know about what's inside.

Kathy: I think it's going to be a big help to us, both in class and on our jobs. We'll use it in class on the days when we're supposed to study about our particular jobs.

Bobby: That should help, I guess. What do we do--start at the beginning and go completely through it?

Kathy: Not necessarily. It's divided into units and topics related to tasks we might perform on our jobs. Our training plans will tell us which lessons to study. We will be studying in class about the things we are learning on our jobs.

Bobby: You mean I don't have to go through all of it? That sounds great!

Kathy: Well, since jobs vary so much and the authors tried to include information for different kinds of jobs, there may be some units that won't apply to us right now. But I think it helps to know what else is going on where we work or what some of the other job opportunities are. The more we know, the more successful we'll be on our jobs, and the better chance we'll have to get a job somewhere else if we move away from here.

Bobby: I suppose you're right about that. Besides, I noticed some units, like the one on floors that would apply in one way or another to everyone employed as a housekeeping management assistant. What if the course of study says to do something one way and your supervisor wants it done another way?

Kathy: That probably won't happen, but if it should, always go by what your supervisor wants. After all, he hired you to do the job he needs done.

Bobby: Now I have another question. I saw references listed at the beginning of some of the topics. Do we have to read those? Isn't the same information in the Course of Study?

Kathy: No, the references include different information; so it's important that we read them as well as what's in the course of study. I know it's a bother to get the references sometimes, but there would be no point in putting something in the course of study that was already available somewhere else. Besides, I've found in the references some information that wasn't assigned that was helpful to me.

Bobby: I saw questions, assignments, and suggestions for group work at the end of each topic. What's the difference? They all sound like work to me.

Kathy: The questions are to help us see if we understand what we've read, and the assignments give us a chance to apply to our jobs what we've read. The assignments help us see how the things we've learned relate to what we do. There's no right or wrong answer to an assignment; what we do is left up to us. The suggestions for group work give us a chance to work together on things we all need to learn. Working together gives us a chance to share problems and ideas. Besides, it's more fun than working by yourself all the time.

Bobby: I noticed some unfamiliar words that were underlined, and were followed by definitions. I hope the course of study explains all the new words.

Kathy: I'm sure it explains most new words, but it's impossible to know every word which might be new to each and every student. So, when I don't understand a word, I look it up in the dictionary.

Bobby: That's a good suggestion, I sometimes forget how helpful dictionaries can be!

Kathy: Any more questions?

Bobby: Not right now. I want to do well on my job, and I think this course of study will help me. I'm ready to get started on Unit I.

INDIVIDUAL STUDY RECORD

Use the chart below to keep a record of your studies. Note the date you complete each part of a lesson and your grade or a check mark in the correct columns. When you have completed all the lessons in one unit, ask your teacher for the unit test.

Lesson	Study Questions		Assignments		Group Work		Unit Test	
	Date	Grade	Date	Grade	Date	Grade	Date	Grade

UNIT I-1

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Job Descriptions

TASK: 1. Familiarize self with policies and rules of conduct for employees in housekeeping management.

OBJECTIVES: When you finish this lesson, you should be able to

- list places where a person in the housekeeping management field may be employed
- cite titles given to housekeeping personnel.

The demand for clean, sanitary buildings is greater now than ever before. New building materials and increased building use necessitate constant updating of knowledge of proper housekeeping practices. As a result, today's housekeeping management assistant must be a specialist in every area of building maintenance.

As a housekeeping management assistant, you will play an important role in maintaining a pleasant, attractive, and safe environment in which people may live, work, play, or attend school. Your job is most important. A half-million workers are employed in the housekeeping field. Billions of dollars are spent every year in the United States on housekeeping and sanitation. Many hotels and motels, hospitals, nursing homes, schools, churches, businesses, stores, shops, and factories could not be operated without the services of housekeeping management personnel.

PLACES OF EMPLOYMENT

As the length of the work week in our nation shortens, families have more time to travel and explore. As they travel they occupy many residences for a short time. Some are attractive; others are poorly kept. The features that cause families to return again and again to the same hotel or motel are the services they receive and the cleanliness and appearance of the establishment. Who do you think is responsible for the care given rooms and public areas? Most of the time it is not the manager, but a highly qualified housekeeper who can make or break a multi-million-dollar business.

The demand for housekeepers is overwhelming. Hospital and nursing home administrators are constantly looking for qualified housekeepers, porters, housemen, and linen clerks. The job of keeping everything exceptionally clean is one of the most vital tasks in the operation of a hospital. With the increased demand for the services offered by hospitals, nursing homes, and clinics, the need for housekeepers, porters, and custodians continues to grow.

Although the majority of housekeepers and custodial assistants are employed in hospitals, motels, and hotels, there are many other sources of employment, such as university residence halls, college sorority or fraternity houses, country clubs, steamships, and churches. In addition, with large numbers of women working outside the home, the number of full- and part-time housekeeping positions in private homes is increasing.

Custodial assistants may obtain employment in wholesale and retail stores, manufacturing firms, transportation depots, entertainment facilities, schools, and churches. Although the majority of employees in this area are male, almost one fourth of this work force is made up of women. Figures show that the management position of executive housekeeper is usually held by a woman, although many hospitals employ men in this position. Management positions in custodial services are usually held by men.

Additional information on employment opportunities, training, working conditions, and policies is available from the National Committee on Household Employment, 1346 Connecticut Avenue, N.W., Washington, D.C. 20036.

TITLES

Various titles are given to persons employed in housekeeping. The housekeeping management assistant may be called any of the following:

Attendant	Janitor	Porter
Cleaner	Orderly	Sanitationist
Custodian	Housekeeper	Sanitor

For supervisory personnel, titles include the following:

Building and grounds manager	Housekeeping department manager
Building service director	Housekeeping foreman
Custodian	Housekeeping superintendent
Director of buildings	Housekeeping supervisor
Director of sanitation	Manager of sanitation
Executive housekeeper	Service foreman
Head custodian	Service manager
Head janitor	Utility foreman

QUESTIONS:

1. Name at least six places where a housekeeping management assistant may find employment.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
2. Why is the role of the housekeeping management assistant so important to public and commercial establishments?

3. List five titles which might be given to a person employed in the housekeeping field.

- a.
- b.
- c.
- d.
- e.

4. List six titles which are used to refer to supervisory personnel in the housekeeping field.

- a.
- b.
- c.
- d.
- e.
- f.

ASSIGNMENTS:

I. Explain the role of the housekeeping management assistant at your training station in relation to the operation of the entire establishment.

II. Name the proper titles to be used on your job when referring to yourself and to your supervisor.

UNIT I-2

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Tasks and Responsibilities

TASK: 1. Familiarize self with policies and rules of conduct for employees in housekeeping management.

OBJECTIVES: When you finish this lesson, you should be able to

- describe the tasks assigned to the housekeeping or custodial management assistant in your place of employment
- explain the similarities and differences among various jobs in housekeeping management
- describe records required at your training station.

Your supervisor may be an executive housekeeper or building manager who conducts the many phases of large-scale cleaning in public institutions. Hotels, motels, hospitals, clubs, residence halls, schools, government buildings, businesses, and industrial firms benefit when the housekeeping department keeps the surroundings attractive and sanitary.

DUTIES

Your duties as a housekeeping management assistant will vary with the size and type of institution in which you are employed. In hotels, motels, clubs, and residences, guests or home owners are generally healthy and able-bodied. They are capable of making their wants known. While sanitary conditions are of utmost importance in these situations, emphasis should also be given to building good public relations, providing efficient service, and making surroundings attractive to help make guests want to come again.

In Hotels and Motels

Duties assigned to housekeeping management assistants in hotels and motels may include reporting to assigned section with pass key and room reports, making a general check of the room, cleaning the room following the procedures or steps described by the supervisor, checking the room condition after cleaning, helping in the linen room, filling cart with supplies, and cleaning public areas.

Porters or housemen in motels and hotels attend to many of the heavier tasks that involve lifting or climbing, such as wall and window washing and hanging drapes or blinds. A major portion of the porter's time is spent in maintaining corridors, stairways, and convention rooms. He provides daily care such as vacuuming, dust mopping, or buffing, and occasional care such as shampooing carpet and stripping old floor finishes from hard floors. He is usually responsible for trash removal, moving folding beds into rooms, and moving heavy linens to the storage area. He may occasionally set up materials or displays in convention rooms.

Depending on the location of the hotel or motel, the porter may also be in charge of grounds cleaning in addition to watering and caring for plants inside and outside the building. Swimming pools are important "calling cards" for the hotel-motel industry, and the porter may be responsible for pool upkeep.

The housekeeping management assistant may be employed in university residence halls, apartment hotels, resort hotels, and country clubs, in which members both live and play. The housekeeping assistant in these establishments who has a flair for the work should have little difficulty performing the variety of tasks required. The duties performed by this employee would be similar to those of the person working in a hotel or motel.

In Hospitals

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Co., 1967. Ch. 1, pp. 14-15.

In striking contrast to the guest who chooses to stay at a hotel, the patient in a hospital is there because he must be. True, he can sometimes choose a certain hospital by checking its reputation, but once he enters its doors, he and his family are in a position to evaluate the hospital on the basis of what they see. There is no statement that will leave an unfavorable impression any quicker than, "This hospital is not clean!" A hospital not only has to appear clean, it must be aseptically clean. This means that all surfaces must be free of harmful bacteria so that the danger of infection to the patients or the employees is very small.

The housekeeping management assistant in a hospital or nursing home may have some of these duties: cleaning and sanitizing (reducing the number of bacteria) furnishings in the patients' rooms, dry-and wet-mopping floors or vacuuming patients' rooms, cleaning and sanitizing bathrooms, spot-cleaning walls, and reporting any needed repairs to supervisor. Other duties might include cleaning the nursing stations where refrigerators, sinks, ice machines, cabinets, and range burners are located.

In Nursing Homes

Housekeeping management assistants in nursing homes perform many of the same duties as those who are employed in hospitals. In addition, they may be asked to assist elderly patients in cleaning drawers and closets. If requested to do so, the aide may also gather the patient's personal clothing and deliver it to the laundry.

In the Linen Room

The linen clerk is a part of the housekeeping department in some hospitals and hotels. The cost of linen in hotels, motels, hospitals, and nursing homes is very high; therefore, the linen clerk must be an alert and responsible employee. If the laundry is done in the building, the linen clerk may operate commercial

washers and dryers, pretreat stained linens, fold and package linens, and deliver them to linen rooms located on each floor. The linen clerk must keep correct records of all linens as they are checked out and returned. The linen clerk also fills orders for extra linens as calls come in from different parts of the hospital or hotel.

In Schools

School custodians perform various tasks to keep the school environment clean and safe. They are responsible for cleaning public areas, offices, classrooms, laboratories, auditoriums, gymnasiums, restrooms, and shower rooms. Their duties may include policing grounds, doing some grounds work, making minor repairs, and controlling pests. The custodial department may also be responsible for checking and maintaining heating and cooling equipment, hot water heaters and other equipment necessary for operation of the school. Other tasks might include erasing and cleaning chalkboards, cleaning snow and ice from walks, and cleaning up after accidents in the cafeteria. In some schools, laundering athletic uniforms and towels may be part of the custodian's duties.

In Churches

Tasks involved in cleaning churches are similar to those in cleaning schools. The housekeeping management assistant employed by a church will need some knowledge of the religion so that religious objects can be cleaned and replaced correctly.

In Businesses and Factories

Whether the housekeeping management assistant is employed by an individual firm or by a commercial cleaning service, his primary duties are floor care, restroom maintenance, and dusting. Occasional duties may include cleaning windows, light fixtures, walls, ceilings, doors, and woodwork. In individual firms, minor repair and maintenance duties may be included.

In Private Homes

Housekeeping management assistants may also find employment in the private home. Such a position would probably include a wider variety of tasks than other places of employment. These tasks may include thorough cleaning of the entire house, loading and operating the dishwasher, cleaning range tops and ovens, defrosting and cleaning refrigerators and freezers, cleaning closets and storage areas, shampooing carpets, waxing and polishing floors, and operating laundry equipment.

Often full-time housekeepers have the responsibility of planning menus, purchasing food, and preparing and serving meals. Also, they may be called upon to care for children and pets in the home.

The three major categories into which all housekeeping duties fall, regardless of place of employment are (1) cleaning assigned areas so that they meet the standards set by the employer, (2) using equipment and supplies properly, and (3) working in a way that will promote safety for both the employees and the guests, patients, or residents.

Records and Reports

As housekeeping management assistant you may be required to keep a record or report of tasks performed. The place where you work may have a schedule on which daily or weekly tasks are to be checked off when completed. These records are very important because they are proof, for example, that the hospital floor has been cleaned with a disinfectant (a chemical that destroys harmful germs), or that the room of the dismissed person has been cleaned and is ready for another occupant. When these items are entered on record sheets, the supervisor knows exactly what tasks have been done. Systematic record-keeping saves the establishment money. The record may be used for inventory purposes and for reorder of supplies. The supervisor may be able to check on the supplies used over a period of time to tell if enough or too much of a product is being used.

The following are examples of forms you may be expected to use:

Hospital form to be filled out by Housekeeping Aide

Housekeeping Dept.
Notice in Reference to Room Occupancy
Room _____ has been thoroughly cleaned and is ready for occupancy.
Time _____ Date _____ Housekeeper _____
Fill out report in triplicate, original to admitting office. Duplicate to Nurse Station. Retain copy for file.

Custodial Work Schedule--Daily

TIME	MON.	TUES.	WED.	THURS.	FRI.	INSTRUCTIONS

The housekeeping management assistant may be expected to make periodic inventories of the supplies and equipment on hand. A running or continuous inventory can be kept of supplies on hand by using a card index or looseleaf notebook. Make a card or separate page for each product (floor cleaner, wax remover, floor wax, etc.). The card or record sheet should indicate the name of the product, the supplier, the minimum stock (smallest amount of item to be kept on hand), the quantity to order each time, and the average amount used per month. The stock card or sheet should provide space to add the date on which a new order was placed, and the date on which the order was received. It should also indicate the quantities of the item that have been distributed to the storerooms on different floors or in different areas of the building.

PRODUCT		SUPPLIER		MINIMUM STOCK		QUANTITY TO ORDER		AVERAGE USED MONTHLY	
Date Ordered	Date Received	Date Issued	Amount Ordered	Amount Issued	Amount on Hand				

Cleaning equipment can be inventoried in the same manner. Cards or separate pages can be used for each type equipment, or the equipment can be listed on a single sheet as follows.

EQUIPMENT INVENTORY							
Equipment	Number on Hand	Make	Size*	Condition	Storage	Use Areas	Uses

Employees may use a requisition form to request supplies from the central storage area. These supplies may then be transferred to a storage closet on another floor, or in another area or location.

REQUISITION			
Department: _____		Date _____	Date Required _____
Deliver To: _____		Recommended _____	Source _____
Fund: _____			
QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
Requested by _____		Date _____	
Authorized by _____		Date _____	

The housekeeping management may be required to turn in a maintenance requisition when he observes a need for repairs. A maintenance requisition is an official request that repairs be made.

MAINTENANCE REQUISITION	
Date _____	
Department _____	
Nature of Repair Requested: _____ _____	
Requested by _____	Approval _____
Dept.	Housekeeper
This form is to be used for maintenance or repair of equipment, furnishings, or building. Send form to housekeeper.	
This space for Maintenance Department only	
Work completed: _____ on _____ 19__	
By _____	
Time required: _____	
Supplies used: _____	

QUESTIONS:

1. The tasks and responsibilities of the housekeeping management assistant fall into what three categories?
 - a.
 - b.
 - c.
2. Name three ways, in addition to maintaining sanitary conditions, in which housekeeping management assistants contribute to the welfare of the institutions which employ them.
 - a.
 - b.
 - c.
3. Why is record-keeping important in a housekeeping management job?
4. Name four types of forms a housekeeping management assistant may be asked to use.
 - a.
 - b.
 - c.
 - d.

ASSIGNMENTS:

- I. Obtain or make a list of the tasks assigned to you at your training station.
- II. List the records required at your training station. Ask your training sponsor the purpose of each record.
- III. Develop a checklist for the daily and weekly tasks that you perform at your training station. Discuss with your teacher the kinds of information you need in order to do a satisfactory job.

GROUP WORK:

- I. Compare the list of tasks you perform at your training station with those of other housekeeping management assistants.
- II. Compare forms used in your training station with those used in other training stations.
- III. Work with entire class to develop a "To Tell The Truth" program for presentation to students interested in enrolling in the H.E.C.E. program. Develop questions to ask the contestants which would aid in explaining the tasks and responsibilities of persons employed in each of the approved occupations.

UNIT I-3

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

- SUBJECT:** Career Opportunities
- TASK:** 1. Familiarize self with policies and rules of conduct for employees in housekeeping management.
- OBJECTIVES:** When you finish this lesson, you should be able to
- describe career opportunities and possibilities for advancement in the area of housekeeping management
 - describe possible avenues for receiving additional training
 - describe the outlook for future employment possibilities in housekeeping management.

Did you know that as a housekeeping or custodial assistant you are entering a field with an unlimited future? The training you will receive as an assistant in this area will be valuable to you as a stepping stone to challenging job opportunities in the field of executive housekeeping or custodial management.

Young people are becoming more enthusiastic about entering this field due to increases in salary and decreases in the amount of physical work required on the job. They consider their positions as assistants a step in training for permanent careers in the well-paid area of housekeeping management. Management positions are high level jobs which involve directing employees and producing high quality custodial services.

The number of positions in housekeeping management is presently increasing as demand for these services increases. An alert housekeeping management assistant can begin preparing now for a management position.

EXECUTIVE HOUSEKEEPERS

Nature of Work

Executive housekeepers are responsible for keeping facilities such as hotels, motels, hospitals, clubs, college residence halls, and welfare institutions clean and attractive. They account for furnishings and supplies; and hire, train, and supervise the maids, linen and laundry workers, housemen, seamstresses, and repairmen. In addition, they keep employee records and perform other duties which vary with the size and type of facility. Those employed in middle-sized and small facilities not only supervise the cleaning staffs but also may do some of the work. In large or luxury-type facilities, the duties of executive or head housekeepers are primarily administrative. Besides supervising a staff which may number in the hundreds, they prepare the budget for the housekeeping department; they make regular reports to the manager on the condition of rooms,

on needed repairs, and on suggested improvements; they purchase or assist in purchasing supplies; and they are responsible for interior decorating. Some executive housekeepers may have special assignments such as reorganizing housekeeping procedures in an established facility or setting up the housekeeping department in a new facility.

In many situations, executive housekeepers are assisted by floor housekeepers who supervise the work on one or more floors. Some establishments also may employ assistant executive housekeepers.

Training, Qualifications, and Advancement

Although no specific educational requirements exist for housekeepers, most employers prefer applicants who have at least high school diplomas. Experience is also an asset in obtaining a hotel housekeeping job.

Specialized training in executive housekeeping is available at several colleges. Some universities offer short summer courses or conduct evening classes in cooperation with the National Executive Housekeepers Association. In addition, the Educational Institute of the American Hotel and Motel Association also offers housekeeping oriented courses for class or individual home study. The most helpful courses are those emphasizing housekeeping procedures, personnel management, budget preparation, interior decorating, and purchase, use, and care of different types of equipment and fabrics.

In established facilities, most openings for assistant housekeepers are filled from within by promotion of maids. Similarly, vacancies for executive housekeepers are often filled by promotion of assistant housekeepers. However, since only one top job as executive housekeeper exists in each facility, many years may pass before an opening of this kind occurs in a particular facility. These positions are also available in newly opened facilities.

BUILDING CUSTODIANS

Nature of Work

Building custodians, often called janitors or cleaners, are responsible for the upkeep and maintenance of hotels, hospitals, office buildings, apartment houses, and other buildings. Their jobs include responsibility for the proper functioning of heating and ventilating equipment, for keeping the building clean and orderly, and for many other tasks that maintain a building in good condition.

Some custodians have supervisory positions. Supervisors are responsible for seeing that an entire building or section of a building is properly cleaned and maintained. They see that certain jobs, such as floor waxing or furniture polishing, are being performed correctly throughout the building.

About 1.1 million building custodians were employed in 1970; approximately 75 per cent were male. They were employed in cities and towns throughout the nation, and the distribution of jobs was parallel to the population patterns of the United States.

Many building custodians are employed by hospitals and hotels. Large numbers are employed in manufacturing plants and retail stores; many others work in apartment houses and office buildings. Some are employed by contract firms that provide building maintenance on a fee basis.

Training, Qualifications, and Advancement

Most building custodians learn their skills while working on the job. Usually, an inexperienced worker begins by doing simple cleaning and maintenance tasks. As the worker gains experience with the various cleaners and machines, he is given more complex duties.

There are no formal educational requirements for most positions in custodial work. However, entry workers should be able to do simple arithmetic and follow instructions. Also, high school shop courses may help the building-service worker perform the many handyman tasks that are required, such as minor plumbing repair or carpentry.

Advancement opportunities for custodial workers often are limited because the custodian frequently is the only maintenance employee in a building. However, where a large maintenance staff is employed, custodians can advance to supervisory positions. For advancement to supervisory positions, a high school diploma is helpful. Some custodians go into business for themselves after becoming thoroughly familiar with their jobs; they then maintain buildings for clients on a fee basis.

The earnings of building custodial workers vary with the industry in which they are employed. Most building service workers receive paid vacations and health insurance. Some employers give paid holidays.

PRIVATE HOUSEHOLD WORKERS

Nature of Work

Although private household work involves many different tasks, most persons employed in this field are maids of various kinds. The general maid performs a variety of duties such as cleaning household furnishings, floors, and bathrooms; changing beds; attending children at play; washing dishes; buying, cooking, and serving food; and washing and ironing clothes. The mother's helper performs similar duties under her employer's supervision, while learning on the job. Other kinds of maids, such as the personal maid, the nursemaid, infant's nurse, or babysitter perform more specialized duties.

Housekeepers usually have more responsibility and less supervision than maids. The head housekeeper manages a household where there is a large staff of other household employees. She directs their activities, orders food and cleaning supplies, keeps records of expenses, and may hire and fire employees. The working housekeeper often is the only employee in homes where the housewife is absent or is unable to do her own housework. Her household duties include those of the general maid and the usual responsibilities of a housekeeper.

As their titles suggest, the cook and the laundress usually handle only one aspect of household work. The laundress washes and irons household laundry, but seldom does other housework. The cook prepares meals, planning her own menus or following instructions. She prepares vegetables and meats for cooking, or supervises a cook's helper who performs these tasks and other work requiring little skill. The cook also may serve meals and perform special cooking duties. These positions are available only in homes with large household staffs.

Over 1.5 million people were employed as private household workers in 1970. These workers are employed in residences throughout the country, but are concentrated in heavily populated urban areas.

Training, Qualifications, and Advancement

For most household workers, there are no formal educational requirements. The ability to cook, sew, wash, iron, clean house, and care for children may be acquired by persons while helping with the housework in their own homes. This ability also may be acquired by working for about one year as an assistant to an experienced household worker or housewife. Most employers prefer workers who can operate household equipment such as vacuum cleaners, floor waxers, dishwashers, and electric mixers. Home economics courses offered in high schools, vocational schools, and junior colleges--as well as training courses sponsored by federal agencies--state employment service offices, and local welfare departments help to develop domestic service skills beyond the level ordinarily reached in the home.

With knowledge acquired as a mother's helper, a woman can take a job as a general household worker or nursemaid. With this experience or with the skill acquired in a special training program, she can progress to a position as a personal maid, infant's nurse, cook, or housekeeper.

Advancement other than a wage increase is generally not available in households with only one or two workers. To get a better job, a domestic worker usually must change to a home where a job requiring greater skill is available.

TRAINING AVAILABLE

Excellent short courses and home study courses are offered in almost all sections of the United States. Some of these are free; they range in length from 1 week to 6 months. A 2-year course leading to an associate degree is now offered in some junior and community colleges. Several universities offer a degree in institutional management followed by a year of internship (supervised work experience). More of these programs are expected to be included in college curricula (courses offered) in the near future. Whatever the degree, additional education will eventually lead to more responsible, higher salaried positions.

One should beware of high-pressure salesmen offering expensive short courses. Information on accredited (approved) courses may be secured by contacting your local school or university or by writing to the State Director of Vocational Education, Department of Education, in your state capitol. Further information may be

obtained by writing to The American Hotel and Motel Association, 888 7th Ave., New York, New York 10019; The National Executive Housekeepers Association, 201 Business and Professional Building, Gallipolis, Ohio 45631; or the American Hospital Association, 840 N. Lake Shore Drive, Chicago, Illinois 60611.

The progress you make in the housekeeping field depends upon you. With enough desire and ambition, you can advance from your present training position as a housekeeping assistant all the way to the top--as an executive housekeeper or custodial manager. You are entering a field with an unlimited future!

QUESTIONS:

1. In what three major areas can a housekeeping management assistant find opportunities for a career? Briefly summarize the responsibilities of workers in each area.
 - a.
 - b.
 - c.
2. When reviewing applicants for employment in the housekeeping field, what two assets do employers look for?
3. Where could you receive additional training which would improve your opportunities for advancement in the field of housekeeping management?

ASSIGNMENTS:

- I. Ask your training sponsor to describe the training, and qualifications, needed for advancement to a management position in your field. Write a brief description of ways to advance in your field.
- II. Write letters requesting additional information on career opportunities in housekeeping from the following organizations: American Hotel and Motel Association, the National Executive Housekeepers Association, and the American Hospital Association. Show your letters to your teacher-coordinator, before mailing them.

GROUP WORK:

- I. Working with other housekeeping management assistants, make a group presentation describing to the entire class career opportunities in the housekeeping field. Use visual aids to make your presentation interesting.
- II. Make posters describing careers which H.E.C.E. students can begin working toward while they are in high school. Place posters in prominent places in school to encourage students to enroll in the program during spring recruitment.

UNIT: I-4

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Work Policies, Ethics, and Legal Responsibilities

TASK: 1. Familiarize self with policies and rules of conduct for employees in housekeeping management.

OBJECTIVES: When you finish this lesson, you should be able to

- a. explain policies regarding dress, absences, vacations, and employee benefits of a particular job
- b. describe ethics related to specific housekeeping management jobs
- c. cite laws which apply to housekeeping management
- d. give examples of situations in which legal liability applies to housekeeping management
- e. describe the legal responsibilities of the housekeeping management assistant.

Each business has its own rules and policies regarding employee conduct, absences, and vacations. When you begin a job, be sure you have a clear understanding about wages, hours, time off, sick leave, use of locker rooms, and care of uniforms. You will also feel more comfortable if you know general rules concerning lost and found articles; behavior expected when you are cleaning rooms; rules on removal of articles, papers, and magazines from rooms; and use and misuse of keys.

Uniforms of some type, such as shirt, blouse, pants, or skirt of a certain color, are usually required in the housekeeping field. These help to identify housekeeping management personnel, as well as to encourage a clean, neat appearance. Some businesses or institutions provide uniforms at no cost, or provide discounts on the purchase price. In other cases, the employee must buy his own uniform. In this case the employee should keep a record of the cost since he may count it as a deduction when figuring his federal income tax.

Sick leave and vacation policies in housekeeping management jobs are similar to those for other types of service jobs. In some jobs, as those with schools and some manufacturing firms, the custodial employees must take their vacations at particular times of the year. Some plants, for example, close for complete maintenance and repairs at certain times during the year.

Working hours in custodial housekeeping may consist of regular 8-5 hours, or of shifts, such as from 4 p.m. to 12 p.m. or from 11 p.m. to 7 a.m. depending on the type and size of the business or institution. Some large office buildings may require two crews on different shifts to assure that each office or room will be in top shape for the next working day. Because of the evening work hours of commercial cleaning services, many employees work for such firms, several evenings a week to supplement wages earned at full time jobs.

School Custodial Assistants

School policies vary, but there are some general regulations which apply to most school custodial positions.

It is important that the custodial assistant dress neatly each day and maintain good personal hygiene (cleanliness). The assistant will be dealing with administrative personnel, teachers, and children throughout the day. He must be polite and courteous at all times and must never punish or become overly friendly with students. Custodial employees are responsible for the proper care of all the equipment and tools which they use. In some instances they may be charged for equipment that is damaged or stolen due to neglect. The use of liquor while on the job is considered a serious offense, as is smoking in areas where it is forbidden. Custodial assistants should not disturb papers and other materials that are left on students' or teachers' desks.

Individual school systems will have different policies concerning use and storage of keys; however, as a general rule, the custodian should not admit an unidentified person into the building or individual rooms. Master keys are issued to very few persons who must exercise care in using and storing them.

Complaints or grievances of custodial assistants should be discussed with the supervising custodian. If no satisfactory agreement is reached, the next person in line of authority should be consulted. That person might be a custodial supervisor in some instances, and the school principal in others.

Commercial Custodial Assistants

Custodial assistants who work for contract cleaning firms are usually bonded because they may be working in buildings or rooms containing various types of valuables. The bond is a type of insurance agreement in which the insurance agency guarantees payment to an employer for financial losses caused by the actions of an employee. For this reason, commercial cleaning services want to employ only very honest and reputable persons.

Dress and grooming policies may vary, depending upon the shift or time of day the custodial assistant is employed. Those working the night shift in unoccupied buildings may not have to follow a strict grooming code on the job. However, since shifts as well as building assignments may change, it is wise to form a routine of good grooming habits.

The necessity for dealing with people who might be in the building is also affected by whether an employee works the day or night shift. Because few people are likely to be in the building at night, night work does not involve as much consideration of human relations as day work does. Hence, the night custodian can accomplish his work without having to consider the flow of traffic through the building, or stopping in the middle of a task to make an emergency repair for someone on another floor. It may be difficult at times to resist making angry remarks to someone who has just tracked through a messy spill on the floor, but those employed in custodial services must learn to control their emotions.

Do not discuss complaints with occupants; refer them to the office of the cleaning service.

Hotel-Motel Housekeeping Assistants

Housekeeping assistants in the hotel-motel industry are responsible for caring for expensive rooms. They must be aware of the costs involved in furnishing guest rooms and take steps to prevent the rooms and their furnishings from becoming run down.

Assistants have access to various supplies used in cleaning and to guests' belongings. These items must never be taken home for personal use. Taking such items is stealing and those guilty of such practices are subject to dismissal and prosecution (court action).

Guests bring additional valuable property into the hotel or motel with them. It is a widely applied policy for the housekeeping assistant not to move any items belonging to a guest. In some instances this would include not making the bed if an open suitcase were left on the bed.

Assistants should not admit to the room a guest who does not have a key. The supervisor or executive housekeeper must do this, since the assistant would not know whether or not the room actually had been rented to the individual.

Items are often left in rooms of the guests who have checked out. Housekeeping assistants must follow the policy set by the hotel-motel for handling lost and found items. It is common policy to require the aide to tag the article with the room number and date and take it immediately to the supervisor.

When housekeeping assistants are unable to come to work, they are usually asked to call in at least one hour before work time. It takes time to contact a substitute or to rearrange schedules.

As with hospital work, the hotel-motel assistant must keep certain matters confidential and not relay to anyone information such as the names of guests or group or individuals they are with. Room telephones are for paying guests only, and the housekeeping assistant should not use the phone while cleaning the room. The assistant should not smoke in guests' rooms.

Hospital Housekeeping Aides

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington D.C.: Robert J. Brady Company, 1967. Ch. 1, pp. 4-8.

Policy requirements for housekeeping aides and porters in hospitals and nursing homes may be more strict than for aides working in commercial establishments. Most hospitals have written regulations (rules) concerning the aide's conduct toward the patients, which state exactly what aides can or cannot do for a patient. Dress and grooming regulations may include specific rules allowing only a certain type of shoe or not allowing fingernail polish, perfume, or jewelry except for a wedding band and watch.

When housekeeping aides have complaints, they should discuss the problem with the floor supervisor before talking with someone who is higher in authority.

Housekeeping Aides in Residence Halls and Nursing Homes

The surroundings in residence halls and nursing homes have a more home-like quality than those in hospitals, hotels or motels. The housekeeper will have more interaction with the people who live there. The aide must respect the privacy of the residents and not discuss or repeat things which are heard or seen.

The aide must not loan keys or use them to open rooms for anyone unless the supervisor directs the aide to do so. Items should never be taken from the building. A resident must give an aide a signed statement if he gives him something to keep. This statement is usually filed in the office by the supervising housekeeper.

Housekeeping Assistant In A Private Home

The housekeeping assistant in a private home must be considerate of the family for whom she works and keep all matters confidential (private or secret) that relate to the family and their home. In respect for the family's privacy, the assistant should not read the employer's mail, open drawers, go through the employer's personal belongings, or repeat any overheard conversations.

The housekeeping assistant is given responsibility for the family's most important possession, their home. She should remember to lock the doors securely when leaving the house and not allow unidentified persons into the house while she is on duty. Likewise, she should not give information about her employer's whereabouts to a caller, if the employer is not home.

An employee in the household should leave out any items that she doesn't know where or how to store. This will prevent the employer from thinking an item that was stored in the wrong place is missing from the home. Housekeeping assistants must never take anything from the home without permission from the employer. Theft is punishable by law, no matter what the value of the article.

QUESTIONS:

1. If you have a complaint regarding your job, with whom should you first discuss the problem?
2. Analyze the following situations to determine if these employees have acted ethically (in accordance with accepted principles of right and wrong). What would you do if you knew one of your employees had behaved like these workers? How long do you think each will keep his job?
 - a. Tom is a school custodial assistant. He works in the junior high school where his sister attends classes. One evening, as he was cleaning a classroom, he noticed some tests on the teacher's desk. He realized that this was one of his sister's teachers and became so curious that he thumbed through the papers. He found his sister's paper and noted her grade; then he put all the papers back as he'd found them and went on working.

- b. Patsy is a housekeeping assistant at a motel. One day as she was cleaning a recently vacated room she noticed that the guests had left an expensive camera and \$10.00 in the room. She tagged the camera with the room number and date and turned it in to her supervisor, but she put the \$10.00 in her pocket and said nothing about it.
- c. Janice accepted a gift of \$100.00 from an elderly patient in the hospital where she works. Janice knew it was against the hospital policy for employees to accept gifts, but she justified keeping the money because she had done several small favors for the patient. Besides, he had told her he was a wealthy man.
- d. John works for a commercial cleaning service. His job includes cleaning offices in a large building. John frequently takes paper, pens, and pencils from desks in the offices he cleans. Usually there are plenty, and since they are such inexpensive items, John feels that no one would really care.

ASSIGNMENTS:

- I. List the policies of your training station regarding dress, absences, vacations, and employee benefits. Keep the list in your notebook for future reference.
- II. Write a code of ethics which would apply specifically to your housekeeping management job. Compare this code with those produced by others in the class. Discuss the reasons for the similarities and differences in the codes.
- III. Ask your training sponsor what legal responsibilities are involved in performing your job. Make a list of your legal responsibilities on the job. Give an example of a situation in which legal liability applies to the housekeeping management assistant.

GROUP WORK:

- I. Work with other housekeeping management assistants to role play situations involving ethics. Examples:
 1. The manager has noticed that small amounts of supplies have been disappearing from time to time. He calls you into his office to question you.
 2. You have just overheard a private conversation between your employer and another employee. You are now having lunch with a co-worker.
 3. You have been assigned to clean the manager's office. You notice that he has left some personnel records on his desk. Among them are your best friend's records.
 4. Your friend has invited you to go skiing tomorrow. You explain that all of your vacation days have been used up. He reminds you that you still have sick leave.
 5. You have just finished mopping. A customer spills his coffee on the floor.

UNIT II-1

USE OF EQUIPMENT AND SUPPLIES

- SUBJECT: Cleaning Equipment
- TASK: 2. Exercise proper selection, use, and care of cleaning equipment and supplies.
- OBJECTIVES: When you finish this lesson, you should be able to
- select the correct equipment for carrying out specified tasks
 - recognize procedures for correct use and care of cleaning equipment.
- REFERENCES: Hospital Research and Educational trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 15, pp. 1-19.
- Starr, Mary Catherine. Management for Better Living. Lexington, Massachusetts: D.C. Heath and Company, 1968. pp. 237-250.

SELECTION OF EQUIPMENT

There was a time when soap and a wet mop were used for any cleaning job that could not be done with a straw broom. Today, however, the standards of cleanliness expected by guests or patients, demanded by the management or administration, or desired by homemakers cannot be met in this manner.

The modern housekeeping management assistant must continually evaluate and search for the appropriate equipment and supplies to use when performing a specified task. The highly advertised products of today create a need for continuous decisions regarding which "new, improved" product might best fit the needs of a particular situation. The assistant must be aware of the importance of carefully reading labels to discover the contents of products and the purposes for which they are intended.

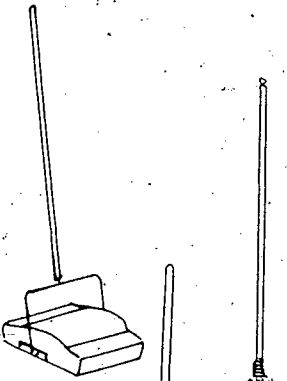
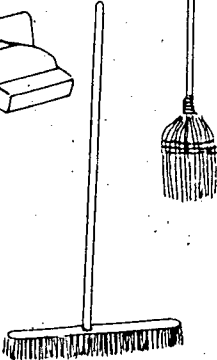
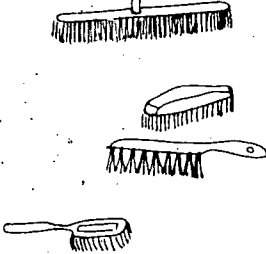

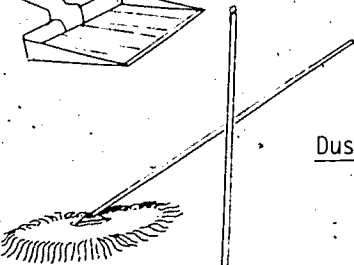

CARE OF EQUIPMENT

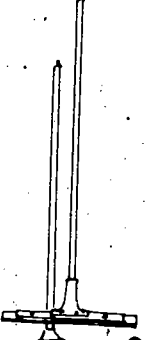
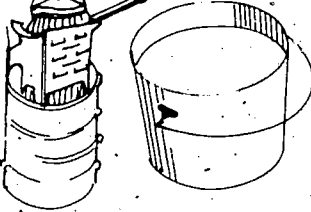
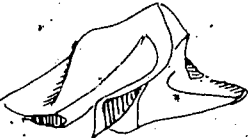


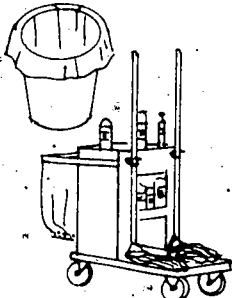
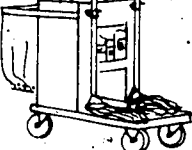
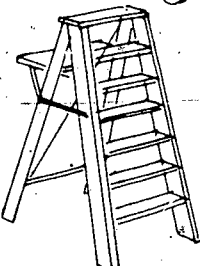
Cleaning equipment and supplies should be kept clean and stored in a convenient place. Small tools, such as brushes, dust cloths, sponges, and many household cleaners, can be stored in a basket, in a container with a handle, or on a cart. These supplies can then be carried from room to room, thus preventing unnecessary trips back to the cleaning closet or storage area.

The following chart should aid the housekeeping management assistant in selecting the appropriate equipment for various tasks. The chart also provides helpful information on proper care for each piece of equipment.

SUGGESTIONS FOR SELECTING EQUIPMENT

MANUALLY OPERATED EQUIPMENT

Illustration	Type	Use	Care
	<u>Carpet Sweeper</u>	Removing surface dirt from carpet or floor.	Empty dust pans after each use. Wipe with sponge squeezed out in sudsy water; rinse with damp sponge; dry. Dust, remove strings and debris from brush and wheels. Wash the brush in hot sudsy water; rinse; shake; hang to dry. Oil wheels weekly.
	<u>Brooms</u> (made from straw, plastic, or nylon)	Removing trash, and debris.	Hang, do not store on fibers. Wash in warm suds. Rinse and hang to dry. Wipe handle with sudsy sponge; rinse with clean, damp sponge; wipe dry. Do not use while wet.
	<u>Brushes</u>	Various shapes for cleaning corners or baseboards, counters, floors, radiators, toilet bowls, sinks, windows, venetian blinds, etc.	Rinse in clean, cold water. Shake out excess water. If dirty, wash in lukewarm cleaning solution, and rinse. Let dry with bristles straight. Do not use while wet. Comb bristles occasionally. Hang to store.
	<u>Dust Pan</u>	Picking up dirt and trash.	Do not allow edges to become bent or ragged. Wash daily with detergent solution. Wipe dry. Hang to store.
	<u>Dust Mop</u>	Sweeping smooth, dry floor. Usually treated to pick up dust.	Shake carefully into waste receptacle, or vacuum cleaner. To store, hang with head down in clean dry area. Comb with fiber brush. Launder before excessively dirty.
	<u>Wet Mop</u>	Transferring liquid to and from floors.	Change mop water frequently. Rinse after use. Soak new mop heads in water 20 minutes. Cut off loose and uneven yarns.

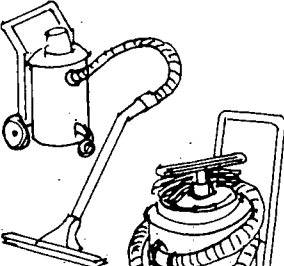
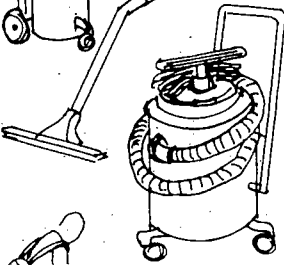

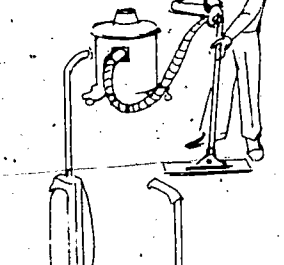
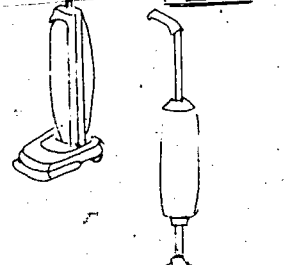
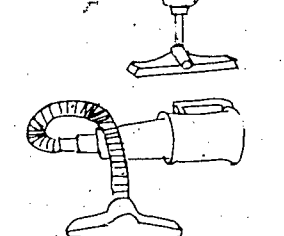
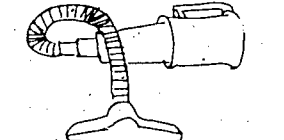
<u>Illustration</u>	<u>Type</u>	<u>Use</u>	<u>Care</u>
	<u>Squeegee</u>	Removing water from floors or windows.	Rinse blade in clear water after use. Wipe dry. Store with blade up.
	<u>Mop Buckets and Wringers</u>	Holding and transporting mop water. Removing water from mop head.	Empty, rinse, and wipe dry after use. Do not leave liquids in bucket overnight. Oil moving parts regularly. Keep wringer in "release" position.
	<u>Pail</u>	Holding detergent solutions and rinse water.	Clean regularly with steel wool. Check for dents, punctures, rust, wear. Do not leave cleaning solution in pail.
	<u>Cleaning Cloths</u>	Cleaning surfaces.	Rinse untreated cloths frequently during use. Wring out. Launder when dirty. Store treated cloths in tightly closed container.
	<u>Dust Cloths and Polishing Cloths</u>	Dusting and polishing.	Shake before washing. Wash in washing machine using hot suds and rinse, or wash by hand, soaking 10 to 15 minutes in hot sudsy water and rinsing 2 or 3 times in clean water. Hang to dry. Re-treat treated cloths.
	<u>Sponges</u> 1. Natural (longer lasting, more absorbent) 2. Synthetic	Cleaning small areas.	Rinse in clean water. Squeeze mild detergent solution through sponge. Rinse until water is clear. Squeeze out water. Dry in suspended wire basket. Store in clean, dry place.
	<u>Trash Container</u>	Holding trash.	Wash or steam-clean as needed. Dry and wax. Use plastic liner or polyethylene liners to make maintenance easier.
	<u>Carts</u>	Transporting supplies, equipment, and trash.	Launder canvas bags when soiled; wipe cart clean with disinfectant detergent solution.
	<u>Ladder</u>	Reaching high places.	Wipe clean, rinse, dry, and inspect after use. Treat wood ladders with linseed oil to prevent drying.

Service Sink

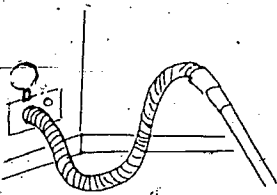
Because the service sink is exposed to heavily soiled water and dirty equipment, routine cleaning of the sink is essential. Following a semi-weekly cleaning routine will prevent excessive soil from accumulating.

To clean the service sink, wet a brush or sponge under the faucet. Sprinkle or pour a small amount of cleaning agent on the brush or sponge. Avoid use of abrasive cleaners on stainless steel, enamel, and porcelain. Scrub the inside of the sink, using a circular motion. Rinse the brush or sponge and the sink, using a circular motion. Wipe outer surfaces of the sink, using a damp cloth or sponge. Polish outer surfaces, pipes, and faucets, using a dry cloth.

POWER OPERATED EQUIPMENT

<u>Illustration</u>	<u>Type</u>	<u>Use</u>	<u>Care</u>
<u>Vacuum Cleaners</u>			
	1. Dry tank type	Dry cleaning only. Cleaning carpet or floor.	Clean after each use. Keep brushes clean. Replace bags away from patient care areas.
	2. Wet-dry vacuum	Wet or dry cleaning.	Clean after each use. Flush hose with clean water. Check cut-off mechanism frequently. If space permits, store motor unit separate from container unit.
	3. Pack type (worn on back like knapsack, or slung over shoulder with strap)	Dry cleaning only. Cleaning in confined spaces or in areas requiring moving from place to place.	Clean after use. Store in open position.
	4. Scoop type (built-on squeegee)	Wet-dry cleaning. Rapid cleaning of long wide aisles and open spaces. Limited maneuverability.	Clean after each use. Flush hose with clean water. Wipe dry. Check cut-off mechanism frequently. Store in open position.
	5. Upright	Carpet and rugs.	Change disposable dust bags and filters often.
	6. Light upright (also called electric broom)	Surface pick-ups on floors and carpets. Not sufficient for thorough cleaning of carpets.	Change disposable bags and filters often for maximum cleaning results. Easy to store.
	7. Hand vacuum	Furniture, stairs, car.	Do not use for heavy cleaning, since small motor and bag are not suited for this.

Illustration



8. Built-in vacuum system (central vacuum machine with pipes running to vacuum stations)

Cleaning multi-story buildings. Industrial uses.

Empty disposable bag twice a year. Take care not to drag or bend long hoses.

Vacuum Cleaner Attachments

1. Floor Tools

- a. Wet Pick-up Squeegee
- b. Dry Pick-up (bristle inserts)
- c. Dry Pick-up (Fiber inserts)

Picking up water and solutions on hard surface floors.
 Dry pick-up on hard surface floors
 Rough surface pick-up.

2. Carpet Tools

- a) Lint pick-up
- b) Wet or dry pick-up
- c) Floor and rug nozzle

Removing lint from carpet.
 Removing soil and solutions from carpet
 Cleaning floors and rugs. May have a switch so it can be used on bare floors and rugs.

Remove strings, hair, and soil daily.

3. Wands

- a) 2-bend floor wand
- b) Overhead wand (straight or curved)

Used with floor attachments for ease of operation.
 For cleaning with vacuum other than on floor.

4. Hoses

Connecting vacuum to wand or attachment

Do not allow hose to be stepped on, bent sharply, or rubbed continuously in one spot.

5. Filter bags

Protecting vacuum cleaner motor. May or may not collect soil picked up by vacuum cleaner.

Empty and shake permanent filter bags. Throw away disposable bags when full.

6. Adaptors

Fitting hose to tank, hose, or tool.

Illustration

Type

Use

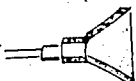
Care

7. Dusting or Upholstery Tools



a) Wide-mouth all-purpose tool

Floor and overhead cleaning.



b) Upholstery tool (may or may not have brushes or bristles)

Cleaning upholstered or carpeted surfaces



c) Round dusting tool

Lightweight overhead dusting of walls, removing cobwebs. Dusting hard-to-reach places such as venetian blinds.

Remove from wand, and clean when bristles are clogged or dirty.



d) Crevice Tool

Cleaning corners, baseboards, cracks, and crevices.

Avoid picking up tacks, rocks, or items that could damage fan and puncture the filter bag.



8. Overhead Pipe Tools

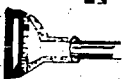
Cleaning overhead pipes. (Has brush on inside curve)



9. Speciality Tools

a) Chalk Eraser Tool

Cleaning chalk out of felt blackboard erasers



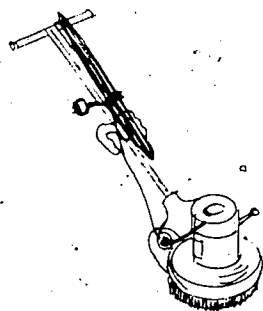
b) Scraper Tool

Removing soot and scale from faces of furnaces and boilers

Floor Cleaning Machines

Floor scrubbing, buffing, rug shampooing, sanding.

Clean after each use. Flush tank and feed lines with warm water. Dry with a cloth if possible. Rest machine on wheels, not on brush. Remove brush to store. In hospital, wash weekly with disinfectant solution.

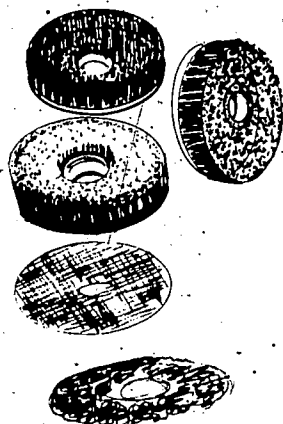


Accessories for Floor Cleaning Machines

1. Brushes

Various stiffnesses used for different tasks.

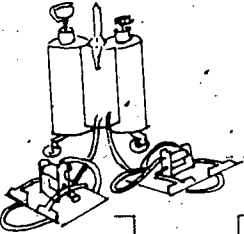
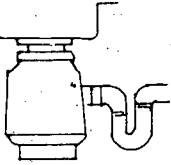
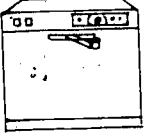

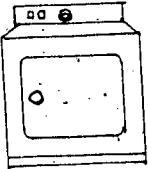
Rinse in clear, cold water, or wash in a cleaning solution and rinse. Shake out excess water. Let dry with bristles straight. Comb bristles occasionally.



2. Pads (Nylon, polyester)

Various grades for scrubbing or polishing.

Flush with tap water. Use brush to remove stubborn soil. Dry.

<u>Illustration</u>	<u>Type</u>	<u>Use</u>	<u>Care</u>
	<u>Wall Washing Machine</u>	Cleaning walls and windows (primarily in hospitals and nursing homes).	Shift pads frequently. Empty and clean solution tank and lines after each use. Store in open position to let air circulate.
	<u>Garbage Disposal</u>	Disposing of food waste.	Turn on cold water before starting unit; do not push food down with hand while motor is in operation.
	<u>Dishwasher</u>	Automatic cycle-regulated machine used for sterilizing, heating plates, and routine dishwashing.	Load according to manufacturer's directions for maximum efficiency and prevention of breakage.
	<u>Washing Machine</u>	Select cycle, water temperature, load capacity in accordance with load.	Clean porcelain interior and exterior with non-abrasive cleaner.
	<u>Dryer</u>	Set time and temperature in accordance with fabric and purpose intended.	Remove lint from filter between each load.

General Use and Care of Power Equipment

1. The equipment should be plugged into an adequately wired and grounded outlet. Do not use an adaptor plug.
2. If an extension cord is needed, use one the same size as the cord attached to the machine. A larger-sized cord may be used to insure sufficient power for operating the equipment.
3. Keep the equipment clean. Do not splash water or cleaning materials on the machine. If this happens accidentally, the operator should wear rubber boots to unplug the machine, then dry it off.
4. A machine that is used in a hospital should be disinfected once a week by washing it in a disinfectant solution to prevent spreading germs.
5. The cord should trail behind the person operating the machine. It should be kept dry during operation of the machine. Do not let the cord become entangled in the machine. The result may be damage to the cord, the machine, and the operator.
6. The machine, when not in use, should be stored on its wheels; cord in place, brushes removed, in a dry well-lighted place. Brushes are washed and hung to dry.
7. The machine should be oiled periodically.
8. Care in operation of machines should be exercised to prevent injury to the operator.

QUESTIONS:

1. List the seven guidelines to remember in care and upkeep of all equipment.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
2. Betty has used a brush to aid her in cleaning corners and baseboards:
 - a. What are the four steps she should follow when she cleans the brush?
 - b. What are six things she should remember as she stores the brush?
3. Identify the kinds of vacuum cleaners which would be best for use in vacuuming the following areas:
 - a. stairs
 - b. carpets and rugs
 - c. walls
 - d. quick (after meals) pick-ups
4. How can a housekeeping management assistant decide whether a piece of equipment is appropriate for a specific job?
5. List five points to remember in the use and care of power equipment.
 - a.
 - b.
 - c.
 - d.
 - e.
6. Describe procedures for cleaning the service sink.

ASSIGNMENTS:

- I. Prepare a chart showing or listing the pieces of equipment used at your training station, their uses, and the care required for each.
- II. Make a step-by-step plan for instructing a new employee in the use of a specific piece of equipment.

GROUP WORK:

- I. Develop a crossword puzzle to help you learn the types, uses, and care of housekeeping equipment. Exchange puzzles with other students employed as housekeeping management assistants.
- II. Working with another housekeeping management assistant, take turns naming housekeeping tasks. One partner names the task, and the other names the proper equipment for the task.
- III. Demonstrate to students employed in other occupations correct use of a piece of cleaning equipment borrowed from the school custodian. Many of these students have some responsibility for cleaning in the establishments where they are employed.
- IV. Compare features of various brands of equipment at each training station, or visit equipment suppliers, and observe demonstrations of cleaning equipment. Obtain brochures for reference on different types of equipment.

UNIT II-2

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Cleaning Supplies

TASK: 2. Exercise proper selection, use, and care of cleaning equipment and supplies.

OBJECTIVES: When you finish this lesson, you should be able to

- select the correct supplies for carrying out specific tasks
- recognize care which should be taken in using specific cleaning supplies.

REFERENCE: Starr, Mary Catherine. Management for Better Living. Lexington, Massachusetts: D.C. Heath and Company, 1968 pp. 250-255.

GENERAL SUGGESTIONS REGARDING USE OF SUPPLIES

1. Directions on label:

The label on a cleaning product will tell how much of it to use, how to use it, and where to use it. When carefully read and followed, the label will direct the housekeeping management assistant toward the most effective cleaning results with the least effort--and may help avoid a costly mess.

2. The length of time the cleaning product should be in contact with the surface:

The cleaning product should be on the surface long enough to do the job but not so long as to damage the surface. When a good cleaning product is used, a short time for mopping, wiping, or scrubbing is generally enough. A stronger product cannot and should not be used as a replacement for effort.

3. The amount of cleaning product used:

Enough of the product should be used to do the job, but use of too much can be very expensive to the management and can sometimes cause damage to fixtures. Read the label to know how much to use, and measure as carefully as for a recipe.

4. The temperature of the cleaning solution:

The effectiveness of certain products is determined by the temperature of the solutions in which they are used. Hot water does help to remove dirt and grime, but it also sets stains; therefore, directions on the label should be followed carefully. Laundry temperatures should be selected according to type of fabric as well as type of cleaning solutions.

5. The scrubbing action:

A certain amount of scrubbing is necessary to remove stubborn stains or burned-on dirt and grime. The type of action and scouring tool needed are determined by the item to be cleaned. Example: Do not use harsh metal abrasives on silver or teflon finishes. A plastic scrubber should be used on teflon, and a soft cloth and silver polish on silver. On wood surfaces, clean with the grain.

6. The use of a cleaning solution:

No cleaning solution can do a good cleaning job if it is diluted in dirty, cold water. It will simply smear dirt around on the surface which is being cleaned. Solutions should be changed when water becomes moderately dirty.

SUGGESTIONS FOR SELECTING CLEANING SUPPLIES

<u>Types</u>	<u>Purposes</u>	<u>Directions</u>
<u>Soaps</u> (usually liquid)	General cleaning. Dissolves greasy dirt.	Forms insoluble curd in hard water. Must have suds to be effective.
<u>Synthetic Detergents</u>	General cleaning and laundry. Equally effective in hard or soft water. Leaves no residual curd.	Suds not needed for detergent to work. Use as directed.
<u>Caustic Cleaners</u> (oven cleaners, etc.)	Removing of heavy or "burned-on" soil. <u>Safety Tip:</u> May be neutralized with vinegar.	Use with extreme caution. Protect enamel, aluminum, and tile surfaces. Potency of these solutions must be adjusted to both the type of surface and degree of soil. Do not use on aluminum surfaces.
<u>Alkali Cleaners</u>	Removing soil. General cleaning.	Follow directions on container.
<u>Acid Cleaners</u>	Cleaning mineral deposits in restrooms. Removing rust stains from urinals. Removing tarnish from copper and brass.	Use with care. Harsh to skin. Follow directions carefully.
<u>Solvent Cleaners</u>	Dissolving heavy oils, greases, or tars.	Use with caution. Attacks some surfaces. Harmful to skin. Follow directions carefully.
<u>Abrasive Cleaners</u>	Removing stubborn soil on most surfaces.	Harsh abrasives must not be used to clean porcelain, enamel, and tile because the scratches they make collect dirt and germs. These, in turn, require more abrasive cleaning, finally resulting in a permanently dulled surface.
<u>Disinfectants</u>	Destroying most infectious organisms in industrial and medical facilities.	Do not mix with other detergents and chemicals. Will no longer kill germs.
1. Phenolic cleaners	Useful in hospitals.	High potency against many organisms, including tuberculosis. Harsh. Use rubber gloves.
2. Quaternary ammonium compounds (Quats)	May be used in hot or cold water. Ideal for use where food and beverages are prepared and served. Useful in hospitals.	Non-irritating, non-toxic, non-corrosive, and effective in control of odors. Do not mix with soaps or synthetic detergents.

Types

Purposes

Directions

3. Chlorine and hypochlorites

Used for industrial disinfection, especially in food-processing plants.

Corrosive. Hypochlorites are deactivated by organic waste. Clean and rinse surface before applying hypochlorite disinfectants.

Floor Seals

Providing long-term protection for floors.

May be penetrating or surface type. Usually used when new floor is installed and then occasionally afterward when treatment wears off.

Use proper type for floor material. Covers floor with protective film. Some are toxic and flammable.

Waxes and Finishes

Protecting floor from spills. Prolonging the life of floor tile.

Clean floor thoroughly, and rinse before applying.

1. Solvent Paste Wax

Requires buffing. Gives maximum protection.

Resists scuffs and scratches.

2. Liquid Solvent Wax

Requires buffing. Makes non-skid surface slippery.

Tough, long-lasting, pliable. Cleans floor as wax is applied.

3. Self-polishing Wax

Requires buffing.

Non-skid, good resistance to water and mild detergents.

4. Polymeric Floor Polishes (finish)

Requires no buffing. Industrial and commercial polishes are tougher and more durable than household types.

Scrub or strip and replace when scuffed or scratched. Remove with stripper and water.

Furniture Polish

Protecting and beautifying wood furniture.

Use sparingly. Use correct type for kind of wood. Buff by hand until surface is dry.

Apply liquids to cloth rather than directly on surface to avoid use of too much polish. Aerosols may be sprayed directly on surface.

Metal Polishes

Removing tarnish and producing gloss on various metals. Shape of article determines direction of movement when polishing.

Follow label directions carefully. Brass and copper can be permanently scratched if wrong polish is used.

Rug Shampoos

Removing soil from rugs and carpet.

Vacuum carpet thoroughly. Clean spots. Apply carpet shampoo evenly with rug shampoo machine, overlapping strokes. Clean edges and corners. Wet vacuum. Brush pile. Vacuum when dry.

Air Fresheners

Deodorizing room. Avoid heavy, masking odor.

Use sparingly, not as a substitute for thorough cleaning. Do not puncture or incinerate pressurized can.

Water Softeners

Softening water resulting in use of less soap and an improved job of cleaning. Preventing scum or film from forming and helping to removing previously formed film.

QUESTIONS:

1. Name the supply one should choose in performing the following tasks:
_____ a. combating tuberculosis germs in hospital.
_____ b. producing gloss on sterling silver tea service
_____ c. cleaning top of wood dining table
_____ d. clean toilet bowl
2. What three things can the housekeeping aide learn by reading the labels on all supplies before using them?
 - a.
 - b.
 - c.

ASSIGNMENTS:

- I. Make a chart showing the supplies used at your training station and the correct uses for each.
- II. Compare instructions for using two different brands of a supply intended for a specific purpose. Why is it important to follow label instructions?

GROUP WORK:

- I. Develop a crossword puzzle based on cleaning supplies and their uses. Exchange puzzles with other housekeeping management assistants.
- II. Plan a display showing commercial cleaning products and their uses. Choose products which students employed in other occupations may need to use on the job.
- III. Compare the cleaning supplies used at your training station with those used at other training stations.

UNIT II-3

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Safety Practices

TASK: 3. Observe safety precautions to prevent accidents in use of equipment and supplies.

OBJECTIVES: When you finish this lesson, you should be able to

- identify a variety of hazards on the job
- apply safety precautions in using equipment and supplies
- apply first aid to minor injuries.



GENERAL SAFETY PRACTICES

Preventive measures in safety programs are usually so simple that people tend to dismiss them without a thought. This is one reason approximately 80 percent of all accidents are caused by personal carelessness.

Two important contributions the housekeeping assistant can make to the safety program are to practice accident prevention and fire protection and control. Accidents happen when someone forgets, does not think, is careless, or does not care. As a housekeeping management assistant, you are responsible not only for your own safety, but also for that of everyone else in the home, hotel, motel, institution, or business. There are several general rules to be observed regardless of the type of training situation in which you are employed. Learn and follow these rules to prevent serious accidents or injury:

1. Immediately report unsafe conditions.
2. Mop or pick up anything on the floor which does not belong there.
3. Report all injuries.
4. Be alert to any dangerous conditions.
5. Walk, don't run; observe traffic lanes on stairs and in halls.
6. Plan your time so that haste is not necessary.
7. Wear low-heeled, rubber-soled shoes.
8. Be careful of swinging doors; if they have glass panels, use the handle or push plate.
9. Avoid harmless fun such as horse play or practical jokes which could result in harmful injuries.
10. Report defective equipment.
11. Observe all safety signs and notices.
12. Obey safety rules. Ask for a copy of rules for storing, handling, and disposing of supplies, equipment, disposable wastes if a copy is not issued by employer.
13. Use safety equipment provided.
14. Smoke in designated areas only.
15. Use extra precautions when conditions which may lead to accidents exist; such as a specific hazard, fatigue, haste, or strong emotions.

16. Turn on lights before entering a dark room.
17. Avoid touching waste from wastebaskets. Empty them upside down into a larger receptacle or onto old newspaper which is then bundled and tied; or seal plastic liner before removing it from wastebasket. The method used depends upon requirements of the training station.
18. Dump ash trays only in a metal container used just for that purpose.
19. Do not attempt to move large pieces of furniture or turn mattresses by yourself.
20. Store heavy objects on lower shelves.
21. Avoid standing on edge of tub or toilet to hang shower curtain or to reach something.
22. Be careful about the placement of electric cords or extension cords.
23. Secure small rugs to the floor with furniture or adhesive if they do not have a non-skid backing.
24. Arrange furniture so that "traffic lanes" are kept open.
25. Be careful when removing things from high places. Stand on something which is secure, or use long-handled tongs.
26. Do not sit on a window sill or lean out to wash windows.
27. Avoid fatigue; accidents are more apt to happen when one is tired or frustrated.
28. Follow manufacturer's directions for use and care of equipment. Be sure you understand how to operate any equipment before you attempt to use it.
29. Avoid subjecting glass articles to extreme temperature changes.
30. Know how to replace a fuse and reset a circuit breaker.
31. Know the location of water, gas, and electric shut-offs.
32. Have an adequately supplied first aid kit available.
33. Know elementary first aid.

CAUSES OF ACCIDENTS

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 3, pp. 1-11; Ch. 16, pp. 3-9.

The most common causes of accidents are as follows:

Fires	Falls
Strains	Cuts, bumps, and bruises
Burns	Fume inhalation
Chemicals	Falling objects

Each of these is discussed in the assigned references and/or in this lesson.

Strains -- Housekeeping is a job which involves stretching, stooping, and lifting. For this reason, it is essential that the proper procedures be used for lifting, carrying, moving objects sideways, reaching, pushing, and pulling.

Burns -- In the home, the housekeeper needs to turn burners off when not in use, turn pot and pan handles away from the edges of cooking surfaces, avoid pans with loose handles, and use pot holders. Matches should be stored in a safe place. Avoid using the gas oven to heat the kitchen. When there is not an outside vent, all the oxygen is soon used, and the occupant will begin to feel dull and develop a headache. All appliances, large and small, should be checked for defective cords. Avoid bringing water into contact with any appliance which is connected to an electrical outlet. The Underwriter's Laboratory seal on appliances indicates that they have been tested for safety against fire and shock hazards. Gas appliances should have the AGA Blue Star seal.

FIRE SAFETY

REFERENCE: Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 16, pp. 10-16.

The major cause of fires is personal negligence. Fires usually occur as a result of negligence on the part of smokers, misuse of electrical equipment, or misuse of materials, especially the chemicals used in a hospital. Every employee must cultivate the habit of reporting anything that is not in perfect condition, such as defective outlets, inadequate wiring for high horsepower machines, electrical shorts, frayed cords, loose connections, and burned-out light bulbs.

Spontaneous combustion is one cause of fires to which the housekeeper needs to be constantly alert. All trash should be kept in covered containers. Oily, wet, or dirty rags should also be kept in covered containers. Waste accumulation, especially at the bottom of stairways and in elevators, is an open invitation to fires. Solvents and flammable liquids should be stored in small quantities away from heat and flame. Remember that good housekeeping is the best defense against fire.

In case of fire every employee should know the following:

1. the procedure for reporting fires
2. his duties in the whole emergency plan
3. the location of fire extinguishers

The employee should be familiar with the telephone procedures of the business or city. Fires are reported to the switchboard operator or the main operator. The description should be brief but thorough. Do not hang up until you are sure the operator has the correct information.

Your next responsibility may be to get the fire extinguisher. Extinguishers are usually simple to operate, but it is important that the right kind of fire extinguisher be used for a particular fire. A complete description of types of extinguishers and their uses is found in Being a Housekeeping Aide.

SAFETY PRACTICES

Modern industry provides a steady flow of new and improved products designed to make life easier and more pleasant. These products may, however, also cause disastrous results if improperly used. Keep in mind these precautions concerning supplies:

1. Keep strong cleaning compounds in a safe place. In the private home store all cleaning agents out of the reach of small children or in a locked cabinet.
2. Read all labels, and observe all precautions; incorrect use may be harmful. For example, some products can cause skin irritation when used improperly.
3. Use care in mixing to avoid splashing detergents, germicides, and cleaners in eyes and on skin.
4. Do not combine cleaning agents unless specifically instructed to do so. Chlorine bleaches mixed with certain cleaning compounds can give off a poisonous gas.
5. Dispose of unused portion of cleaning compounds by flushing them down the drain and rinsing out the containers.
6. Do not use products for purposes other than those for which they were designed.
7. If it is necessary to dilute an acid, always pour the acid into the water.
8. Label all containers in which cleaning solutions and compounds are stored.
9. Destroy all unlabeled containers.
10. Keep all containers tightly closed.
11. If work is interrupted, take time to properly close containers.
12. Avoid the use of flammable cleaning compounds. Pour and use solvents in a well-ventilated area.
13. Store flammable materials in accordance with fire regulations.
14. Keep aerosol containers away from heat or unusually warm places. Do not incinerate.
15. Keep work surfaces orderly.
16. Close doors and drawers carefully.

Keep in mind these precautions concerning the use of equipment:

1. Use the right tools and equipment for a job. Do not use a knife blade for a screw driver, for example.
2. Keep equipment and maintenance area neat and in good order.
3. Keep sharp objects such as pins, scissors, and knives in a safe place.
4. Keep equipment that might be tripped over out of aisles and traffic lanes.
5. Keep electric cords out of traffic areas.
6. Do not wear loose or dangling clothing, jewelry, rings, or similar items around moving machinery.
7. Do not throw tools and equipment to another person.
8. Use a non-combustible ironing board cover.
9. Avoid using extension cords; but when necessary, use only cords approved by Underwriter's Laboratories. Be careful to select extension cords of the correct size for a particular appliance or piece of equipment.

10. Disconnect all small appliances when they are not in use.
11. Be sure switches on equipment are in "off" position before plugging them into outlet.
12. Make sure hands are dry before disconnecting electrical equipment.
13. Plug cord in appliance first, then in outlet; always disconnect cord from wall outlet before removing from appliance.
14. Grasp plug rather than cord when removing from outlet or appliance.
15. Be sure electrical equipment is grounded when in use, particularly when the floor is damp or wet.
16. Wear rubber-soled shoes when using electrical equipment if floors are damp.
17. Be sure an electrician has certified that wires are large enough to accommodate several appliances or pieces of equipment before plugging them all into the same outlet.
18. Replace cords when worn.
19. Always disconnect appliance before cleaning.
20. Attach floor machine brushes and attachment plates to the machine manually before turning the motor on.

Some safety tips for using cleaning tools are as follows:

1. Inspect tools regularly to be sure they are in good condition.
2. Carry equipment such as mops and brooms upright to avoid striking anyone with the handles.
3. Avoid careless placement of tools and equipment. Keep traffic patterns clear.
4. When using scrapers or other sharp tools, apply the force away from the body.
5. Keep greasy or oily cloths or dust-mop heads in closed metal containers.
6. Before storing brooms, inspect straws for cigarette butts which might start a fire.
7. Keep ladders in good repair and use properly.
8. Make sure ladder footing is secure.

When cleaning and finishing floors, observe the following cautions:

1. Clean up spills, leaks, and tracked-in water promptly to prevent slips and falls.
2. Clean floors regularly to remove hazards which might cause slipping.
3. Police heavily used areas, in addition to regular maintenance, to remove slipping hazards.
4. Remove oil drippings, or grease spots by vacuuming, scrubbing, or mopping, or by using a nonflammable oil absorbent.
5. Use "Wet Floor" caution signs and barriers when cleaning or re-finishing floors. Be sure signs are visible from all directions of approach. Keep traffic off floors until they are thoroughly dry.
6. When working on a wet floor, walk correctly and take shorter steps than usual.
7. Move furniture before wetting floors, since trying to move furniture across a wet floor is likely to cause slipping.
8. Be sure all doors and drawers are closed before moving furniture.

9. When it is necessary to apply liquids to a floor during usual business hours, clean or finish the floor in sections, allowing each section to dry thoroughly before moving to the next.
10. When cleaning stairs, place buckets and equipment carefully to avoid falls.
11. On stairs, watch your step, and always use the handrail.
12. Be sure that mats and runners lie flat. Wrinkles and turned-up corners are tripping hazards.
13. Report defective flooring, loose hand rails, and bad stair treads to the supervisor.

Additional safety tips for the housekeeping management assistant employed in a home are as follows:

1. Never throw dust from vacuum cleaner, flour, or uncooked cereals into an open fire because dust is explosive!
2. Use flat-bottomed cooking utensils.
3. Remove lid from hot cooking utensil by lifting away from body or face.
4. Do not carry containers filled with hot liquid across the kitchen.
5. Use kitchen tongs to turn frying food or to remove food from hot water.
6. Light a gas oven by opening the oven door, standing to one side, lighting the match, then turning the gas on.
7. Use clean, dry pot holders for lifting and carrying hot objects.
8. Wear well-fitted garments when cooking.
9. Plug appliance into outlet with correct voltage because incorrect voltage can cause overheating and damage to appliance.
10. Locate towel racks away from range.
11. Be familiar with the home fire extinguisher.
12. Use soda, sand, or the pan cover to extinguish grease fires in cooking utensils. Be sure to turn off vent when there is a fire on the range.
13. Use cold running water with waste disposals. CAUTION! Do not attempt to fill disposal while it is in operation.

Safety involving the use of dishwashers and laundry equipment is discussed in Units V and X.

Remember, accidents do not happen; they are caused. An alert employee is the best safety insurance. If you are injured, you and your family suffer, and your ability to make a living could decrease. The contribution the housekeeping staff makes to the safety of all employees, residents, and personnel depends on the alertness and concern shown by each member of the housekeeping staff.

THE ACCIDENT-PRONE EMPLOYEE

Most accidents can be prevented if the conditions which lead to the accidents can be determined. If unexplained accidents seem to happen frequently, the reason might be the personnel involved. Accident reports can help in identifying an individual who is accident-prone. One cause of an unusual number of accidents could be a physical condition, such as defective vision, high blood pressure, or deafness. Proper medical treatment can alter or eliminate this accident problem.

Emotional problems are often the cause of accidents. Anxiety can cause a person to become completely disoriented. Once the problem is understood and brought under control, the series of accidents will probably end. The supervisor or teacher-coordinator may be able to help the accident-prone individual.

The third type of accident repeater is the person who has had serious accidents since childhood. Unless he receives professional help he will remain accident-prone.

QUESTIONS:

1. Why is the role played by the housekeeping department in the safety program a unique one?
2. For what type of fire should the following fire extinguishers be used?
 - a. Dry chemical
 - b. Carbon dioxide
 - c. Pressurized water
 - d. Soda-acid
3. The most common type of accidents for both employee and guest is
 a. falls.
 b. burns.
 c. muscle strains.
 d. deep cuts.
4. The primary motivation for a safety program should be to
 a. prevent personal injuries.
 b. reduce insurance rates.
 c. protect reputation.
 d. prevent loss of manpower.
 e. all of these.
5. Who is the person most responsible for training employees in accident prevention?
6. What are six common causes of falls?
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

How can the housekeeping aide help prevent such accidents?

7. What is a possible danger from inhaling leaking gas or fumes from a defective refrigerator?
8. What is the proper way to open a door with a glass panel?
9. Into what kind of container should ash trays be emptied?
10. What are the hazards of handling trash improperly?
11. It is important to store insecticides in their original containers because
- a. insecticides are flammable.
 - b. the label tells which insects are killed by the particular poison.
 - c. this prevents deterioration of insecticides.
 - d. safety precautions and contents are given on the label.
12. To be safe while working in the kitchen, be certain to
- a. wear an apron.
 - b. remove lid from hot pan by lifting toward the face.
 - c. keep towel on range to wipe up spills.
 - d. keep a clean, dry pot holder available for use.
13. The following steps are involved in the lighting of a gas range or pilot. Arrange the steps in their best order.
- | | |
|---|---|
| <input type="checkbox"/> Stand to one side. | <input type="checkbox"/> Strike match away from body. |
| <input type="checkbox"/> Open door. | <input type="checkbox"/> Turn gas on. |
14. Arrange in the correct order the following steps for plugging a cord into and removing it from an appliance.
- Plug cord into outlet.
 - Remove cord from outlet.
 - Remove cord from appliance.
 - Plug cord into appliance.
15. When handling trash, one should
- a. pick it up with thickly folded damp paper.
 - b. sweep it up with a broom.
 - c. put it in the wastebasket.
16. When operating any electrical equipment, keep hands
- a. wet.
 - b. dry.
 - c. covered.
17. Reaching and climbing may be done safely by
- a. climbing on an old chair.
 - b. using a sturdy step stool.
 - c. wearing good shoes when climbing.

18. A first-aid kit is most effective for emergency help if
_____ a. one knows how to use the contents.
_____ b. one understands first aid.
_____ c. it is located in the right place.
_____ d. all of these.

19. Always use cleaning fluid in _____ quantities and in _____ areas.

20. Which of the following guidelines would help to make your work easier and prevent fatigue?

- _____ a. When lifting heavy objects, use the back muscles to do the major portion of the lifting.
- _____ b. When performing a job near the floor, bend the knees and kneel, instead of bending from the waist.
- _____ c. When changing the direction of your movements, twist from the waistline.
- _____ d. When carrying small, heavy objects on one side, let the weight of the object rest against the hip for support.
- _____ e. When moving an object sideways, swing forward on the legs as you shift the weight from one leg to another.
- _____ f. When reaching for an object, keep your feet together.

21. What precaution should be observed when using cleaning solutions containing strong chemicals?

22. To which side should you keep when going up and down stairs?

ASSIGNMENTS:

- I. List items to be included in an accident report at your training station. Show how this report can be of use in the prevention of future accidents.
- II. What is the procedure for reporting a fire at your training station?
- III. What precautions can you take to prevent fires at your training station?

GROUP WORK:

- I. Make posters which illustrate proper and improper posture for some or all of the following activities: standing, sitting, squatting, lifting, turning, and reaching for objects.
- II. Work with other housekeeping management assistants to plan and present a skit on housekeeping safety practices which students in other occupations may need to know.

UNIT II-4

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Work Simplification

TASK: 4. Save time and energy whenever possible in performing tasks.

OBJECTIVES: When you finish this lesson, you should be able to

- utilize proper body mechanics in performing various tasks
- discover ways to use motion economy in particular tasks
- show ways to organize equipment, supplies, and tasks to save time and energy
- relate the principles of work simplification to specific tasks.

REFERENCE: Bratton, Esther Crew. Home Management Is... Boston, Massachusetts: Ginn and Company, 1971. pp. 187-208.

Being a Housekeeping Aide. Chicago, Illinois: Hospital Research and Educational Trust, 1967. Ch. 3, pp. 11-15.

Reducing fatigue is a primary goal of work simplification. Fatigue may be due to factors in the employee's personal life, such as lack of sleep, problems at home, or improper food. In many cases, however, it may be due to working conditions or procedures on the job.

One method of reducing employee fatigue is work simplification. Work simplification has been defined as "seeking the simplest, easiest, and quickest method of doing work." This does not mean that the employee must work harder and faster, but that the nonessential parts of the operation are eliminated.

An interested employee can find many ways to simplify the tasks he performs. Wasted effort can be avoided when the worker becomes motion-conscious, learns to use simple rules, and understands the benefits of work simplification.

Some general rules to follow for reducing fatigue and increasing the amount of work done are as follows:

1. Eliminate unnecessary steps.
2. Select the best tools and supplies for the job.
3. Maintain good posture.
4. Learn to use both hands at once.
5. Concentrate on the task at hand.
6. Clean up as each job is completed.
7. Make use of return trips.
8. Store frequently used items where they can be easily reached.

ORGANIZATION

In any task, organization is the key to efficiency. Knowing what needs to be done, when it should be done, and what tools, equipment, and supplies are needed is an important aid in work simplification.

Some general guidelines to follow in organizing your work are as follows:

1. Keep an adequate supply of cleaning products on hand to prevent delays caused by being out of a needed product.
2. Before beginning, stock a cart or carrier with all supplies and equipment to save unnecessary trips for needed items. In the private home, some tools and supplies may be duplicated so that they can be stored at the point of use.
3. Establish a work schedule, and follow it to be sure all tasks are performed with necessary frequency.
4. Perform needed tasks as they arise, to prevent complaints and to save time later. For example, replace burned-out light bulbs as they are noticed.
5. Perform tasks in the most logical and efficient order.
6. Plan ways to eliminate or reduce cleaning problems. Examples: Provide waste containers which are large enough to meet needs. Use floor mats at entrances to prevent tracking in dirt.

There is no magic formula to solve all the problems encountered by a house-keeping management assistant. Being aware that organization can save time and energy and looking for ways to better organize your work should be a continuous process.

WORK SIMPLIFICATION

The principles of work simplification can be summarized in four words: eliminate, combine, rearrange, and simplify. Almost any task can be made easier by applying these simple rules:

1. Have a clear idea of what you are to do.
2. Know how the task should be done.
3. Be aware of what is involved in each step.
4. Know whether you will have help or whether you are to do the task alone.
5. Know what tools, equipment, and supplies you need for the task.

Ask yourself these questions:

1. Is the task necessary?
2. Could a change in tools or equipment save time and energy?
3. Could any of the steps in performing the task be combined or eliminated?
4. Could the number of motions used to perform the task be reduced?
5. Could the order of the steps or equipment be changed to save time motions, or energy?

6. Would it be simpler to do the task another way or have someone help?
7. Could a change in raw materials (tools, equipment, or supplies) or in the outcome or end result simplify or eliminate the task?

STORAGE PRINCIPLES

Proper storage methods can save time and energy spent in searching for items, moving things out of the way of a needed item, or straining to reach an item. The principles of storage are:

1. Store frequently used items at the place they are first used.
2. Store items so that they are easy to see, reach, grasp, and replace.
3. Place items in easy reach.

The following suggestions may be helpful in organizing storage space on your job.

1. Place items together which are used together.
2. Stack only identical items.
3. Stack unlike items only one row deep and one layer deep.
4. Place items at convenient heights.
5. Provide room at the top and sides for grasping and replacing items.
6. Turn items so they are most easily reached and grasped.

QUESTIONS:

1. Name two types of fatigue.
 - a.
 - b.
2. Name three causes of fatigue.
 - a.
 - b.
 - c.
3. List three sources of attitudes which reduce work capacity.
 - a.
 - b.
 - c.
4. What resources can increase work capacity?
5. What is good posture?
6. List six principles of body mechanics.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

7. What three things should you consider in deciding whether to lift an object?
 - a.
 - b.
 - c.

8. List six principles of motion economy, and give an example of each.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

9. What is work simplification, and what is its primary goal?

10. Jim works as a building and grounds assistant at a school. Though Jim's work isn't that difficult, he finds that by noon he is exhausted. What hints can you give him for reducing his fatigue while increasing the amount of work he does?

11. List six general guides to follow in organizing work for greatest efficiency.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

12. What four words summarize the principles of work simplification? Explain how each of these words relates to work simplification.

13. Why is proper storage important? List the three principles of storage.
 - a.
 - b.
 - c.

ASSIGNMENTS:

- I. Make posters which illustrate proper and improper posture for some or all of the following activities: standing, sitting, squatting, lifting, turning, and reaching for objects.
- II. Think through the duties you perform on your job. Which ones involve bending, lifting, carrying, reaching, pushing, and pulling? What principles of body mechanics could you apply in these duties?

GROUP WORK:

- I. Working in small groups or pairs, choose one task that you perform daily at your training station. Analyze the way each of you now performs this task. Study the methods used by each member of the group. Then using work simplification principles, suggest ways to save time and energy while performing this same task.

UNIT II-5

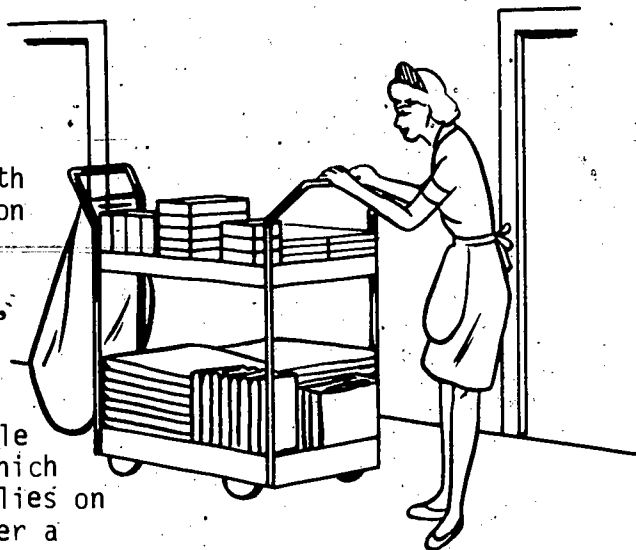
USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Supply Carts and Carriers

TASK: 5. Fill cart or carrier with supplies issued by person in charge.

OBJECTIVES: When you finish this lesson, you should be able to

- plan the stocking of a supply cart or carrier based on a day's schedule
- analyze situations in which the arrangement of supplies on a cart can help or hinder a housekeeping management assistant.



REFERENCES: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 4, p. 9.

Starr, Mary Catherine. Management for Better Living. Lexington, Massachusetts: D.C. Heath and Company, 1968. p. 256.

The cart or carrier is used to move materials and equipment from one area to another. Its use eliminates frequent trips between work and storage areas. It also helps to insure the use of the right supplies and equipment for each task. Use of a well-stocked cart or carrier saves steps and increases efficiency.

Three types of carts are used in housekeeping: waste carts, equipment carts, and utility carts.

The waste cart is used for collecting and transporting waste. As the housekeeping management assistant moves from one area to another, wastebaskets and litter may be emptied into the cart. The cart may have a fabric or plastic litter container. The litter bag normally holds about six bushels. An extra bag should be kept on hand for use while the soiled bag is being laundered or while a torn bag is being repaired.

Equipment carts are used to move mop buckets, floor machines, vacuum cleaners and attachments, and cleaning supplies from the storage area to the work place. Equipment carts may have a small litter bag for waste collected in performing a particular task.

Utility carts combine features of the waste cart and the equipment cart. The utility cart may contain a litter bag, a tray for cleaning supplies, a storage shelf for items such as paper towels or tissue, and places for carrying manual equipment such as a mop bucket, wringer, mop and broom. It may have a container for soiled linens. Utility carts should be cleaned completely each week and the wheels checked for strings and lubrication. If the cart is used in a hospital or nursing home, it should be washed with a disinfectant solution twice weekly.

A plastic, wood, or metal carrier partitioned to hold cleaning supplies, may be used ~~in~~ some housekeeping situations. A basket or sturdy, shallow carton with a handle is equally handy for transporting and storing items used regularly.

The cart or carrier should be prepared before the housekeeping management assistant begins work. Supplies and equipment should be neatly arranged on the cart or carrier so that there is a place for everything and so that all items are easy to reach. The most frequently used items should be near the front of the cart. Linens may be stacked in complete sets or with like items grouped together, depending on the procedure used at the training station.

The cart is pushed to an area near the room to be cleaned. It should never be left where someone can bump into it. In some hospitals, when the doctor enters the room, the maid is expected to remove all of her cleaning supplies from the room and put them back on the cart until the doctor leaves the room. The trash should be kept covered.

At the end of the day, the cart or carrier should be returned to the storage closet or room and checked in, if required.

QUESTIONS:

1. What are the advantages in using a well-stocked cart or carrier?
2. Name three types of carts used in housekeeping, and describe the uses for each.
 - a.
 - b.
 - c.

ASSIGNMENTS:

- I. Plan the stocking of a cart or carrier with all the equipment and supplies needed to complete your daily cleaning tasks at your training station. Draw an illustration of the cart or carrier with the items properly arranged for greatest efficiency.
- II. Keep a record for a week of the number of times you have to return to the storage area for supplies or equipment. Why was each trip made? Could any of these trips have been eliminated by better planning?

GROUP WORK:

- I. Share the sketch of your cart or carrier with other housekeeping management assistants. Explain what you carry on your cart or carrier and why. Look for new ideas for stocking your cart or carrier, as classmates describe how their carts or carriers are stocked.

UNIT III-1

CLEANING GUEST ROOMS

- SUBJECT:** Procedures for Entering and Leaving Rooms
- TASK:**
6. Report to assigned section with pass key and occupancy report.
 7. Make a preliminary check of room condition when entering.
- OBJECTIVES:** When you finish this lesson, you should be able to
- a. describe recommended procedures for entering and leaving rooms
 - b. recognize symbols and terms used in housekeeping management
 - c. explain the procedure for reporting damage to a room.
 - d. explain the procedure for handling "lost and found" items
 - e. interpret occupancy reports
 - f. identify responsibilities of housekeeping management assistants concerning pass keys
 - g. describe procedures for adjusting windows and heating and air conditioning equipment.
- REFERENCE:** Pfeiffer, William B. and Walter O. Voegelé. The Correct Maid for Hotels and Motels. New York, New York: Hayden Book Company, Inc., 1965. pp. 18-20.

One of the first things the housekeeping management assistant will need to know is how to enter rooms properly. Nearly all hotels and motels have specific policies or regulations which housekeeping management assistants should observe when entering rooms. The housekeeper or assistant housekeeper usually informs new employees of these policies the first day they report for work. The following procedures for entering and leaving rooms are frequently used. It is important to keep in mind, however, that your employer's specific instructions are the ones you should follow on your job.

Entering Rooms In Hotels Or Motels

When the housekeeping assistant arrives for work in her neat, clean uniform, she will report to the Housekeeping Department or Linen Room, where she will be given a pass key, list of rooms to clean, and cart containing the day's supplies. Regulations specified by most employers for entering rooms are as follows:

1. Be as quiet as possible, particularly early in the morning, while in the corridors and passageways, so that guests who may be sleeping will not be disturbed.

2. When a "Do Not Disturb" sign is displayed on the door, do not knock on the door. Make no mark on the room check sheet when the room is not entered. This room will need to be rechecked several times during the day until the sign is removed and the room can be entered. If the "Do Not Disturb" sign remains on the door all day, this should be reported to the housekeeper before going off duty. She will check the room to determine if anything is wrong.
3. When knocking on a door, be certain that the keys are in the other hand. Use only the knuckles for knocking. Knocking with a key, or anything made of metal, is likely to mar or damage the finish on the door. Remember, too, this door will be knocked on repeatedly day after day; so this special bit of care will help keep the finish in good condition.
4. After knocking on a door and hearing no answer, insert the key, and open the door. Should a guest be in the room, leave quietly and close the door. Indicate on the room check sheet that the room was occupied. This will be a reminder to return and clean it later in the day.
5. Many hotel and motel managements suggest that the door be left open to air the room while it is being cleaned. Pulling the cart across the doorway prevents anyone from entering the room without the housekeeping assistant's hearing him. This practice also keeps supplies within sight and easy to reach. After the room has been cleaned, place a check mark in the proper place on the room check sheet.
6. The room report sheet or room check sheet is most important. The housekeeping assistant should be sure to write on it everything that her employer requires. Some hotels and motels use the Room Reports to determine how many guests stayed in a particular room. Others use them to help keep an accurate count of the number of linens and supplies used each day. These reports also help the housekeeping assistant to know which rooms have already been cleaned and which rooms remain to be cleaned. The following is an example of a room check sheet:

ROOM CHECK SHEET

Employee: Mary

Date: May 1

ROOM NUMBER	STATUS	CONDITION	COMMENTS
125	SO		10:00 A.M. and 3:00 P.M. "DO NOT DISTURB" sign
126	SO	DCC.	
127	CO	✓	

92

The first column of the room check sheet indicates the room numbers of the rooms which Mary is responsible for cleaning on a certain day. The second column is used to indicate the state of the room: SO means that the room is rented to a guest who plans to "stay over" another day or two, and CO indicates that the guest plans to "check out" today. Mary would not clean a room marked CO until the guest had left the hotel, if possible. The first two columns are filled out in the morning by Mary or by the housekeeper before Mary begins her work.

The third column is for Mary to use during the day as she makes her rounds. No mark in this column indicates that Mary did not get into the room; occ. indicates that the room was occupied and that Mary will need to recheck it later in the day; and a check mark indicates that the room has been cleaned. The Comments column can be used by Mary to make a note of anything she needs to report to the housekeeper. This example shows that Mary has not been able to clean room 125 because a "Do Not Disturb" sign has been displayed there all day. Mary could also make notes in this column about items that are missing from the room, such as towels or ash trays, or indicate that special cleaning such as carpet shampooing is required.

Leaving Rooms

When the housekeeping assistant has finished cleaning a room in a hotel or motel, she should be sure to (1) check to see that all the furnishings are in their proper places, (2) adjust the thermostat to the setting recommended by the housekeeper, (3) turn off the television and all lights, and (4) try the door after closing it to be certain the door is securely locked.

Terms and Symbols

Almost all businesses have terms and symbols which are used as "shorthand" language among employees. As a housekeeping management assistant, you will want to become familiar as quickly as possible with the terms and symbols used in your particular business. Below is a brief list which includes a few examples of terms and symbols commonly used:

Hotels and Motels

- skipper----- a guest who leaves without paying his bill
- SO----- stay over--guest who is not planning to check out today
- CO----- check out--a guest plans to check out of the room today
- Occ----- occupied--indicates clothes or baggage in the room
- v or vac----- vacant--indicates no clothes or bags in the room
- ✓----- indicates that the room was cleaned

Missing Items and Room Damage

A housekeeping management assistant may occasionally find rooms or furnishings that have been damaged by guests or patients. Any damage, such as holes burned in upholstery or carpets, should be reported immediately to the supervisor so that repairs can be made. Occasionally items may also be missing from the room. If the missing items are small, such as ash trays, a note should be made of what is missing and from which room it is missing so that the housekeeper may be informed later in the day. If the item is large, such as a television set or a chair, call the supervisor immediately so that she can notify the proper authorities.

"Lost and Found" Items

People are forgetful and often leave part of their belongings in hotel and hospital rooms when they check out. The housekeeping management assistant needs to know what to do about items found in a room that has been vacated. Although each institution has its own policies regarding "lost and found" items, generally a tag giving the room number and the date is placed on the article, and it is turned in to the supervisor. In hospitals, patients sometimes leave flowers when they check out. These are usually to be thrown away. Other items are tagged with the date and room number and are turned in at the nearest nursing station.

Adjusting Heating and Cooling

In many motels and hotels, the management recommends that one of the first things a housekeeping management assistant should do when entering a room to be cleaned is to adjust the heater or air conditioner to the level that is suggested for vacant rooms. Some recommend, also, that the door and/or windows be left open to air the room while the cleaning is in progress. However, if the room is air conditioned, the windows should remain closed.

QUESTIONS:

1. What is the reason for knocking on doors with knuckles only?
2. If a guest is present in a motel room which needs cleaning, what should you do?
3. Define the following terms or symbols:
CO
SO
Occ
✓
4. What should you do if you find a television set missing from a room?
5. "Found" items are generally tagged and turned in to the supervisor or at the nursing station. What are two items of information that should be put on the tag?

6. Where should the cart be placed while a room is being cleaned? Why?

7. What three kinds of information are included on occupancy reports?

- a.
- b.
- c.

8. When Mary arrives to clean the first room on her list, she finds a "Do Not Disturb" sign hanging on the door. Mary should

- a. place a check mark on the Room Check Sheet.
- b. place "occupied" on the Room Check Sheet.
- c. place notation in "comments" column.

9. When Mary places a check mark on the room check sheet, this indicates that she

- a. could not get in the room.
- b. found a guest in the room.
- c. cleaned the room.

ASSIGNMENT:

- I. What are the procedures concerning pass keys at your training station? What are your responsibilities concerning pass keys? Why is it important to follow these procedures?

GROUP WORK:

- I. Role play procedures for entering and leaving rooms. Include various situations which might be encountered on the job. Discuss satisfactory solutions to any problems which might arise.
- II. Compare the procedures used at your training station for entering and leaving rooms with procedures used at other training stations.
- III. Secure a room check record from your training station. Compare it with the room check record used at other training stations. Discuss similarities and differences.

UNIT III-2

CLEANING GUEST ROOMS

- SUBJECT:** Preliminary Cleaning Tasks
- TASK:** 8. Perform preliminary cleaning tasks.
- OBJECTIVES:** When you finish this lesson, you should be able to
- identify procedures for performing preliminary cleaning tasks.



There are many simple but important tasks which must be taken care of before actual cleaning is begun. The procedure which you will be required to follow will be explained by the supervisor at your training station. In general, the first tasks involve taking care of the items which have been used by the occupant, such as wastebaskets, ash trays, glassware, and linens.

In some institutions windows are opened and the rooms allowed to air while the housekeeping assistant is getting ready to clean. If, however, the establishment is air-conditioned, this is not necessary. Regardless of whether or not the windows are opened, draperies should be opened and venetian blinds raised to check their condition and to provide more light for cleaning.

Upon entering a room, turn on all lights to check for burned out bulbs. The housekeeping aide is usually responsible for replacing all burned-out light bulbs. A sturdy step ladder should be used when replacing bulbs which are hard to reach. Be certain that hands are completely dry before replacing bulbs.

Stripping beds is one of the first tasks which should be performed when the housekeeper enters a room. Doing this allows the bed to air while other tasks are being performed. During the stripping process, the linen should be shaken over the bed to check for lost items and to prevent items from falling to the floor. The linen is then gathered up and taken to the cart. The supervisor should be notified if mattresses or springs need to be repaired or replaced so that they can be taken care of while the rest of the room is being cleaned. Wet, stained, or torn mattress pads should also be reported to the supervisor.

Ash trays should be emptied into a tin box which is kept for that specific purpose on the cart or wrapped up in two or three sheets of old newspaper. Make sure butts are not burning. The ash trays should then be wiped clean and put in the proper place. Ashes should not be thrown into the toilet bowl or into wastepaper containers because other items in the wastebasket may catch fire.

Waste material from wastebaskets requires special handling. To avoid being cut by rough or sharp objects, never reach down into a wastebasket to empty it; always turn it upside down. The waste material may be emptied onto a newspaper, wrapped, tied, and labeled, or if plastic liners are used in the wastebasket, they may be sealed and then removed from the basket. As the wastebasket is emptied, check to see that no guest belongings were dropped into it by mistake.

Wastebaskets and their contents are a primary source of contamination; so they should be handled with caution. Wipe the wastebasket clean with a cloth dipped in germicidal detergent solution. Be sure to clean the interior, exterior, and bottom of the wastebasket and then wipe dry.

Contents of glasses, pitchers, and ice buckets should be emptied into the toilet and flushed away. These containers are then put on the cart so that they can be taken to the kitchen to be sterilized. Some housekeeping departments have dishwashers in the linen rooms for this purpose.

Trays of dishes from restaurants should be placed outside the door for pick-up by room service.

QUESTIONS:

1. Under what circumstances should the windows not be opened to air the room during cleaning?
2. Why should the draperies and venetian blinds be pulled even if the windows are not opened?
3. Why should the beds be stripped soon after the housekeeper enters a room?
4. For what reason should linens be shaken over the bed as they are removed?
5. What safety precaution should the housekeeper take when emptying ash trays?
6. How should materials be removed from wastebaskets?

ASSIGNMENT:

- I. In writing, briefly outline the preliminary cleaning procedures you should follow when cleaning a room at your training station.

GROUP WORK:

- I. Discuss any differences between preliminary cleaning tasks in your training station and those described in this book. How do these procedures differ from those used in other training stations?

UNIT III-3

CLEANING GUEST ROOMS

SUBJECT: General Cleaning Tasks

- TASKS:
9. Clean a guest room.
 10. Check vacant rooms in assigned section and dust furniture if necessary.
 11. Turn in occupancy report and pass key before leaving.

OBJECTIVES: When you finish this lesson, you should be able to

- a. identify the supplies commonly furnished the guests
- b. describe the furniture placement recommended in the place of employment
- c. explain how to rehang draperies
- d. evaluate your own work objectively
- e. identify reasons for checking condition of vacant rooms.

REFERENCE: Pfeiffer, William B. and Walter O. Voegelé. The Correct Maid for Hotels and Motels. New York, New York: Hayden Book Company, Inc., 1965. pp. 37-39; 43-47.

GENERAL CLEANING TASKS

Clean the bathroom first, following recommended procedures. Clean the basin, then the tub and shower, then the toilet bowl. Check and replace the bathroom supplies. Finally, clean the bathroom floor.

Check and clean the closet and drawers, following the housekeeper's instructions.

The housekeeping assistant should be familiar with the supplies provided for the comfort of the guests and with the proper locations for them. Such items as pitchers and glasses, shoe cloths, laundry bags, stationery, Bibles, matches, telephone directories, menus, "Do Not Disturb" signs, fly swatters, coat hangers, and valet bags may be among those supplied to the guests. The housekeeping assistant is responsible for seeing that these items are replenished, when necessary, and returned to their proper places.

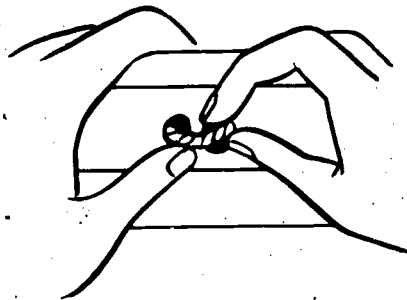
Make the beds according to the housekeeper's directions. Be sure that the covers are smooth and even.

While occupying a room, the guest may rearrange the furniture. The housekeeping assistant will be expected to place the furniture in its original location when she cleans the room. The furniture should be rearranged so that there are clear traffic paths from one area of the room to another. Being familiar with the recommended furniture placement at her training station also aids the housekeeping assistant in determining if anything is missing from the room, in which case the supervisor should be notified immediately.

Another item which may require attention is the draperies. Occasionally hooks work out of pleats in draperies and must be replaced. The hook should be replaced in the pleat the same distance from the top of the draperies as the other hooks. Then the traverse rod which draws the draperies back and forth should be closed, and the hook placed in the empty guide or carrier on the rod.

When draperies are being rehung after cleaning or being removed completely, the traverse rod is closed, and the hooks are placed in the guides or carriers on the rod, starting at the center and working toward the outside. If the draperies are on a non-traverse rod, they are put back on the rod and the draperies are spread out evenly across the entire area.

In addition to checking to see if the hooks are all attached to the rod carriers, it is necessary to pull the cord to see if the draperies draw properly. If they do not draw, the cord has probably slipped from under the hook located on the back of each carrier. Replace cord as shown in the illustration.



If the draperies need other attention, such as repairing of seams and tears or tightening of loose hardware, this should be reported to the housekeeper.

Dust the furnishings in the guest room using a soft cloth. Learn to work with a cloth in each hand, and use them both at the same time. Your work will then take only half as long!



Occasionally a guest may have damaged the finish on a piece of furniture by placing a damp cloth or glass of water or ice on it. Special treatments are necessary for removing these water spots. Check with the supervisor for the method appropriate for the type of furniture used at your training station.

Furniture which has cracks in the finish needs to be treated with furniture polish to keep it moist. When furniture becomes dirty, it should be cleaned. The supervisor may suggest washing the furniture or using a liquid wax which both cleans and restores the shine. Follow directions carefully.

Metal and glass surfaces should be cleaned so that finger marks, spills, and rings caused by glasses are eliminated. The supervisor will suggest a procedure for cleaning these surfaces properly.

Laminated plastic surfaces can be dusted with a damp cloth and waxed when a sheen is desired.

A vacuum cleaner brush or a whisk broom may be used to dust lamp shades, upholstery, curtains, draperies, window shades, and venetian blinds.

Window sills where a lot of dirt settles may be cleaned with a cloth wrung out in sudsy water. The same method may be used to wipe off a TV screen. It should then be wiped and polished with a clean, dry cloth.

Telephones should be cleaned and disinfected. Private telephones in guest rooms should be cared for daily. Public telephones should be cared for several times a day. The mouthpiece should receive special attention because the individual comes into very close contact with it and it could be a breeding place for bacteria.

Floors are cleaned last, so that they will not get dirty while other tasks are performed.

The housekeeping assistant should take a careful look at the room before she leaves it. She should evaluate her own work to determine if she is doing the job correctly and to the best of her ability. Regardless of how minor an oversight may seem, the housekeeping aide should leave everything in the room in the best condition possible. Careful attention to small details helps to insure that the guest will be pleased with the room. Remember, guests who are pleased are more likely to return. If the supervisor requests that a part of the room be done over, the task should be done willingly.

Vacant rooms are checked daily to determine their general condition. They may need to be dusted if they have been unoccupied for some time or cleaned if they were used after the major cleaning. If any items are missing or if the room has been or is being used by an unauthorized person, this should be reported.

RECORD KEEPING

The housekeeping assistant may be asked to help keep records concerning the condition of each room, the occupancy of room, and a count of the linen. These records are then collected by the supervisor and compiled into a report. The manager uses this report to determine linen cost and to check the number of rooms used with the record of the number rented.

The cost of linens is staggering, especially since there must be four to five complete sets of linens for every bed. The linen is usually distributed in this way: clean linens on the bed, dirty linens on a cart or on the way to the laundry, linens at the laundry, and perhaps a set on the way back from the laundry and a set in the linen room. Linens need special care to prolong their usefulness. They usually should be taken directly to the cart, so that they are not soiled further or snagged on the rough surfaces of the furniture. The supervisor will teach you the correct procedure for handling the linens at your training station.



Pass keys should be returned to the housekeeper at the end of the day. This practice lessens the chance of a master key being lost. A master key's falling into the wrong hands could be expensive for the motel, since the room could be used without having been paid for, or the furnishings could be removed.

QUESTIONS:

1. Briefly describe the procedures for cleaning a closet.
2. Upon what does the procedure for cleaning drawers depend?
3. What should be done with articles found in a check-out room?
4. Identify at least six supplies that should be checked and replenished when a guest room is cleaned.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
5. For what two reasons is it important for the housekeeping management assistant to know the recommended furniture placement at her training station?
 - a.
 - b.
6. When rehangng draperies, in which direction should one work?
7. What might cause the draperies not to draw properly? How can this problem be remedied?
8. What equipment is used for dusting lamp shades, upholstery, and window treatments?
9. What procedure should be followed in cleaning a TV screen?
10. How often should telephones in guest rooms be cleaned? How often should public telephones be cleaned? Why should telephones be cleaned so frequently?
11. Why is attention to small details important when cleaning a guest room?
12. Why should the housekeeping assistant keep accurate records?

13. Where should linens be placed immediately after they are removed from the bed? Why?
14. What should be done with pass keys at the end of the day?

ASSIGNMENTS:

- I. Briefly outline the general cleaning tasks you perform when cleaning a guest room at your training station.
- II. Make a chart showing or listing the articles and the quantities of each which should be replenished each day in the guest room. Keep this chart with you, and refer to it as you work.
- III. Draw a floor plan of the basic design of the guest rooms at your training station. Draw in, or paste on symbols of the furniture in each room, positioned in the recommended places.
- IV. Count the number of trips you make to and from your cart when cleaning a room. Are all of these trips necessary? Could any trips be eliminated by better planning?

GROUP WORK:

- I. Compare procedures for cleaning guest rooms used in your training station with those used at other training stations. What similarities and differences do you note?

UNIT IV-1

CLEANING PATIENT ROOMS

SUBJECT: Procedures for Sanitation and Disinfection

TASKS: 12. Clean an occupied hospital room.
13. Clean an unoccupied hospital room or discharge unit.
14. Clean an isolation unit.

OBJECTIVES: When you finish this lesson, you should be able to
a. list reasons for disinfecting
b. cite conditions affecting bacterial growth
c. describe techniques of disinfecting.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington D.C.: Robert J. Brady Company, 1967. Ch. 2, pp. 1-11.

One of the major concerns in hospital cleaning is disinfection. Just one moment of carelessness may lead to cross-infection and the spread of disease. An understanding of principles of sanitation and disinfection can help to prevent such mistakes and is, therefore, essential to the housekeeping management assistant employed in a hospital.

The housekeeping management assistant should be familiar with terms frequently used in hospital cleaning.

1. Aseptic -- free of infection, free from pathogenic bacteria (bacteria which are capable of causing disease).
2. Disinfection -- destruction of organisms capable of causing infection. Disinfection does not kill all pathogenic bacteria and viruses.
3. Sanitation -- reduction of bacteria to a level that is safe for health.
4. Sterilization -- complete destruction of microorganisms, bacteria spores, and viruses.

The housekeeping management assistant in a nursing home is not primarily concerned with cross-infection because the people she is working with are not ill; however, she should be careful about washing her hands thoroughly when she changes from one job to another. The nursing home housekeeping assistant is required to provide care for the patient, clean the living quarters, carry the food trays, feed those patients who cannot feed themselves, and take care of the patient's intimate needs. The basic aseptic procedure should be observed, so that she does not transfer bacteria from one patient to another.

QUESTIONS:

1. Explain Lister's aseptic technique.
2. Why is hospital sanitation so essential?

3. Why is the task of keeping a hospital sanitary so difficult?
4. Give three reasons why it is important to know how to treat harmful germs.
 - a.
 - b.
 - c.
5. The percentage of microorganisms harmful to man is (small, large) _____.
6. Bacteria grow more rapidly in the (light, dark) _____.
7. What temperature range is most conducive to bacterial growth?
8. Pathogenic bacteria grow best at _____ temperature. They destroy _____ by using it as food and then give off waste products which are _____.
9. The waste product given off by disease-causing bacteria is known as _____.
10. The form of bacteria generally found on skin is _____.
11. How much can bacteria move by themselves?
12. How do bacteria get from one place to another?
13. Justify the careful removal of dust in a hospital.
14. In what ways is our environment ideal for bacterial growth?
15. Why is a prolonged high temperature necessary to kill spores?
16. A virus is (smaller, larger) _____ than a bacterium.
17. If viruses can live only on living cells, why does the housekeeping department need to worry about them?
18. What happens to bacteria on a clean surface?
19. What personal hygiene is essential for a housekeeping assistant?
20. Name three ways to contract infection.
 - a.
 - b.
 - c.

21. What is disinfection?
22. a. What are the three basic types of disinfection?
- b. What are the requirements for disinfection by boiling?
- c. Which type of disinfection would be effective against spores?
23. What factors determine the method of disinfecting you will select?
 - a.
 - b.
 - c.
 - d.
24. Name the two steps necessary for disinfection of a surface.
 - a.
 - b.
25. What precautions with equipment should be taken to control infection?

26. What areas are disinfected with phenolics?

27. Why should disinfectants not be mixed with other detergents or chemicals?

Match each definition with the correct term.

- | | |
|--------------------------|---|
| _____ 28. Aseptic | a. destroys infection germs |
| _____ 29. Disinfection | b. completely destroys microorganisms |
| _____ 30. Sanitation | c. free of infection |
| _____ 31. Sterilization. | d. reduces bacteria contamination to a safe level |

32. Why is a housekeeping management assistant in a nursing home not primarily concerned with cross-infection? What sanitary procedures should she follow?

ASSIGNMENTS:

- I. Demonstrate or prepare a chart showing the proper technique for hand-washing.
- II. What practices to control infections can you use on your job?
- III. What disinfectants are used at your training station?

GROUP WORK:

- I. Obtain a microscope, agar plates, and slides from your science teacher. Ask him to help you set up an experiment to show the importance of sanitation and disinfection in a hospital. Collect samples of common sources of bacteria, and let them grow for several days. Examples: Dust from floor; cough or sneeze; samples from unwashed hands. (Observe the growth of bacteria for several days.)
- II. Take samples from surfaces which have and have not been disinfected or sterilized. Compare the amount of bacteria on each surface.
- III. Interview the person in your training station responsible for checking the bacteria levels in various areas of the hospital. Find out what samples he takes, at what times he makes checks, what he looks for in specimens collected in various areas of the hospital, and what the acceptable bacteria counts are for different areas. Share the information obtained with other housekeeping management assistants.

UNIT IV-2

CLEANING PATIENT ROOMS

SUBJECT: Procedures in Occupied Rooms and Discharge Units

TASKS: 12. Clean an occupied hospital room.
13. Clean an unoccupied hospital room or discharge unit.

OBJECTIVES: When you finish this lesson, you should be able to

- describe proper procedures for cleaning occupied, unoccupied, and discharge units in a hospital
- compare procedures described in reference with those used on the job
- prepare a check list for evaluation of a room which has been cleaned.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 10, pp. 1-6, and 11-24.

Students employed in nursing homes may find that some of the procedures they follow are similar to those used in motels, and that other procedures are like those used in hospitals.

Entering Rooms in Nursing Homes

The housekeeping management assistant employed by a nursing home will need to knock softly on doors before entering patient rooms. After entering the room, the patient and visitors should be greeted in a friendly manner but should not be engaged in long conversations which could be tiring to them. The housekeeping assistant should tell the patient who she is and why she is in the room.

Leaving Rooms

The housekeeping management assistant, who has completed the cleaning of a hospital or nursing home, should gather and remove the cleaning supplies and equipment from the room as quietly as possible. If the door was closed when she entered the room, it should be closed as she leaves. It is not necessary for her to tell the patient she is leaving.

In hospitals, it is not desirable to leave the door open during cleaning, particularly when an isolation unit is being cleaned. The door to an isolation unit is kept closed to prevent the spread of infection until it has been thoroughly cleaned and disinfected.

QUESTIONS:

1. What are the three objectives of the housekeeper when she cleans patient units?
 - a.
 - b.
 - c.

2. While working in a patient's unit, the housekeeper should
 - a. clean thoroughly.
 - b. be cheerful.
 - c. be careful with personal belongings.
 - d. All of these.

3. The most important item in the patient unit is the
 - a. bedside cabinet.
 - b. bed.
 - c. foot stool.
 - d. tray table.

4. What are the three steps to be followed when hospital furniture is washed?
 - a.
 - b.
 - c.

5. Single-sheet toilet paper dispensers give the best service when
 - a. they are refilled daily.
 - b. they are cleaned and disinfected.
 - c. the bottom sheet of new package is interfolded with top sheet of old package.

6. What equipment is needed for cleaning an occupied bed?

7. While Mary was cleaning the patient's room, she did the following things. If you were her supervisor, which of these practices would you recommend that she not follow?
 - a. When she entered the room, she greeted the patient and introduced herself.
 - b. After cleaning the bedside table, she put the patient's personal belongings back as she had found them.
 - c. She took time to sit down and visit with the patient for a while.
 - d. She tried to work as quietly as possible.
 - e. She left the room several times to get supplies to be furnished the patient.

8. List the eight parts of an occupied bed which should be cleaned.

In questions 9-15, match the proper method of cleaning for a particular item with each of the items listed.

ITEMS

METHOD OF CLEANING

- 9. Bathroom floor
- 10. Window sills
- 11. Wastebaskets
- 12. Paper towel dispenser
- 13. Bedside table
- 14. Overbed table
- 15. Shower

- A. Damp-dust
- b. Wash and dry
- c. Wet-mop and rinse

16. How does an unoccupied unit differ from a discharge unit?

17. What is the purpose of cleaning an unoccupied unit?

18. How often do the following tasks need to be performed in an unoccupied room? (Daily or Periodically)

- a. Check overall condition of the room
- b. Damp-mop room and bath
- c. Dust-mop floors with a treated dust mop.
- d. Dust furniture and fixtures.

19. What is the major objective in cleaning a discharge unit?

20. Which surfaces in a discharge unit must be disinfected?

21. The first step in cleaning a discharge unit is to

- a. check for personal items left by the patient.
- b. ventilate.
- c. empty wastebaskets.
- d. empty ash trays.

22. While cleaning the discharge unit, for what purpose would the house-keeping assistant leave?

23. a. How should bed linens and blankets be removed from the bed in a discharge unit? Why?

b. What should be done with the plastic pillow and mattress covers?

c. What should be done with the pillow?

24. In a hospital unit, a bed is made free of wrinkles because it is
- a. more comfortable for the patient.
 - b. more sanitary.
 - c. looks better.
25. What additional linen is used on hospital beds that is not used on hotel beds?
26. Why is it not desirable to leave the door open when cleaning a hospital room?

ASSIGNMENTS:

- I. Compare the procedure and order of steps discussed in the reference for cleaning occupied and discharge units with the procedure and order of cleaning required at your training station. Are there any major differences? If so, discuss these differences, stating reasons for them.
- II. List the supplies furnished the patient at your training station. Distinguish between the ones supplied by the housekeeping department and those furnished by some other department.
- III. Review the procedures for cleaning sinks and toilets. Which of these suggestions could you use to improve your cleaning procedures?
- IV. Using Ch. 10, pp. 22 and 23 in Being a Housekeeping Aide as a guide, develop a checklist you could use to evaluate the condition of a room when you have finished cleaning it.
- V. If you are responsible for cleaning the operating room, X-ray and laboratory department, dietary department, laundry chute, or linen room, refer to Being a Housekeeping Aide, Ch. 14, pp. 1-4 (Nursery) and Ch. 17, pp. 10-21 (Operating Room) or to the Work Manual of the Executive Housekeeper in the Hospital, pp. 18-19 and 24-26. Compare the procedures listed in the reference with those you use. List any differences you have found between the references and your training station.

GROUP WORK:

- I. Compare the procedures you use to clean a patient's room with those used at other training stations. How are these procedures similar to and different from cleaning procedures used in other types of housekeeping?

UNIT IV-3

CLEANING PATIENT ROOMS

SUBJECT: Procedures in Isolation Units

TASK: 14. Clean an isolation unit.

OBJECTIVES: When you finish this lesson, you should be able to
a. identify proper techniques for cleaning isolation units
b. describe correct use of the fogging machine.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 11, pp. 1-23.

QUESTIONS:

1. How does regular isolation differ from reverse isolation?
2. What are two terms used in place of "infectious"?
3. What five precautions are used in the isolation technique?
 - a.
 - b.
 - c.
 - d.
 - e.
4. How often is the isolation unit disinfected while occupied?
5. Which part of the body is most likely to become contaminated while you are cleaning an isolation unit?
6. What is the most important thing to remember when you are removing an isolation gown? Why?
7. List at least four precautions which are necessary when you use a mask.
 - a.
 - b.
 - c.
 - d.
8. For what three reasons is contaminated laundry handled separately from general soiled laundry?
 - a.
 - b.
 - c.

9. How is extremely contaminated linen handled differently from less contaminated linen?
10. How does daily cleaning of an isolation unit differ from daily cleaning for regular patient units?
11. What is the major difference between wet-mopping floors in a contaminated area and wet-mopping for general cleaning?
12. What are three types of terminal disinfection?
 - a.
 - b.
 - c.
13. Why are beds made before floors and furniture are dusted in the discharge isolation unit?
14. Clean draperies or venetian blinds are hung
 - a. in all discharge units as they are cleaned.
 - b. in all isolation units as they are cleaned.
15. What should spray operators wear when spray disinfecting an isolation unit?
 - a.
 - b.
 - c.
 - d.
16. What is an advantage of the spray disinfectant method?
17. List and discuss four techniques used for decontaminating mattresses.
 - a.
 - b.
 - c.
 - d.
18. What is wet-vacuuming?

19. In what order are the following tasks performed when cleaning an occupied isolation room?

- Cleaning bathroom fixtures and disinfecting toilet
- Dust-mopping room and bath
- Damp-dusting furniture
- Filling dispensers
- Emptying wastebasket and removing soiled linen
- Damp-mopping floors

20. Where should one begin and end when dust-mopping the room?

ASSIGNMENTS:

- I. Practice handling contaminated linen according to the method described in the reference.
- II. What method of terminal disinfection is used at your training station? Briefly describe steps in this method.

GROUP WORK:

- I. Compare precautions used in cleaning an isolation unit at your training station with the precautions used at other training stations. Can you adapt any of these precautions to your own situation?

UNIT V-1

CLEANING THE PRIVATE HOME

SUBJECT: General Procedures

TASK: 15. Keep the private home clean and in reasonable order.

OBJECTIVES: When you finish this lesson, you should be able to

- describe recommended procedures for entering and leaving homes
- explain how to organize tasks which must be performed
- summarize procedures for cleaning specific rooms.

REFERENCE: Starr, Mary Catherine. Management for Better Living. Lexington, Massachusetts: D.C. Heath and Company, 1968. pp. 227-237, 256-258.

Housekeeping does not have to be drudgery--endless hours of haphazard, back-breaking chores! Instead, a job done thoroughly and efficiently can be a source of pride. The work done by the housekeeping management assistant makes an important contribution to the well-being of the family which employs her.

A housekeeping management assistant employed in a private home is expected to knock or ring the door bell before entering the home. While working in the home, if a door is closed and someone may be in a room, she should knock before entering the room. If duties include answering the door, she should not let anyone into the house while the employer is away, except for repairmen or service men the employer has said will be coming. Even when the employer is at home, the housekeeping management assistant still needs to exercise caution in admitting visitors. For instance, the employer may not wish to be bothered by door-to-door sales-persons. The door and the telephone should be answered according to the employer's instructions.

When the housekeeping management assistant is ready to leave, she should notify her employer. She should be sure that her work for the day has been completed satisfactorily with no tasks left half-finished. If she is paid by the hour her employer probably will want to keep a record of the exact time she arrives and depart.

ORGANIZATION OF TASKS

One way to organize your duties is to make a written plan of work for all the things you must do and to divide them into three lists--daily, weekly, and seasonal or occasional tasks. The plan of work you write down may be quite different from this list, but the following chart can be used for suggestions.

Daily Duties

Preparing meals and cleaning up
Making beds
Putting rooms in order
General straightening
Light cleaning in bedrooms and in kitchen
Cleaning bathrooms

Weekly Tasks

Thorough cleaning of each room: kitchen, living area, bedrooms, and bathroom.
General washing
Ironing and pressing
Marketing
Menu planning
Baking
Mending
Doing errands, such as taking clothes to cleaners

Occasional Tasks

Cleaning walls
Cleaning windows
Waxing and doing other occasional floor care
Shampooing carpets or rugs
Polishing wood surfaces
Putting away seasonal clothes
Dry cleaning or laundering curtains, slip covers, bedspreads
Cleaning cabinets, closets, drawers, and shelves

Although the housekeeping management assistant will probably not be asked to do all of the tasks listed above, she may be asked to help with any or all of them. Knowing what is involved in each task, understanding what equipment is necessary and setting a standard for achievement are all important aspects of learning to manage the care of a home.

Discuss your work plan with your employer, and be sure all the required tasks have been included. Find out what supplies and equipment are available. Write down any suggestions so that you will not forget them. Place a check by the tasks your employer considers most important and do these things first to the best of your ability. Less important tasks may sometimes be postponed, if time does not permit their completion. However, it is important not to waste time and to do every possible task. Some days the work may go so well that there will be time for extra tasks. These are the days that weekly or occasional tasks may be accomplished.

Develop good judgment with respect to the jobs that need to be done. Try to keep the house clean and orderly as you go along. One thing can be done each day to lighten the weekly cleaning load, and one seasonal task can be done each week. This will make the total housekeeping job easier.

In doing the assigned daily tasks, make a conscious effort to do each one in the easiest and quickest way possible. (Study other sections of this book which apply to specific tasks.) When straightening and cleaning, try to handle each item only one time. Carry your cleaning supplies and equipment with you as you go. A plastic carrier, basket, or even an empty soft drink carton might be used as a convenient caddy for cleaning supplies. Soon you will find that you will not have to spend time and energy to develop good working habits; you will have them!

Since this may be your first assignment as a housekeeping management assistant, it might be well to study a few basic hints for cleaning each room of the house.

The Living-Dining Area

This is usually the first room seen by someone entering the home, so it is usually the best place to start. When it is clean, the rest of the house can be cleaned as time permits.

Begin by picking up and putting away any items that are noticeably out of place. Sort through magazines and newspapers and decide which ones should be thrown away. Straighten the rest and put them where they belong:

Next, move the furniture out from the wall wherever possible. Use the vacuum cleaner dusting brush to clean moldings, pictures, frames, window sills, venetian blinds, etc. Use the crevice tool where baseboard joins carpet, and between arms and seat cushions of upholstered furniture. Vacuum rugs or carpets thoroughly. Clean and polish furniture as needed. Wash windows and mirrors when necessary, using a soft damp cloth wrung out of warm water to which a little vinegar has been added. Occasionally the woodwork needs to be washed or cleaned with a liquid wax cleaner-polish made for this purpose.

Put the furniture back in place, and all accessories in order. These are basic procedures. Other sections in this book give more information on specific areas, such as rugs, carpets, hard-surfaced floors, and furniture.

If the home has a fireplace, take every precaution in its maintenance. Remember, you are playing with fire. Many fireplaces have an ash dump or cleanout trap. This trap should be emptied several times a season. However, always leave enough ashes in the fireplace to form an inch-thick pad under the fire. When removing soot or ashes from a fireplace, first wet them down with a few cups full of water. This prevents powdery particles and carbon dust from scattering through the air.

Bedrooms

When you reach the bedroom, pick up and put away items that have been left out. Hang up any clothing that seems to be clean, deposit soiled clothing in the dirty clothes hamper. Straighten the dresser and bureau tops, and put away anything that should not have been left on them. The bedroom generally will not take as long as the living room, even though the procedures are similar.

Make up the bed; put fresh linen on at least once a week. Be sure to pull the sheets tightly so that the bed will be smooth and neat. Plump the pillows, and cover them evenly with the spread or pillow cover.

As in the living room, use the vacuum cleaner and appropriate attachments for various tasks. Wash windows and mirrors when necessary.

Clean closet floor, and put shoe bags or racks in order.

Occasionally, dust the mattress and springs with a vacuum cleaner attachment. Unless the mattress is made of foam rubber, it should be turned over occasionally and the ends reversed.

Bathrooms

Keeping the bathroom clean seems like a never-ending job. If a water-conditioner can be used in the tub and bowl, "bathtub ring" can be prevented. A sponge and long-handled toilet brush are necessities for bathroom cleaning. Daily tasks include washing the tub, sink, and toilet. Mop the floor every day or every other day, or vacuum it if it is carpeted. A light cleaning of the bathroom should be done every day to keep it neat and clean, but once a week the following things should be done:

Clean the toilet bowl using a disinfectant or bleach.

Wash the tile in shower areas, shower stall floor, and bath mat used in tub with a disinfectant solution.

Clean medicine cabinet and mirror, if necessary.

If the bathroom has a window, clean sill, frame, and glass when needed.

Wash, and perhaps wax bathroom floor.

Put in clean towels, rug, and bath mat.

Information for cleaning porcelain surfaces, metal fixtures, and floor coverings is given in other sections of this book. Detailed information on cleaning the bathroom is located in Unit IX.

Kitchen

Daily care of the kitchen cannot be neglected. Preparing meals every day and cleaning up after each meal should be so thorough that there would be very little left to be done on the weekly cleaning day.

A suggested routine might be something like this:

Wash and put away the dishes, or if there is a dishwasher, put the dishes inside until there is a full load; then wash.

Clean refrigerator inside and out. Defrost when necessary.

Scald and air garbage can (unless you have a food waste disposer).

Clean range-top, drip pans, oven, and broiler.

Wipe fingerprints from cabinet fronts. Wax-clean cabinets when necessary.

Clean woodwork when necessary.

Clean window sills, frame, and glass when necessary.

Wash kitchen floor each week, and wax or vacuum when necessary.

Rinsing and buffing floors are often all that is necessary.

Occasional jobs to be worked in with weekly cleanings include washing walls, cleaning cabinets and closets, and putting up fresh curtains.

QUESTIONS:

1. Analyze this situation according to correct procedure for entering and leaving a home where one is employed.

Mary, who had worked as a Housekeeping Management Assistant for the Jones family for the past two weeks arrived at their house at 8:00 a.m. sharp, opened the door and walked in. While performing her duties that day, Mary went to clean little Timmy's room, but the door was closed. Anxious to finish her work Mary, thrust open the door without knocking, pushing over the tower of blocks Timmy had just built. Timmy burst into tears. Just then the doorbell rang and Mary went to answer it. The visitor was a cosmetics saleswoman, and since Mrs. Jones was not at home, Mary invited the saleswoman in and spent most of the afternoon examining her products. Later Mrs. Jones returned home and entered through the back door just as Mary left for the day through the front door. Mrs. Jones found a sink of dirty dishes, the house only half vacuumed, and Timmy still upset about his blocks.

- a. How long do you think Mary kept her job?
- b. Was Mary's behavior ethical?
- c. What should she have done differently?

Indicate the frequency with which each of the following tasks should be done.

- | | | |
|------------------------------|--------------------------------------|---------------|
| <input type="checkbox"/> 2. | thoroughly cleaning the kitchen | a. daily |
| <input type="checkbox"/> 3. | making the beds | b. weekly |
| <input type="checkbox"/> 4. | cleaning the walls | c. occasional |
| <input type="checkbox"/> 5. | going to the market | |
| <input type="checkbox"/> 6. | shampooing the carpets | |
| <input type="checkbox"/> 7. | general straightening | |
| <input type="checkbox"/> 8. | dry cleaning bedspreads and curtains | |
| <input type="checkbox"/> 9. | ironing clothes | |
| <input type="checkbox"/> 10. | preparing meals | |
| <input type="checkbox"/> 11. | polishing the furniture | |

12. Which room of the house is usually cleaned first? Why?

13. Briefly summarize the tasks to be performed daily in each of the following rooms:

Living room

Bedroom

Bathroom

Kitchen

14. List briefly some hints for organizing each day tasks which will encourage more efficient job performance throughout the week and the month.

ASSIGNMENTS:

- I. Make a chart showing the tasks you are expected to perform at your training station daily, weekly, and occasionally. Refer to the chart as you work.
- II. Develop a weekly schedule to use at your training station. Include all daily tasks, a weekly task each day, and an occasional task each week. Revise your schedule as needed, if you see ways to improve it.

GROUP WORK:

- I. Discuss cleaning problems encountered at your training station with other housekeeping management assistants. Study references. Discuss possible solutions.
- II. Discuss your weekly schedule with other housekeeping management assistants. Discuss ways to improve the schedule.

UNIT V-2

CLEANING THE PRIVATE HOME

SUBJECT: Cleaning Cabinets and Storage Areas

TASKS: 16. Clean and straighten closets and storage areas.
17. Clean and polish kitchen cabinets.

OBJECTIVES: When you finish this lesson, you should be able to
a. plan efficient storage arrangements for cabinets
b. identify methods of cleaning cabinets
c. describe procedures for cleaning closets and storage areas.

REFERENCE: Starr, Mary Catherine. Management for Better Living. Lexington, Massachusetts: D.C. Heath and Company, 1968. pp. 276-280.

"A place for everything and everything in its place" is called the "cornerstone" of good housekeeping. Three simple rules for storage have been developed. Items should be stored so that they are (1) easy to see, (2) easy to reach, and (3) stored near the place of first or most frequent use. Think of the entire house as a series of work centers. Then put everything as near as possible to the point of most frequent use. Reserve the shelves, drawers, and closet rods most easily reached for the items most frequently used. Store "one-deep" whenever possible. Avoid stacking unlike items by making use of step shelves, half shelves, drawers, sliding drawers, and shelves.

Easy-to-see storage means that tall or large items should be placed behind short or small items. Containers should be made of glass or transparent plastic, or be labeled with the contents of each container.

Easy-to-reach storage means that no article in frequent use should be stored higher or lower than can be grasped without stretching or stooping. Drawers can be divided so that items can be kept in order. Racks and hangers will help keep things available. Some pieces of equipment may have their own storage places. Careful planning and thinking about needs aid in making the most of limited storage space.

Storing things near the place of first or most frequent use seems so obvious that you might wonder why it is given as a rule. Many people do not take advantage of this rule. Some people still have a "central" linen closet, for instance, where they must go to get the table linens, or different sizes of sheets, pillow cases, etc. Sometimes even towels, bath mats, etc. for all the bathrooms are kept in that same central linen closet. If the home you work in is well-planned, there should be storage areas in the various rooms for the linens needed. There should be a place in a closet or drawer for the king-sized linens in the room where the king sized bed is; the twin-sized linens should be kept in the room where the twin beds are, etc. The linens to be used in each bathroom should be stored in or near that bathroom. Kitchen and dining linens should be stored in the kitchen and dining areas.

Cleaning supplies and equipment should also be stored at point of use. If space permits, duplicate supplies may be kept in the areas where they are used. However, if this is impossible, you save steps by carrying supplies in a basket from a central storage place to the various points of use.

A storage plan which provides a place for every article can save time spent hunting for a particular item. This is especially helpful if more than one person uses the stored articles.

CLOSETS

If you are employed in a home, occasionally you may be asked to help clean the closets. Clean closets help to keep clothes clean and neat and, therefore, contribute to the well-groomed appearance of the family members.

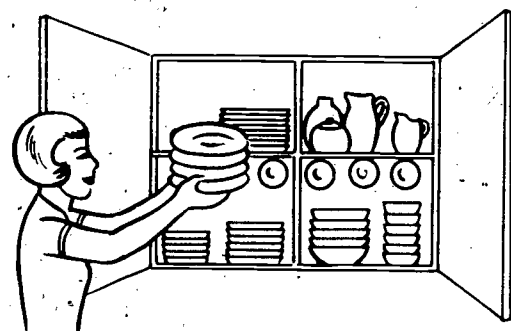
As in all cleaning tasks, the first step is to collect your cleaning tools and supplies. The next step is to take the clothes out of the closet. As this is done, your employer may wish you to sort out the clothes which need to be washed or dry-cleaned and those which need to be mended. After the clothes have been removed from the closet, the walls may be brushed down with a broom which has been covered with a cloth. When this task is finished, remove the cloth and sweep the floor or clean both the floor and walls with a vacuum cleaner with the necessary attachments, if one is available. Wash with soapy water, rinse, and dry the shelves, woodwork, and rod.



As the clothes are returned to the closet, put clothes that are seldom worn in the areas of the closet that are harder to reach and those that are often worn in the areas which are easier to reach. Hats remain in better condition if they are stored in boxes on the shelves. Shoes may be placed in shoe racks which are hung on the closet door or placed on the floor. Out-of-season shoes may be stored in boxes on the shelves. Putting labels on the boxes aids in finding what is needed without opening all the boxes.

KITCHEN STORAGE

For storing kitchen supplies and equipment in the food preparation area, you should use the three basic principles of storage. Things may be divided into "much-used" and "little-used" groups, and the "much-used" items placed in the most easily reached places. Items should only be stacked if they are alike--such as a stack of plates. There should be enough room so that you do not have to stack bowls and saucers on top of the plates, for instance. Even mixing bowls should not be "nested." For efficiency, they should be separate on the shelf. If there is not enough room



for this, perhaps there are too many things in the cabinet. Items which are rarely used may need to be discarded or moved to another storage area. This will give space for more useful items. However, in your training station, you must not discard things without the knowledge or consent of your employer. Explain the problem and perhaps your training sponsor will help you solve it by discarding the items in question or by storing them in another place where they will be out of the way.

One of the occasional or periodic tasks that the housekeeping management assistant may be asked to help with is that of cleaning and spraying cabinets and closets.

Storage devices and shelves should be washed periodically. Shelf paper or liners that can be easily installed and replaced when soiled also help keep kitchen cabinets neat and sanitary. Cabinets need to be cleaned occasionally and sprayed with germicides or insecticides. Regular cleaning discourages the accumulation of clutter and minimizes the possibility of these areas becoming breeding spots for insects.

Occasionally the exterior of cabinets require special attention. The homemaker will instruct you when special attention is needed. In general, the kitchen cabinets may be cleaned with a diluted cleaning solution, rinsed, and wiped dry. Metal cabinets may be cleaned with a cream wax. Be careful to read and follow instructions. Laminated plastic cabinets should be wiped clean with a damp cloth and dried. Paneled or textured wood cabinets occasionally may need to be waxed and polished. If a sheen is desirable, a spray polish may be used. Spray the polish on a clean cloth, not directly on the cabinet, and wipe the cabinet front.

QUESTIONS:

1. What are the three rules of storage? Give an example of each rule.
 - a.
 - b.
 - c.
2. Suggest a guideline for storage of like and unlike items.
3. When storage areas are small, one should
 - a. stack small items in larger items.
 - b. reduce the number of items to be stored.
 - c. stack unlike items one on the other.
 - d. reduce the amount of storage space further.

4. Why is a storage plan desirable?
5. Why should storage devices and shelves be cleaned regularly?
6. How can clean closets contribute to the well-groomed appearance of family members?
7. Briefly summarize the procedures for cleaning a closet.
8. How should the front of paneled wood cabinets be cleaned?

ASSIGNMENTS:

- I. Mrs. Jones would like to have Julie straighten the clothes closets in the bedroom. How should the rules of storage be applied to clothes closets? Help her make a plan for arranging the items in Mrs. Jones's closet.
- II. Make a plan for the efficient use of a particular storage area at your training station. Example: Kitchen cabinets, pantry, linen closet, equipment or supply closet, tool shed. Discuss your ideas with students who work with similar storage facilities, and share the ideas with your teacher and employer.

GROUP WORK:

- I. Stay alert for new storage ideas. Share any ideas you find with other housekeeping management assistants.
- II. Discuss with other housekeeping management assistants storage problems you encounter at your training station. Work together on possible solutions.

UNIT V-3

CLEANING THE PRIVATE HOME

SUBJECT: Cleaning Kitchen Equipment

TASKS: 18. Clean range tops, ovens, and exhaust fans.
19. Defrost and clean interior of refrigerators.
20. Clean coffee-makers and other small appliances.

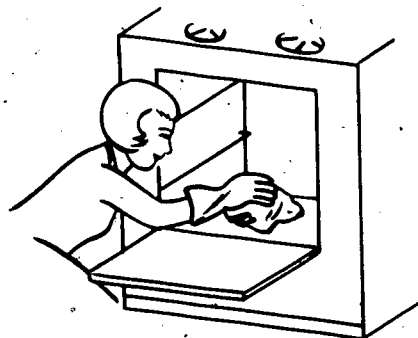
OBJECTIVES: ~~When you finish this lesson, you should be able to~~

- name methods used for cleaning ranges
- describe the procedure for cleaning the filters on exhaust fans
- identify the proper method for cleaning refrigerators
- explain ways of cleaning coffee makers and other small appliances.

RANGES

A clean range not only looks better, but also is more economical and lasts longer. Ranges should be cleaned thoroughly at least once a week; so this may be one of the tasks assigned to you if you are employed in a home.

Although spills should be wiped up immediately with a dry cloth, the outside enameled surfaces should not be cleaned thoroughly until after the range has cooled. The reason for this is that enamel surfaces are chipped easily when hot.



After checking to see that all units are turned off and that the range has cooled, remove the trays, shelves, and racks and soak in hot, sudsy water. The drip pans under the units on an electric range can be removed and washed with other utensils. Then wash both the inside and outside of the range with hot sudsy water; rinse with clear water, and dry. Avoid harsh cleansers, abrasives, and scouring pads which might damage the finish. After cleaning, turn on the oven for a few minutes to dry all parts and prevent rusting. Be sure to clean the broiler and any drawers as well as the oven area.

Surface units should be cleaned according to manufacturer's instructions. Care should be taken not to destroy special finishes; they control the performance of the surface units. Spilled foods can be burned off electric units by heating the food remnant until it is charred, allowing the unit to cool, and then lifting the charred remnant off with a case knife or simply brushing off the ashes. (Never use a metal brush or sharp metal tool to clean an electric unit.) The rim should then be wiped clean with a mild cleanser and dried. Removable electric unit or sensing devices on thermostatic burners should never be immersed in water; they should just be wiped with a damp cloth.

The burners and grates on a gas range should be washed thoroughly in hot suds, rinsed, and dried. Most modern gas burners are of the non-clog type. If they should become clogged, clean them with a hairpin or wire but never with a toothpick. The pilot light valve can also be cleaned this way if necessary. Be extremely careful. Occasionally clean mixer tubes with a small stiff brush. To dry all parts thoroughly, place them upside down in a warm oven. After replacing the grates, light each burner to be sure it is operating properly.

The broiler should be cleaned thoroughly each time it is used. Spattered grease can be wiped up with a paper towel while it is still warm. After the broiler unit has cooled, the inside should be wiped with a soapy cloth. Ammonia and fine steel wool help cut grease. It should then be rinsed with clear water and dried. The rack and pan should be cleaned according to the type of material from which they were made.

Even though immediate attention is given to spills, the oven also will need a periodic cleaning. One method of cleaning the oven is to pour about 1/2 cup ammonia into a small bowl, place in oven, close door, and allow to remain overnight. The fumes from the ammonia will loosen the grease. The oven may then be wiped clean with a soapy cloth. A fine steel wool may be used to remove stubborn spills. Then the surfaces should be rinsed thoroughly with a cloth wrung in clean water.

Commercial products are available for oven cleaning. CAUTION: Commercial oven cleaner are very effective, but they must be used according to directions on the labels. They can either be spread on the oven interior with a small brush applicator or sprayed on. Some are used on cold ovens, and some require that the oven be heated to 200° F. before application. Spread newspaper on the floor, and try to prevent the cleaner from running down the front of the range since it may damage the floor. Always be careful to keep the cleaner out of your eyes; wear rubber gloves to keep the cleaner off your skin. The directions on the label will tell you what to do in case some of the cleaner spills on your skin or comes in contact with your eyes.

After the cleaner has been allowed to soak, wipe it away with a cloth or sponge wrung in clear water. The directions on the label may suggest that a small quantity of vinegar be used in the rinse water. Turn the oven on for the length of time and at the temperature specified on the label in order to burn away the smell.

Some ranges have self-cleaning ovens or ovens with removable Teflon-coated walls or replaceable aluminum foil. Your training sponsor should have an instruction book that came with the range. Study it carefully. If she does not have it, ask her what steps to follow, and proceed exactly according to her instructions. It is most important to know the materials of which the oven lining and oven racks are made. For example, ammonia or oven cleaners must never be used on aluminum-lined ovens or burner bowls.

Your training station may be equipped with one of two types of automatic cleaning ovens. Each is available in both gas and electric ranges.

The pyrolytic oven burns off soil at very high temperatures when the oven is empty. A metal shield is usually pulled up to cover and protect the glass of the door during the cleaning process. The oven door is locked with a lever. Controls are set to begin the process, and a red light indicator comes on. The high cleaning temperature of 900°F. to 1000°F. burns the soil on oven walls to a white ash which can later be wiped out with a damp cloth. Before starting the process, wipe around the edge of the door to prevent soil from baking on. Wipe the door again after the process is complete. At the end of the process, the sides of the oven shelves should be wiped with cooking oil so that they will slide freely. The entire process usually lasts about 4 hours-- ~~2 hours are required for cleaning and 2 hours for cooling the oven.~~ During the entire 4 hours, the oven door is locked. Because of the length of the process and the fact that once started, the process cannot be stopped until the red light indicator goes off, the process should be started only when the oven is not needed for several hours.

The second type of automatic cleaning oven is the catalytic or continuous cleaning oven. In this type of oven the walls are coated with a chemical that burns off soil continuously while the oven is set at 350°F. to 500°F. Most soil will be burned off in everyday use as foods are being cooked. If the oven should become badly soiled, heating it at 500°F. for 2 hours should remove the soil. The parts of this oven which are not coated with the chemical must be cleaned manually as a conventional oven is cleaned. Untreated parts may include the door, broiler, shelves, and oven floor. Be careful not to scratch the chemical coating of the walls because it is easily damaged.

An electronic range or a microwave oven may be found in some modern homes. Check with your employer, or read the instruction book before using any type of cleaning solution. Since the interior does not become hot, food particles cannot burn or stick to it. The interior may be wiped occasionally with a cloth wrung out in warm suds, then dried. Be sure the seal is kept clean at all times. Wipe up any spills immediately.

EXHAUST FAN

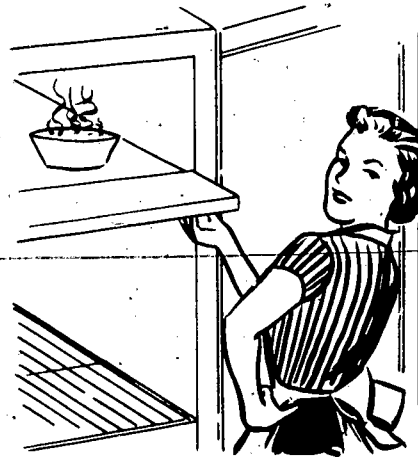
An exhaust fan removes steam, grease, and odors from the kitchen. The filter should be cleaned or changed periodically because a greasy, dirty filter decreases the efficiency of the exhaust fan. One method of cleaning the filter is to remove it from the fan, soak it in a degreasing agent, rinse it, and allow it to dry before replacing it.

REFRIGERATORS

Food keeps longer and stays fresher in a clean refrigerator. It is, therefore, important that refrigerators be cleaned regularly and defrosted when the frost is about 1/4 inch thick.

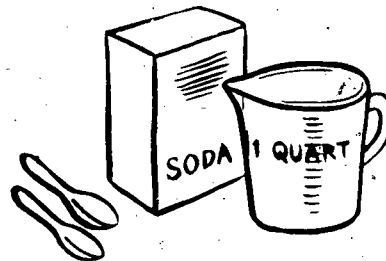
The first cleaning and defrosting steps are to collect the equipment needed for cleaning and then to turn the refrigerator to "Defrost" or "Off," if there is no setting for defrosting. Take out the ice-cube trays and frozen foods and wrap them in layers of newspaper, or put them in a freezer chest. Remove the rest of the food, setting it on a table or counter out of your way. Take out shelves and drawers which can be removed.

One way to speed up the defrosting process is to put a pan of hot water into the freezing section. Do not use the ice-cube trays for this purpose. Be patient while the ice melts; do not scrape or punch with a knife or sharp tool. This may damage the freezing unit. Empty the pan under the freezing unit as it fills with water.



Different people use different solutions for cleaning the inside of the refrigerator; so be sure to check with your employer about the solution he prefers. However, solutions of vinegar, salt, or ammonia should not be used, since they may damage the finish. Some people use a soap or detergent solution to clean the refrigerator and then put baking soda in the rinse water. Others prefer to use baking soda in the wash water and clear water for rinsing. The amount of baking soda to use is 2 tablespoons to 1 quart of water. The reason for using baking soda in either the wash or rinse water is that it helps remove food odors.

Regardless of the solution used, the procedure is to wash the top, sides, and bottom of the refrigerator as well as any shelves or compartments that are built into the refrigerator. Hard-to-clean spots can be scrubbed with dry soda. Don't forget to wash all the corners. All areas should then be rinsed with warm water and wiped with a clean dry cloth.



The removable parts should then be washed at the sink. Hot sudsy water and boiling hot rinse water should be used on metal and porcelain parts, and warm water on plastic parts. A stiff brush dipped in the wash water may be used to scrub wire racks. Ice-cube trays should be rinsed with warm water. Hot water or soap should not be used on ice trays because it may later cause ice cubes to stick. Dry removable parts, and put them back in the refrigerator.

Clean the gasket (rubber strip) around the door with a soap or detergent solution, rinse, and wipe dry. If the strip is clean, it will fit tightly when the door is closed and keep warm air from getting inside. When the gasket is greasy or dirty, it will not fit as tightly.

Turn the refrigerator back on, and close the door. Clean the outside with warm soapy water; rinse, and dry. The outside may be waxed two or three times a year with a white liquid wax to keep it shiny and make it easier to clean.

Wipe cans, jars, and bottles with a clean dry cloth, and return them to the refrigerator as quickly as possible. Fill ice-cube trays, and put them in the freezing compartment.

Find out where the condenser is and how often it should be cleaned. A brush or vacuum cleaner tool may be used to remove the dust.

If an instruction book is available, read it before you do any extensive cleaning. However, the above method is acceptable to use for most refrigerators.

If the refrigerator is an automatic defrosting or no-frost model, find out the location of the pan where defrost water evaporates. It must occasionally be washed. The drain should be checked periodically to see that food particles have not clogged it. The freezer sections will need cleaning attention only once or twice a year if the "clean-as-you-go" practice has been followed.

Many homes have food freezers as part of the kitchen equipment. Most of the new models never need defrosting. Your training sponsor will tell you if you need to defrost the one where you work. Since defrosting is usually needed only once a year, it is usually done when the least amount of food is stored in the freezer. The food should be placed in the freezing compartment of the refrigerator, or some of it may be used in meals following the defrosting and cleaning period. Food should be used immediately after thawing; and once it has thawed, it should not be re-frozen.

To prevent build-up of frost between defrostings, follow these procedures:

1. Keep the freezer in a dry, cool, well-ventilated place.
2. Scrape off light frost with a rubber, plastic, or wooden scraper.
3. Remove frost with a cold-water spray. Never use warm water.

Clean the outside of the freezer the same way you clean the refrigerator.

DISHWASHER CARE

As with other appliances, it is wise to read the dishwasher instruction book for special care and cleaning instructions.

An exterior of porcelain or baked enamel needs only washing with a mild detergent solution supplemented by application of a cream-wax cleaner-polish.

The interior of a dishwasher is usually self-cleaning, unless local water conditions cause the formation of a white film. Check the instruction book to determine how to remove it. Inspect the filter over the drain occasionally, and clean it when necessary.

WASTE DISPOSERS

Food waste disposers require very little care. All models are permanently lubricated and self-cleaning. Pulverized bones and fruit pits have a scouring action on the plumbing as they are flushed through. They keep the chamber clean and the blades sharp. The only routine care needed for a waste disposer is an occasional flushing with water. To do this, close the drain, partially fill the sink with water, then remove the stopper, and let the water flow out while the disposer is turned on. These reminders will help keep the waste disposer in good condition:

- (1) Never use lye or any chemical drain cleaners; a disposer is self-cleaning.
- (2) Never drop metal, plastic, glass, or large pieces of dough into the disposer. If something, such as a kitchen utensil should happen to fall into it, turn it off immediately. Never reach into the disposer when it is running!
- (3) Always use cold water. Allow the water to run for about 30 seconds after the grinding has stopped to prevent clogging.
- (4) Do not pack the disposer with food before turning it on. Usually it is better to turn the water on first and feed the food wastes into the disposer gradually.

TRASH COMPACTOR

Trash compactors are designed to compact non-food waste products such as paper, cardboard, metal, plastic, and glass.

The instruction book will give specific information concerning the model at your training station.

The main points to remember are these:

- (1) Do not put food wastes in it.
- (2) Do not put aerosol cans in it.
- (3) When the compactor is full, remove the container, and insert a clean liner. Dispose of the full container as instructed by the training sponsor.

SMALL APPLIANCES

Coffee Maker

A coffee maker must be kept clean because traces of oil will make the coffee taste rancid and bitter. After each use, wash the removable pieces with sudsy water; scald, and dry. Wash the inside with warm, soapy water; rinse with clear, hot water; and dry. Be careful not to get the heating element wet. Wipe the outside with a clean damp cloth, and polish with a clean, soft cloth. The spouts and tubes of percolators require special cleaning about once a week. They may be cleaned with sudsy water and a percolator brush; rinsed, and dried.

Note: Coffee grounds plug up drains; unless the sink has a garbage disposal, they should be placed in the trash.

Other Appliances

Numerous small electrical appliances may be found in homes today. In addition to coffee makers, there are mixers, blenders, waffle irons, griddles, toasters, portable ovens, broilers, deep-fat fryers, electric fry pans, slicing knives, can openers, knife sharpeners, and many others. A few general rules may be followed in the use, care, and cleaning of these small portable appliances.

Read the name plate on a small appliance, and find out the wattage and voltage required. Do not immerse electrical appliances in water unless they have sealed units and the manufacturer says they can be immersed.

Directions for most small portable appliances are found in accompanying instruction booklets. Ask your training sponsor where these booklets are kept so that you can refer to them as needed.

QUESTIONS:

1. When is the best time to clean the outside enameled surfaces of a range?

Why?

Match the cleaning task in the first column with the best method in the second column.

CLEANING TASK

METHOD

- | | |
|--|---|
| <u> </u> 2. Spill on hot range | a. Wash with sudsy water; rinse, and dry. |
| <u> </u> 3. Spill on electric surface units | b. Heat to burn off soil. |
| <u> </u> 4. Spill on gas burner | c. Wipe off with dry cloth. |
| <u> </u> 5. Fresh grease spill in broiler | d. Blot with paper towel. |
| | e. Wipe with damp cloth. |
6. Jane is getting ready to clean an oven with a commercial oven cleaner.
- What is the first thing she should do?
 - How will she keep the cleaner off the floor?
 - What kind of solution should she use for rinsing the oven?
 - How will she get rid of the odor when she has finished cleaning the oven?
 - What safety precautions should she observe?

7. Why is soda used to clean the interiors of refrigerators?

8. a. What can be done to speed up the defrosting of a refrigerator?
b. What practice should not be used to remove the ice from the freezer?
9. a. Why should ice-cube trays not be washed with hot water or soap?
b. How should they be cleaned?
10. Why is it important to keep the gasket around the refrigerator door clean?
11. How often should a food freezer be defrosted?
12. What should be done with food that thaws while the freezer is being defrosted?
13. Briefly summarize the procedure to be followed for disposal of food in a waste disposer.
14. Suggest three rules to follow when a trash compactor is used.
 - a.
 - b.
 - c.
15. What part of an exhaust fan must be kept clean?
16. Why must a coffee maker be kept clean?
17. What can be used to clean spouts and tubes of percolators?
18. Where should coffee grounds be disposed of? Why?

ASSIGNMENT:

- I. Obtain the instruction books for kitchen equipment at your training station. Study the instructions to be sure you know how to correctly operate and care for each piece of equipment.

GROUP WORK:

- I. Observe a demonstration by a home service representative, homemaking teacher, or salesman, showing proper procedures for use and care of kitchen equipment.
- II. Demonstrate the proper procedure for cleaning a kitchen appliance. Perhaps you could use the homemaking laboratory in your school or even give your demonstration to a homemaking class.

UNIT V-4

CLEANING THE PRIVATE HOME



- SUBJECT:** Dishwashing.
- TASK:** 21. Load and operate dishwasher or wash dishes by hand.
- OBJECTIVES:** When you finish this lesson, you should be able to
- explain how to prepare dishes for washing
 - describe proper methods for using a dishwasher
 - identify sanitary methods for hand dishwashing.

Preparing to Wash Dishes

Whether an automatic dishwasher is used or the dishes are washed by hand, a few preliminary tasks are necessary. One tip that can reduce the time spent in doing dishes is to avoid soiling more dishes and utensils than are necessary. Time and effort can also be saved by soaking pots, pans, and utensils as soon as possible. This makes dishwashing much easier and faster. When soaking utensils, first wipe off excess grease with absorbent paper; then use hot water for greasy or sugary utensils, and cold water for utensils in which milk, eggs or cheese has been cooked. Wash these utensils by hand, even though you have an automatic dishwasher to use for the rest of the dishes.

When clearing the table, use a tray or tea cart to transport left-over foods and dishes to the kitchen. If good food that might be used for another meal is left from the meal, it should be placed in tightly covered containers and stored in the refrigerator until it is to be used. If there are no plans for using leftovers within 2 or 3 days, they should be properly wrapped and stored in the food freezer or freezing compartment of the refrigerator or they should be disposed of.

Scrape, rinse, and stack the dishes before washing them, regardless of the method of dishwashing used. As dishes are scraped, it is best to rinse each one and stack dishes according to sizes and shapes. When washing dishes by hand, complete this task before filling the sinks with water. If an automatic dishwasher which has a pre-rinse cycle is to be used, dishes may not need to be rinsed. However, food particles can clog the strainers; so it would be wise in most cases to rinse dishes.

Using an Automatic Dishwasher

Dishwashers produce dishes which are hygienically clean because they reduce handling of dishes and use high water temperatures (about 150°) and specialized detergents.

An automatic dishwasher may be portable, built-in, top-loading or front-loading. All have racks for dishes, baskets for flatware, and dispensers for detergent. Some also dispense a sheeting agent to prevent spotting. Controls vary on different models: so be sure to check the instruction book or ask your training sponsor to demonstrate proper operating procedures before you operate the dishwasher.

Instructions for properly racking dishes also vary with different models. Improper racking or overloading will interfere with the operation of the dishwasher. Note: Never use any product but dishwasher detergent in the dishwasher. On the other hand, do not use dishwasher detergents for hand dishwashing because their alkaline content may injure skin. Do not overload the detergent dispenser. Too much detergent prevents the lid from closing tightly. If the lid is not secured, moisture can get into the dispenser and partially dissolve the detergent too soon.

Some items should not be washed in an automatic dishwasher. Hand painted china, china with the pattern applied over the glaze, and china with metal decorations may be damaged by very hot water and dishwasher detergents which may crack the glaze, fade the color, or corrode the metallic decoration. Most modern fine china is made with a protective overglaze which allows it to be machine washed. Some plastic ware may soften, lose its shape, or melt. It may stain, yellow, and develop an unpleasant odor. Properly made chemical- and heat-resistant plastics can be safely washed in automatic dishwashers.

Some utensils may also be damaged by being washed in automatic dishwashers. Iron skillets should be washed by hand because the oil-seasoning which prevents them from rusting may be removed by hot water and dishwasher detergent. Pewter, copper, wooden, and rubber articles should also be washed by hand. Stainless steel utensils may normally be safely washed in the automatic dishwasher. Aluminum utensils can be washed in the dishwasher, but should be placed where they will not be contacted by undissolved detergent. Manufacturer's recommendations for care of colored aluminum should be followed.

Precautions should also be taken with silver hollowware, flatware of all kinds, and glassware. Sterling and silver plate may be damaged by chlorinated detergents which cause gray or black stains. Inferior stainless may discolor. Cement in the hollow handles or cemented handles may be loosened by automatic dishwashing. Glassware may be permanently etched by moisture if a dishwasher operates improperly or if moist glassware is stored upside down on a shelf.

Washing Dishes by Hand

Equipment and supplies used for hand dishwashing include the following:

sink or dish pans	rubber scraper
sink mats (optional)	food waste container or disposal
detergent	wastepaper basket
measurer	paper towels
hot rinse water	clean, loose-meshed dish cloth, sponge,
dish drainer	or cloth-like paper dish cloth
draining tray or pan	clean dish towel (for fragile and odd-
	shaped pieces)
	tongs

The proper procedure for washing the dishes is as follows:

1. Fill the sink or dishpan half full with hot, soapy water. The amount of soap or detergent necessary depends upon the hardness of the water. To prevent excessive suds always measure soap or detergent.
2. Wash dishes from right to left if you are right-handed. If you are left-handed or if the dish cupboard is on the right, reverse the procedure.
3. Hold the dish in the left hand, wash with right hand, rinse, and place on drainer; or place dishes on the drainer, and then rinse using the spray attachment on the sink or using a kettle of boiling water.
4. Wash glasses first, flatware next, then tableware (plates, saucers, cups). Serving pieces, pots, pans, and other utensils should be washed last.
5. Place dishes on drainer as follows: Place glassware on drain loops, place flatware in basket with handles up. File tableware on drainer from back to front or farthest to nearest.
6. Allow the dishes to drain dry. Do not use a towel to dry them, as this is not considered a sanitary procedure. The more you handle dishes, the less sanitary they will be; draining dishes will save time, and energy, too.



While the dishes are draining, wipe off the range and countertops. Clean the table thoroughly; and if placemats or a tablecloth was used, care for properly.

Strain the dishwater through a sink strainer unless there is a garbage disposal, so that the sink will not be clogged. Use soapy water to clean the sink, and if it is especially dirty, use soap or a fine scouring powder. Use bleach to remove stains.

The kitchen floor should be swept after the meal, and wet-mopped if necessary. (Refer to the Unit VII, Maintenance of Floors, unless your training sponsor has given you specific instructions.)

Occasionally, perhaps every month or two, silver flatware should be polished. Use a good, abrasive-free polish. Always rub pieces lengthwise, never in circles or crosswise. Rub to produce the desired brilliance; then wash, rinse, and dry. Store in tarnish-proof bags or chest.

QUESTIONS:

1. Cooking utensils usually present the worst dishwashing problems. Food sticks to the bottom and sides of them and may not be easy to remove.
 - a. What water temperature should you use to soak a macaroni dish?
 - b. What temperature water should you use to soak a frypan?
2. Scraping and pre-rinsing are suggested for hand dishwashing. Why are these procedures necessary?
3. Suzy is about to wash dishes in the automatic dishwasher. Place a check by the items which she can safely wash in this machine.

<input type="checkbox"/> a. hand-painted china	<input type="checkbox"/> e. wooden spoon
<input type="checkbox"/> b. china with the glaze applied over the pattern	<input type="checkbox"/> f. stainless steel flatware
<input type="checkbox"/> c. plastic mixing bowl	<input type="checkbox"/> g. sterling silver flatware
<input type="checkbox"/> d. cast iron skillet	<input type="checkbox"/> h. glass casserole
4. The amount of detergent needed for dishwashing depends on _____.
5. Jane is right-handed. She should hold the dishes in her _____ hand while washing dishes by hand. She should place the dish in the drainer with the _____ hand to prevent crossing hands.
6. When hand washing dishes, which two items should be washed first?
7. Extra detergent in the dishwashing water
 - a. speeds the work.
 - b. makes more suds.
 - c. takes longer to rinse off.
8. Hot water is desirable for rinsing because it
 - a. is more sanitary.
 - b. speeds drying time.
 - c. helps eliminate spotting.
 - d. does all of these things.
9. Air-drying dishes is preferred over cloth-drying because it is
 - a. faster.
 - b. more sanitary.
 - c. less expensive.

10. The mechanical dishwasher is desirable because it
- a. saves time.
 - b. is more sanitary.
 - c. saves energy.
 - d. saves time and is more sanitary.
 - e. a, b, and c.
11. Jane has to prepare the dishes for washing. She should scrape them with a
- a. rubber spatula.
 - b. spoon.
 - c. sponge.
12. How is the dishwasher an investment in the family's health?
13. Which is the most important?
- a. The method used to rinse dishes
 - b. The length of time the hot water is in contact with the dishes.

ASSIGNMENTS:

- I. Develop a chart showing which items can and which cannot be washed in an automatic dishwasher. Refer on your job to the chart if you have any questions.
- II. Study the instruction book for the dishwasher at your training station.
- III. Look for ways you can wash dishes more efficiently at your training station.

GROUP WORK:

- I. Demonstrate the procedure you now use when washing dishes. Have classmates help analyze ways in which you might improve the organization of this task. Now demonstrate again, following classmates' suggestions.

UNIT VI-1

PROVIDING BUILDING SERVICES

- SUBJECT:** Cleaning Public Areas of Buildings
- TASK:** 22. Clean buildings such as schools, churches, residence halls, apartment buildings, offices, businesses, and factories.
- OBJECTIVES:**
- identify procedures for opening and closing buildings
 - list tasks which should be performed daily, weekly, and occasionally in public areas of buildings
 - describe procedures for cleaning specific areas
 - describe proper procedures and schedules for cleaning drinking fountains, ice machines and vending machines.
- REFERENCE:** Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 13, pp. 1-2; Ch. 13, pp. 5-11; Ch. 14, pp. 5-10.

OPENING AND CLOSING BUILDING

A major responsibility for building security may be given to the building custodian. Often the housekeeping personnel are responsible for opening and closing the building, and for performing routine security measures.

When opening the building, the housekeeping personnel should check for unlocked doors, broken windows and other signs of unauthorized entry into the building. If anything suspicious is observed, it should be reported immediately to the proper authorities. The housekeeping management assistant should make a practice of being alert to details so that any missing items will be noticed quickly and be reported.

When closing the building, the housekeeping management assistant must know which lights are to be turned off and which are to be left on for security reasons. He should carry out the following steps for closing the building: Close all windows at the end of the day and lock them. This is especially important on the first floor. Check the building to be sure no one is locked inside. Then secure all doors and grates.

CLEANING PUBLIC AREAS

The public areas are the most frequently used areas of a building. They include the entrance ways, hallways, stairways, elevators, lobbies, and lounges. These areas are found in hotels, motels, hospitals, nursing homes, schools, churches, office buildings, and so forth. Because the public areas of buildings are seen first and most frequently, their appearance is of utmost importance to the successful operation of the establishment. They must be kept clean and neat all the time. Cleaning these areas involves many of the same tasks performed in other parts of the building. Cleaning public areas may be the responsibility of the maid, houseman, porter, or custodian.

Entranceways should be cleaned several times a day to keep the entrance to the building attractive at all times. The entrance should be swept at least once each day. Floor mats, grills, or gratings at entranceways help to limit soil and water trackage. They also help keep floors and carpets clean longer. Mats and runners should be checked daily for cleanliness, and vacuumed or replaced if necessary.

Grills or gratings may be hosed off. Worn places at entrances should be touched up as needed with the same floor finish originally used. Entrances may have to be cleaned several times a day during bad weather.

Daily care of public areas may vary in different establishments, but it frequently includes the following tasks.

1. Dust-mop floors.
2. Wet-mop floors.
3. Vacuum or use carpet sweeper on carpets.
4. Dust furniture, lamps, window sills, radiators, etc.
5. Clean windows, glass doors, etc. (Spot-clean as needed.)
6. Spot-clean walls, elevator-signal buttons, doors, etc.
7. Empty and clean all sand urns and ash trays.
8. Empty trash cans.
9. Reposition furniture; put magazines in racks, etc.
10. Clean water fountains, ice machines, and vending machines.
11. Clean up spills as they occur.
12. Dust doors, wainscoting, etc. periodically.
13. Keep kick plates clean.
14. Vacuum around ceiling light fixtures and air conditioning units.
15. Clean artificial plants.
16. Report needed repairs.

Occasional care might include cleaning walls, stripping and refinishing floors, shampooing carpets, and cleaning upholstery.

The work schedule below summarizes tasks involved in cleaning corridors and stairways. The frequency with which tasks are performed may vary some from one situation to another.

DRINKING FOUNTAINS

Like most public facilities, drinking fountains are used by many people every day. Conscientious care is required to prevent public fountains from spreading germs and infection. They should be cleaned at least twice daily. The water-flow should be checked and adjusted, if necessary, when the fountain is cleaned.

Use a cream cleanser daily to remove tarnish on stainless steel drinking fountains. Do not use acid bowl cleaners in drinking fountains. Use equipment reserved only for cleaning drinking fountains. Never use any equipment used in cleaning restrooms to clean drinking fountains. Then, rubbing with the grain, apply a protective coating of cleaner to allow water to roll off without leaving marks.

ICE MACHINES AND VENDING MACHINES

Ice machines and vending machines should be cleaned daily to keep them attractive and appetizing. Dip a towel in cleaning or sanitizing solution, wring out, and wipe the top, front and exposed sides. Be sure to clean the delivery door. Use a clean dry cloth to dry glass. Wipe up any spills around the machine. Open the kick plate, if one is present, and check under the machine for floor cleanliness. Clean the floor, if necessary.

ARTIFICIAL PLANTS

Artificial plants are often used for beautification in public areas. Regular care is required to keep them attractive. The leaves of artificial plants should be dusted daily when furniture is dusted. Clean plants may be sprayed occasionally with a dust preventative for artificial plants to make them shine and to prevent dust from clinging to them.

Occasionally artificial plants may need to be washed. Small plants may be taken apart and washed in a pan or bucket. Small plants may also be turned upside down and dipped in the cleaning solution without disturbing the arrangement. Large plants may be taken outside and washed with a hose or sprayer. A spray cleaner may be used to clean plants which cannot be moved. Clean plants with hot water and a cleaner such as ammonia to cut greasy film. A liquid household cleaner with ammonia may be sprayed on larger plants and rinsed off with a hose or damp cloth. Be careful not to get the plaster of paris (used to hold some plants in their pots) wet.

QUESTIONS:

1. What three things should the housekeeping management assistant check for when he opens the building?
 - a.
 - b.
 - c.
2. When closing the building, the housekeeping management assistant should perform four important duties. List the four duties.
 - a.
 - b.
 - c.
 - d.
3. Identify six considerations which influence the housekeeping care given to public areas.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

4. Name six areas of a building which are likely to require the most attention.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
5. When floors are being wet-mopped, why is it important to keep a dry traffic lane?
6. When cleaning an area, what should the housekeeping management assistant do if burned-out light bulbs or other needed repairs are noticed?
7. Name the two types of urns you may be asked to clean.
 - a. _____
 - b. _____
8. What care should be given to carpeted halls?
9. When dust-mopping the floor, use a
 a. long pushing action.
 b. short push-pull action.
 c. long pulling action.
10. What two guidelines should you keep in mind when you are cleaning stairways?
 - a. _____
 - b. _____
11. When cleaning stairs, should you begin at the top or bottom landing?
12. Briefly list the tasks generally involved in daily care of public areas.
13. How often should drinking fountains be cleaned? Why?
14. Summarize procedures for cleaning drinking fountains.
15. What four procedures should you follow when cleaning an ice or vending machine?
 - a. _____
 - b. _____
 - c. _____
 - d. _____

ASSIGNMENTS:

- I. List tasks you are expected to perform daily, weekly, and occasionally in the public areas of your training station.
- II. Look for ways to keep the public areas of your training station more attractive. Could you straighten or police the area as you go through it on your way to another area, for example?

GROUP WORK:

- I. Make a practice each time you visit a public building such as a school, hospital, or office, building of observing procedures used by housekeeping personnel for cleaning public areas. Share your observations with other housekeeping management assistants in your class.
- II. Brainstorm with other housekeeping management assistants to discover ways to keep public areas looking clean and attractive. Ask your supervisor if you can try some of these ideas.

UNIT VI-2

PROVIDING BUILDING SERVICES

- SUBJECT:** Cleaning Offices
- TASK:** 22. Clean buildings such as schools, churches, residence halls, apartment buildings, offices, businesses, and factories.
- OBJECTIVES:** When you finish this lesson, you should be able to
- list tasks which should be performed in offices daily, weekly, or occasionally
 - describe ethics involved in cleaning an office.

Most buildings have at least some offices. Whether the housekeeping management assistant is employed by a hotel, motel, hospital, nursing home, school, church, business, or cleaning service, he must know acceptable procedures for cleaning offices.

The supervisor will tell the housekeeping management assistant whether the occupant wants the entire surface of his desk dusted, only exposed areas around any papers laying on the desk dusted, or the desk left undisturbed. The wishes of each occupant should be respected.

The housekeeping management assistant should strictly observe ethical procedures when cleaning offices. He should never read or go through papers in the office. Office supplies cost money; he should not use or take paper, pencils, pens, etc. Do not use the office telephone for personal calls. If an office must be cleaned while its occupant is working, this task should be accomplished as quietly as possible, with a minimum of conversation.

An office worker spends about eight hours a day in his office. If his office is not cleaned thoroughly each day, he is sure to notice. Perhaps you have heard stories about an office worker who deliberately places a scrap of paper under his desk and then keeps a record of how long it remains there before it is removed by the maid or custodian. When a person sits down, he is able to see more of the floor under the furniture than you can when you are standing. Take time to clean underneath desks, tables, and other furniture. Be sure to dust the tops of lamps, door facings, and tall furniture such as files, cabinets, shelves, and the like.

The following is an example of a procedure which might be carried out in regular office cleaning.

1. Collect all trash, empty, and clean all ash trays with a damp cloth.
2. Damp-dust or use a treated cloth for dusting horizontal surfaces (desk tops, tables, counters, files, radiator tops). (Remember, some office personnel prefer that their desks not be dusted; others prefer that the desk be dusted but that no objects or papers be moved; still others prefer the desk be dusted and polished thoroughly.)
3. Upholstered furniture should be spot-dusted regularly with a whisk broom. The furniture must be vacuumed occasionally to remove accumulated dirt.

4. Pull the chair out of the desk knee-hole, and dust the chair from top down. Dust desk knee-hole, and replace the chair.
5. Sweep or dust-mop floors. Clean under all desks, tables, etc. and well into corners.
6. Clean bathroom fixtures carefully.
7. Spot-mop if necessary.
8. Spray-buff once a week, if necessary.
9. Vacuum the carpet.
10. Spot-clean windows when necessary. Close all windows. Lower venetian blinds to the middle of the window.
11. Return all furniture to its usual place.

Periodically, dust chair rounds and sides of desks and tables; dust high surfaces such as pictures, venetian blinds and molding; dust baseboards, areas behind radiators; dust door jambs, doors and wood partition panels. Damp wipe telephone mouth pieces occasionally with a germicidal cleaner. By doing periodic tasks in a few offices each night, you should be able to complete cleaning of all offices within 10 days.

Note needed repairs, and report them to your supervisor.

Take every necessary precaution to maintain security when cleaning offices. Do not leave outside doors unlocked when working in a building after hours. A thief might enter unnoticed. Be sure that all lights are out and that the door is locked securely when you finish cleaning an office. Never allow anyone to enter an office unless you are sure he has a key to that office. Even if you know that the person works in the office, if he does not have a key, refer him to your supervisor. If you see anyone suspicious in the halls, report him at once.

QUESTIONS:

1. Why should the housekeeping management assistant follow the supervisor's instructions about dusting the desks in each office?
2. What ethical procedure should the housekeeping management assistant observe when he cleans an office?

Match each task in the first column with the letter in the second column which indicates how often the task should be performed.

<u>Task</u>	<u>Frequency</u>
_____ 3. wash lights and light fixtures	a. daily
_____ 4. dust window sills	b. weekly
_____ 5. spot-wash walls	c. monthly
_____ 6. empty wastebaskets	d. quarterly
_____ 7. wax floor	e. annually
_____ 8. wash door and frame	
_____ 9. vacuum rugs	
_____ 10. clean shades and drapes	

ASSIGNMENTS:

- I. Outline the general procedure used at your training station for office cleaning.
- II. Make a chart of cleaning tasks to be performed in offices at your training station. Indicate how often each task should be performed.

GROUP WORK:

- I. Survey persons who work in offices to learn their pet peeves regarding the cleaning of their offices. Compile the results of the survey. Discuss ways housekeeping personnel can eliminate such complaints.
- II. Compare security measures used in cleaning offices in different establishments. What are the main procedures observed for security purposes?

UNIT VI-3

PROVIDING BUILDING SERVICES

SUBJECT: Cleaning Buildings

TASK: 22. Clean buildings such as schools, churches, residence halls, apartment buildings, offices, businesses, and factories

OBJECTIVES: When you finish this lesson, you should be able to

- describe common routines for cleaning schools
- describe procedures for cleaning classrooms, laboratories, auditoriums, and gymnasiums
- list guidelines for dealing with students

Building maintenance involves a variety of tasks and varies from building to building. Schools, churches, residence halls, apartment buildings, offices, businesses, and factories all present different cleaning problems. The frequency with which specific tasks are performed is determined by the degree of soil and the level of sanitation desired.

SCHOOLS

Definite routines are followed by the school custodian in performing cleaning tasks. Light cleaning tasks are done more often than heavier tasks. The custodian's schedule must allow time for each daily task and additional time for tasks that are done on a rotating basis. It should list the tasks to be done and the order in which they will be performed. The time required to do each task should also be listed. The average time spent cleaning a classroom is 15 minutes; restrooms, 35 minutes; and cafeterias, 25 minutes.

Cleaning schedules are usually based on morning, noon, afternoon and evening duties. The morning routine might include checking the boiler room and the temperatures in each classroom, sweeping entrances, dust-mopping the corridors and halls after the students are in classrooms, policing each restroom to pick up paper on the floor, and cleaning and disinfecting water fountains. Some repair and lawn work may be done during this time.

At noon, the custodial assistant stays on duty in the cafeteria to clean areas where trays have been spilled. Lunchroom floors must be cleaned after the lunch hour. During the early afternoon hours, repairs can be made, equipment cleaned, spot checks made of water fountains and restrooms. The cleaning of classrooms and restrooms begins after the classrooms are cleared each day. If there is no evening custodial shift all trash must be removed from the building before the lights are turned off and the building locked.

Custodial assistants who work in the evening shift may have special responsibilities for cleaning gym or auditorium areas after sports events or meetings. Much of the floor maintenance such as spray buffing and spot mopping can be done during this shift.

Holidays and summer vacation provide opportunities to the custodial assistant for making needed repairs and doing maintenance such as painting, stripping floors, cleaning outside glass, and reseeding lawn areas.

CHURCHES

The facilities to be cleaned in schools and churches are similar in many ways. Both include offices, classrooms, auditoriums, restrooms, kitchens, and dining areas. Some churches have their own gymnasiums. The frequency with which tasks need to be done is likely to be the major difference between cleaning work in schools and in churches. The size of the church and the frequency with which it is used will influence the frequency with which specific tasks need to be done.

The church custodian is usually required to work on Sunday as well as during the week. His appearance should be clean and neat. The church custodian may be expected to carefully avoid using foul language. He should take pride in his work since he may be expected to be even more particular than in other places of employment.

Some knowledge of the correct handling and placement of various religious appointments will be helpful to the custodian who is employed by a church. The head custodian or clergyman should instruct the custodian in these matters.

When the church auditorium or sanctuary is cleaned, old church bulletins and papers should be removed from pews and holders. Song books should be placed in the recommended position. Badly worn or damaged books should be removed for repair. Supplies such as envelopes and pencils should be replenished as needed, if the custodian's responsibilities include such duties.

Beds in the church nursery should be changed after each use. Dishes should be washed and the nursery sanitized to prevent spread of germs.

RESIDENCE HALLS AND APARTMENT BUILDINGS

Actual work schedules for cleaning residence halls and apartment buildings may vary with different supervising housekeepers. A sample work outline follows. Duties in a specific establishment may differ from these.

1. Begin with lounges and lobbies each day. Pick up trash, magazines, and soft drink containers. Rearrange any misplaced furniture; empty waste baskets and dust the furniture. Vacuum carpeted floors or dust-mop hard-surfaced floors.
2. Dust wall moldings, picture frames and light fixtures.
3. Vacuum or dust-mop halls.
4. Sweep laundry rooms; pick up litter, and place soft drink containers in waste receptacles.

5. Clean the inside of the washing machines with a damp cloth. Clean and polish the outside of the machine. Remove lint from trap on automatic dryers. Check the drum for lost articles. Display the articles found as you are instructed.
6. Clean water fountains.
7. Clean restrooms. (See unit on restroom maintenance.)
8. Spot-clean walls when needed.
9. Wet-mop and spot-wax or spray-buff traffic areas such as entrances and hallways often.
10. Strip hard-surface floors when wax or finish builds up.

Rooms or apartments should be thoroughly cleaned each time they are vacated. Specific cleaning procedures will be found in other sections of this book.

BUSINESSES AND FACTORIES

Businesses and factories may have their own employees do part or all of the housekeeping, hire their own housekeeping staff, or contract with a cleaning service for part or all of their housekeeping. Cleaning procedures vary according to the type of establishment, whether housekeeping is done during the day or at night, and whether the building is occupied or unoccupied when it is cleaned. Procedures for cleaning public areas and for cleaning offices fit most situations. Procedures for cleaning classrooms and meeting rooms are similar. Most auditoriums present similar cleaning problems. Procedures for cleaning kitchens and dining areas are similar in schools, institutions, and businesses. Some special techniques and equipment may be used in cleaning production areas of factories.

Cleaning services contract to perform such services as the following:

1. Single daily projects, such as waste collection and removal.
2. Periodic projects, such as washing outside windows.
3. Single projects, such as cleaning overhead areas.
4. Supplementary services to assist the regular housekeeping staff in completing a difficult project or in meeting a deadline.
5. Selected types of services such as night cleaning only or cleaning of administrative areas only, with the balance of the work being done by the establishment's own housekeeping staff.
6. Complete cleaning services with all jobs and responsibilities being assumed by the cleaning service.

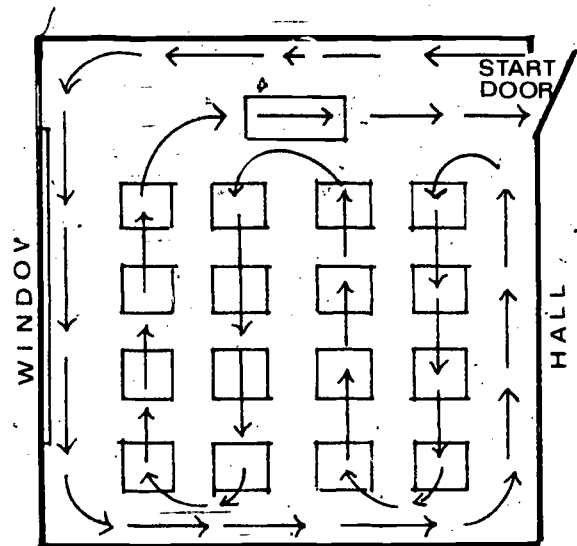
Tasks assigned to a housekeeping management assistant employed by a cleaning service vary with the type of services contracted and the specific details of each contract.

Use the following as patterns for cleaning specific areas in buildings:

DUSTING

Classroom or Meeting Room:

1. Begin by dusting horizontal surfaces including furniture and moldings on the hall-side and front of the room.
2. Proceed to dust the window sills. Close windows, and adjust shades or blinds while there.
3. Dust the horizontal surfaces at the back of the room and the hall-side of the room.
4. Dust the desk, and clean the chalk trays and pencil sharpener.
5. Empty the wastebasket.



Office, Nurse's Station, Clinic:

1. Dust according to classroom pattern beginning at front and continuing around the room.
2. Use a whisk broom daily on upholstered furniture, a vacuum for more thorough dusting.
3. Dust office desks last.

Auditorium:

1. Begin between the last two rows of seats. Dust the back of the next row and the front, back, and seat sections of the last row of chairs. Be sure to wipe seats, backs, and other exposed areas.
2. Raise each seat, and dust under it.
3. Continue, row by row.
4. Vacuum upholstered seats at least once a month.
5. Note broken seat parts so that they can be repaired or replaced as soon as possible.
6. Dust all other horizontal surfaces, such as the piano, the organ, and the wainscot molding.
7. Keep curtains drawn open to prevent dust from collecting. At least every other month, vacuum the curtains. Curtains should be dry cleaned annually.

DUST MOPPING

Classrooms with Stationary Furniture:

1. Start dust-mopping at the door in the hall-side aisle. Push soil from front to back of the room. Leave in a pile at the end of the first row of seats.
2. Go back up the wall aisle pushing soil from under each seat into the second aisle.
3. Dust-mop the front of the room, and push the soil down the second aisle along with the soil from under the first row of seats.

5. Collect all the soil in one pile at the back of the room.
6. Use the counter brush and dustpan to remove the soil.

Classroom or Meeting Rooms with Movable Furniture:

1. Beginning on the hall side, push soil to the back of the room, and collect it in a pile, shaking the mop lightly at the center of the room.
2. Shift furniture toward the wall, and dust-mop to the front of the room.
3. Reverse the direction, again overlapping the strokes to clean what would have been the first aisle.
4. Continue in the same manner until entire floor is clean.
5. Collect all the piles of soil into one, and pick it up with brush and pan.
6. Return all desks to their correct positions.

Auditoriums:

1. Tilt up all seats if seats do not automatically tilt up when not in use.
2. Sweep from the rear to the front of the auditorium in the seating area. Sweep toward the front of the auditorium, not toward the aisles. Use a vacuum cleaner if available.
3. Sweep the aisles from the rear to the front of the auditorium.
4. Clean the seats.
5. Sweep stage floor after use or weekly.

CLEANING SPECIAL AREAS

Kitchens and Dining Areas:

Daily kitchen cleaning duties will include emptying garbage and trash, washing garbage cans, dust mopping floor, and wet mopping kitchen floor. Tray slides and metal fixtures should be cleaned weekly. Occasional tasks include cleaning overhead hoods, pipes, grease traps, and ventilating fans.

The school custodian is usually expected to be on duty in the cafeteria during dining hours to clean up spills, empty garbage cans, and take care of other problems.

After serving hours the dining area of the cafeteria or restaurant should be cleaned to ready it for the next day. The following procedure may be used:

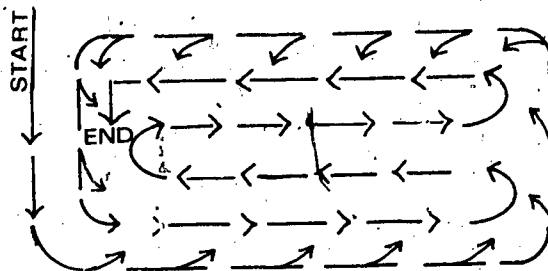
1. Remove trash from table tops.
2. Damp-wipe all table tops.
3. Damp-wipe all chair seats.
4. Remove trash from floor.
5. Remove trash cans and garbage cans.
6. Mop floor.
7. Empty and scrub all trash and garbage cans, using a strong detergent solution. Turn cans upside down, and allow to dry.
8. Replace furniture, trash cans, and garbage cans in normal positions.
9. Damp-wipe spots from cafeteria doors and handles.

Gymnasiums:

Gymnasium floors require frequent care to prevent accumulation of dust and soil which may mar the finish. Wax should never be applied to wood gym floors because it makes them slippery. Dust mops which have been used on waxed floors pick up wax particles and should not be used on gym floors. For this reason, dust mops used in the gymnasium should not be used in any other area. Once wax gets on the gym floor, machine scrubbing is necessary to remove it.

Gymnasium floors should be swept daily or after each activity. The following procedure is generally used:

1. Beginning at one end, sweep around the outside of gym, pushing dirt toward the center of the floor.
2. Then begin regular sweeping to the opposite end, turning and sweeping to the other end, overlapping each stroke. Continue until entire floor has been covered.
3. Push all dirt to starting point, and sweep into dustpan using a counter brush.



When the gym is in use, mats placed at doors can reduce the amount of dirt tracked in. A damp mop and bucket of light detergent water should be kept hand to clean up ice, soft drinks, and other spills. After it is mopped, the floor should be allowed to dry and then the area should be swept. Soft, dry, cotton cloths should be kept available for referees to wipe dry wet places on the playing floor. After each use, the floor and seating section should be thoroughly cleaned.

If the gymnasium is to be used for dancing or street-shoe activity, treat approximately 2 gallons of clean sawdust with dustmop treatment to thoroughly moisten it. Allow the mixture to stand for 2 to 3 hours to allow the sawdust to absorb the treatment. Scatter the treated sawdust thinly and evenly on the clean floor. (Do not use cornmeal or sweeping compound.) After the activity, dust-mop the gymnasium floor, using the mopping procedure described above. Clean the dust mop by brushing or vacuuming.

SPECIAL DUTIES

Cleaning Chalkboards and Erasers:

Clean chalkboards improve the appearance of classrooms and meeting rooms, and result in better visibility and longer life for the chalkboard.

A new chalkboard may be broken in by either of two methods. 1) Wash the board daily with clear, cool water for about 1 week. Wash only a section about 2 or 3 feet wide at a time. Dry that section promptly with a lint-free cloth or chamois skin; then move to the next section. Failure to dry the board will leave a smeared appearance. 2) Wipe calcium carbonate or powdered chalk (not the flat side of a stick of chalk) over the entire surface of the chalkboard. Erase with a clean felt or sponge rubber eraser. Repeat until chalk writing will erase easily.

After the breaking-in period, composition boards should be washed no more often than once a month. Slate boards, however, may be washed twice a month. High quality glass chalkboards may be washed as often as desired.

Chalk which is less than 95 percent pure white calcium carbonate is inferior. Washing chalkboards may cause inexpensive chalk to leave a glaze, which is extremely difficult to remove, on the board.

Chalkboards may be cleaned daily with a dry cloth or chamois, but never with an oily cloth. Many of the commercial blackboard cleaners and cloths contain oil or other substances harmful to the surface of chalkboards. Their use is not recommended.

Use a dry cloth to push chalk dust from one end of the chalk trough to the other. Empty the chalk dust into a wastebasket held at the end of the trough.

Cleaning Bulletin Boards:

Occasionally bulletin boards need to be cleaned, and all staples and tacks removed. There are several types of bulletin boards, and each type requires special care.

Cork boards should not be painted. Pencil marks may be removed with a gum eraser. Holes should be patched with a small piece of cork.

Wallboard or plasterboard may be painted with wall paint to cover ink marks and scratches. Pencil marks may be removed with a gum eraser. Deep gashes should be filled with wood putty, and then the board should be painted.

Felt or flannel boards can be cleaned by vacuuming. The material may be replaced, but it should not be washed because it might shrink.

Care of Pencil Sharpeners:

The shavings holder of the sharpener must be emptied daily. The cutters should be brushed with a wire brush each month. The centers should be removed so that the shaft may be cleaned with just a drop of oil. If cutters are broken, the heads must be replaced. Screws for holding the sharpener to the surface where it is attached should be kept tight.

QUESTIONS:

1. Why is a carefully planned work schedule important?
2. The frequency with which an area of a building should be cleaned depends on what two factors?
 - a.
 - b.
3. What factors influence how frequently a church needs to be cleaned?

4. a. What special care should the custodian give the church sanctuary?
b. What special care should the custodian give the church nursery?
5. When dusting a classroom, in which direction should one move?
6. Describe the steps to be followed in preparing the cafeteria for the coming day.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.
 - g.
 - h.
 - i.
7. "Dust mops used in the gym must not be used in any other area." Explain the reason for this statement.
8. When should wood gym floors be waxed? Why? When should they be swept?
9. a. List the steps required for general care of a gymnasium floor.
b. What extra tasks are involved in preparing a gymnasium floor for dancing or street-shoe activity?
10. Briefly summarize the steps in daily care of a chalkboard.
11. Why are most commercial chalkboard cleaners not recommended for use on school chalkboards?
12. What care should be given daily to pencil sharpeners? Monthly?

ASSIGNMENTS:

- I. Make charts similar to those in this lesson, showing the frequency with which cleaning tasks are to be performed at your training station. Ask your training sponsor for assistance, if needed.
- II. Develop a sheet describing cleaning procedures which are not included in this lesson for any special areas you must clean. Consult housekeeping resources, and ask your training sponsor for help, if needed.

GROUP WORK:

- I. Work with other housekeeping management assistants to compile a list of "Do's and Don'ts" for dealing with occupants of a building. Ask your supervisor to react to the list. Compare his comments with those of other supervisors.
- II. Invite a person at the management level of the housekeeping field to explain typical cleaning procedures used in buildings. Ask questions concerning problems which may be encountered in cleaning buildings.

UNIT VII-1

MAINTANENCE OF FLOORS

- SUBJECT: Cleaning Floors
- TASK: 23. Sweep, mop, or vacuum floors according to type of floor.
- OBJECTIVES: When you finish this lesson, you should be able to
- identify the major floor types
 - describe care for different types of floors.
- REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 6, pp. 1-17.

Custodial service directors estimate that employees spend at least 75 percent of their time on floor care. Floor care has become a more complex task because of the wide variety of floor coverings and the chemicals necessary to maintain them.

There are numerous kinds of floor coverings in modern homes, motels, businesses, and institutions. Housekeeping and custodial assistants must become familiar with basic flooring types and with general steps to follow in caring for them. Flooring is usually divided into these categories: hard-surface, wood, resilient, and conduction. The floor chart in Being a Housekeeping Aide, gives detailed information on all these floor types.

When walked on, loose, dry dirt causes surface abrasion to the floor. Frequent sweeping to remove loose dirt helps to prevent wear. Spills may be tracked further if they are not wiped up promptly. Many spilled substances become more difficult to remove if they remain a long time. Wiping up spills immediately helps to maintain the floor's appearance and helps to make the floor or covering wear longer.

A housekeeper uses more muscles in cleaning a floor than in performing any other task. The body trunk, upper arm, forearm, hand, and fingers are all used in the performance of this task. Every time you reach, lift, or stoop, the head and body should be in balance. This reduces strain on muscles and joints and makes the work less tiring.

Other time-saving practices in floor maintenance are as follows:

- Clean spills immediately.
- Follow a regular schedule of floor care that calls for major floor cleaning on a rotation basis.
- Rinse floor finish from mop heads immediately after using.
- Keep mats at entry doors to prevent tracking and soiling of hallways.
- Touch up traffic lanes before a stripping job becomes necessary.
- Obtain in one trip all the supplies and equipment necessary to clean the floor.

QUESTIONS:

1. a. What is the first rule of floor care?
b. Discuss the reasons behind this rule.

In questions 2-6, match the basic floor care operation with its purpose(s).

<u>FLOOR CARE OPERATION</u>	<u>PURPOSE</u>
<u> </u> 2. Sealing	a. Removes loose surface dirt
<u> </u> 3. Finishing	b. Fills pores so that damaging material cannot get in
<u> </u> 4. Dusting	c. Helps remove and kill infection-causing bacteria
<u> </u> 5. Mopping	d. Levels floor and provides gloss
<u> </u> 6. Stripping	e. Protects floor with thin film
	f. Removes top layer of finish and dirt imbedded in it
	g. Removes coat of finish

7. What are the four major types of floors, excluding carpet?
 - a.
 - b.
 - c.
 - d.
8. a. What is probably the most common type of floor?
b. What are five suggestions for care of this type of floor?
9. Why is it necessary to seal masonry floors?
10. What is the basic difference between wood-like floors and the other types?
11. Where are conductive floors used? Why?
12. What is the theory behind conductive flooring?
13. How can conductive floors be recognized?

In questions 14-20 match the specific type of floor with the major floor-finish category it belongs in.

<u>SPECIFIC TYPE</u>	<u>MAJOR CATEGORY</u>
_____ 14. Softwood	a. Masonry
_____ 15. Linoleum	b. Woodlike
_____ 16. Terrazzo	c. Resilient
_____ 17. Ceramic tile	
_____ 18. Hardwood	
_____ 19. Vinyl	
_____ 20. Asphalt tile	

ASSIGNMENTS:

- I. Using as a guide the chart in ch. 6, pp. 12-17, Being a Housekeeping Aide, make a floor-care chart, listing the floor types found in your training station. Identify the kind of floors and procedures for their care.
- II. List the advantages and disadvantages of each type of floor-covering found in the various areas of your training station.
- III. Determine which kind of wax you would use on the floors in your training station. Describe procedures for waxing the floor.

GROUP WORK:

- I. Make a bulletin board or display showing different types of flooring and procedures for cleaning each. Choose types of flooring which students employed in other occupational areas may need to clean on their jobs. This information may be obtained by polling students in the class.

UNIT VII-2

MAINTENANCE OF FLOORS

SUBJECT: Sweeping, Mopping, and Vacuuming Floors

TASK: 23. Sweep, mop, or vacuum floors according to type of floor.

OBJECTIVES: When you finish this lesson, you should be able to

- describe the types of mopping
- describe procedures for sweeping, dust-mopping, wet-mopping, scrubbing, vacuuming, and wet-vacuuming
- explain how to remove various spots from floor.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 4, pp. 6-8; Ch. 5, pp. 1-11.

Primitive man had no floor maintenance problems; he simply moved away when soil built up. Sanitation (cleaning to remove germs) is now a very scientific process which is supervised by trained personnel. Floor maintenance or care is a major part of general sanitation. Maintenance of floors should be performed to provide human comfort, health, and safety and to make activities in buildings easier to accomplish. Proper floor care protects floor surfaces from damage, prolongs the life of the floor, and makes the building more attractive.

The amount of time and effort involved in cleaning floors is determined by the type and age of the soil as well as the floor type. Dry dust can be removed by sweeping, mopping, or vacuuming. When dust absorbs moisture from the air or becomes mixed with oils, it becomes a bonded soil, and removing it becomes a more difficult task. The longer the soil is left undisturbed, the more difficult it is to remove. The use of proper floor finish and care decreases the amount of soil which becomes bonded to the floor surface.

QUESTIONS:

- List three reasons for giving floors proper care.
 -
 -
 -
- Explain what is meant by "bonded soil."
 - Why is it important to prevent the formation of bonded soil?

3. Define the terms "dry-vacuuming" and "wet-vacuuming."
4. What type of motion should you use when operating a vacuum cleaner?
5. Brooms are never used in health care institutions because they
 - a. annoy patients.
 - b. may cause an accident.
 - c. stir up dust and bacteria.
 - d. take too long to use.
6. When dust mopping, the dust will
 - a. travel in front of the dust mop.
 - b. travel under the dust mop.
 - c. be disposed of by shaking it into dust pan.
7. A dust mop should feel _____ when freshly treated.
8. Define:
 - a. Mopping
 - b. Spot-mopping
 - c. Stripping
9. What two types of cleaning action are involved in wet-mopping?
 - a.
 - b.
10. Before mopping with a cleaning solution, you should
 - a. move small pieces of furniture.
 - b. dust the floors.
 - c. determine the floor type.
 - d. select the correct mop and solution.
 - e. all of these
11. What motion should be used for mopping floors?
12. What is the difference between mopping and scrubbing?
13. Probably the greatest danger involved in washing or scrubbing a floor is that people may slip on the wet floor. What three precautions can help to prevent such accidents?
 - a.
 - b.
 - c.

14. During the day Sally is required to do several types of mopping. Which type of mopping would be appropriate for the following tasks?
- Cleaning dusty floor
 - Removing beverage spill in hall
 - Removing old wax or finish
 - Removing light, accumulated soil
15. What five preliminary tasks must precede a light floor scrubbing?
- -
 -
 -
 -
16. Jim is training to be a housekeeper. His employer would like a chance to observe his ability to give easy-to-follow instructions. He is assigned the task of demonstrating a floor scrubber to a new employee. What information do you think Jim should include in his presentation to his new employee?
- -
 -

ASSIGNMENTS:

- If mopping floors is one of your tasks at your training station, practice the procedure for dust-mopping described in Ch. 5, p. 2 of Being a House-keeping Aide.
- Read pp. 48-49 in The Work Manual of the Executive Housekeeper in the Hospital, if this reference is available. Select at least two causes of slip accidents and two remedies which could be applied at your training station.

GROUP WORK:

- Borrow cleaning equipment from the school custodian to practice sweeping, mopping, and vacuuming. As one student demonstrates the techniques he uses, other housekeeping management assistants look for ways he can improve his technique.

UNIT VII-3

MAINTENANCE OF FLOORS

SUBJECT: Waxing and Finishing Floors

TASK: 24. Wax and buff or apply floor finish.

OBJECTIVES: When you finish this lesson, you should be able to

- identify various types of floor finishes and waxes
- explain differences in floor care products
- describe procedures for waxing or putting a finish on floors
- explain techniques used in buffing.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 5, pp. 12-14.

Numerous finishes are available for the modern floor. They include natural waxes, synthetics (man-made), and combination products which contain both waxes and synthetics. Floor finishes have been in use as far back as the 13th century. Beeswax was the first natural wax to be used for floor protection. Other natural waxes came into use through the years, but high cost and the fact that some imported waxes were hard to obtain in war times led chemists to experiment with synthetic or man-made products for floor care.

To make the application of wax easier, chemists added it to a solution to dissolve the wax. There are now two basic kinds of waxes: water-based and solvent-based. The main difference between these two types is in the liquid which is used to thin the wax. If the liquid is water, the wax is called water-based, and if the liquid is a solvent, such as naphtha or turpentine, the wax is called a solvent-based.

The water-based waxes can be used on asphalt tile, linoleum, rubber tile, vinyl tile and vinyl asbestos. They are non-flamable, odorless, and they dry to a high gloss; however, they need to be buffed after they receive traffic marks.

Solvent-based waxes are used on wood or cork floors as well as on linoleum and vinyl floors. They should not be used on asphalt or rubber floors because the solvent will soften and dissolve these materials. They come in liquid and paste forms and must be polished to a gloss. They are always labeled "Caution, combustible" and "Do not use on asphalt or rubber."

In the past few years, a different type of floor finish has become available. Products of this type do not always contain natural wax but are made from polymers, which are man-made synthetics. Polymers are very hard but are suspended in solvents or water just as natural waxes are.

Polymer finishes are very durable and scuff resistant. Unlike water-based waxes, they do not have to be buffed, are less slippery, do not retain as much soil, and do not discolor. Floors do not have to be stripped each time before they are recoated, since they can be cleaned with detergent without removal of the finish.

Institutions have found that the polymer finishes are more economical because the floors do not have to be buffed or stripped so often. Manufacturers indicate that over 80 percent of the sales in household waxes are now polymer finishes. However, for a floor which has heavy traffic, a buffable wax product is normally used.

In summary, linoleum, vinyl, vinyl asbestos, vinyl enamel, ceramic tile, concrete, flagstone, slate, and terrazzo floors can be finished with solvent- or water-based waxes or polymer finishes. Wood and sealed cork floors should be waxed only with solvent-based waxes and solvent-based polymers. Rubber and asphalt floors must be finished with a water-based mixture.

METHODS OF APPLICATION

Waxes or floor finishes must be applied to clean floors. Some product manufacturers recommend that floors be rinsed twice before a finish is applied. Wax should be used in small amounts because a heavy coat becomes sticky and gummy and may result in a slippery floor. In addition, a heavy coat dries on the surface but remains soft underneath and is easily soiled. Floors finished with thin coats have a hard, non-slippery finish, and are not as easily soiled as floors waxed with heavy coats.

Home Methods

Paste wax should be spread thinly on brushes, clean waxing pads, or steel wool pads and placed in small amounts on the floor. It should be applied to the floor in straight lines or with the grain of the wood until the wax is spread over the floor. This wax must be polished after it has dried completely.

Solvent-based polishing waxes or solvent-based polymers are poured on the floor in small pools. The wax is spread with a shampoo-polisher or a wax-applicator. These waxes and finishes must also be polished.

Water-based, self-polishing waxes can be poured on the floor in small pools and spread with a wax applicator or dispensed from the tank of a shampoo-polisher. To prevent wax build-up around edges of the room, new wax should be applied only in traffic lanes and worn places or to within 2 inches of the baseboards.

Commercial and Institutional Methods

Paste wax and solvent-based polishing waxes are applied with straight strokes in thin coats to sealed wooden flooring or to terrazzo, with an industrial size wax applicator. After drying, this wax must be buffed with a floor machine.

Water-based self-polishing waxes and water-based polymer finishes are applied with a clean mop which is used only for this purpose. The mop must be rinsed in clear water and wrung well before it is dipped into the bucket of wax or floor finish. The mop head should be pressed lightly to remove excess finish. The recommended method is to begin in the corner opposite the door, coating the edges of a small area and then to use a figure-8 overlapping stroke to fill in the area within the rectangle or square. Fill the mop head with finish or wax as needed for application of a smooth, even coat. Place a "Wet Floor" sign near the waxed area. Apply a second coat of finish, if necessary.

Floor-finish touch-ups are now being done with a method called spray buffing. A solution mixture of detergent, waxes, polymer finish and water is sprayed on heavy traffic areas with a machine attachment or by hand with a separate spray bottle. The floor is buffed immediately with a floor machine which has a spray-buff pad.

Problems in Finishing Floors

Cause

- | | |
|--|--|
| 1. Sticky floors | 1. Too much wax. Floors not rinsed well. |
| 2. Low gloss, dingy, dirty, or mottled appearance | 2. Too little wax. Wax applied to dirty floor. Coats of wax too thick. Second coat applied before first coat of wax dries. |
| 3. Streaking | 3. Too little polish on mop. Uneven application. Floors not rinsed well. |
| 4. Excessive scuffing | 4. Coats of wax too thick. |
| 5. Smearing | 5. Coats of wax too thick. |
| 6. Darkening of floors next to walls and furniture | 6. Improper application of wax or finish (too much wax in areas with little or no traffic). |
| 7. Cracks in finish | 7. Application of hard wax on soft wax. |
| 8. Wax on baseboards, furniture legs | 8. Improper handling of mop. |
| 9. Small holes in surface of wax | 9. Mop rubbed back and forth causing wax to bubble. |

BUFFING

Floors are polished or buffed for several reasons. Polishing makes them shiny and gives them a hard, long-lasting, non-slippery finish. Home type buffers are usually guided in a straight line or with the grain of the wood. Large commercial buffers are usually guided in an arc. If more than one coat of wax or finish is used, it should be allowed to dry and then polished after each addition. After the floor is polished, a special pad may be placed on the polisher to buff the floor to a higher gloss. CAUTION: Be sure to use the correct grade of pad on the buffer. A too coarse pad can wear the finish off the floor.

QUESTIONS:

1. a. How can you identify water-based waxes?
b. On what types of floors can water-based waxes be used?
2. a. What factor identifies the solvent-based wax?
b. On what types of floors can solvent-based waxes be used?
3. What are polymers? List five advantages of polymer-based finishes.
a.
b.
c.
d.
e.
4. Which of the following is recommended?
 a. applying a heavy coat of wax
 b. applying a thin coat of wax

Why?

Match the cause in the second column with the problem in the first column.

- | | |
|---|---|
| <input type="checkbox"/> 5. Cracked finish | a. Too much wax. Floors poorly rinsed. |
| <input type="checkbox"/> 6. Smearing | b. Improper handling of mop. |
| <input type="checkbox"/> 7. Sticky floors | c. Too little polish on mop. Uneven application. |
| <input type="checkbox"/> 8. Streaking | d. Mop rubbed back and forth causing wax to bubble. |
| <input type="checkbox"/> 9. Low gloss; dingy mottled appearance | e. Application of hard on soft wax. |
| <input type="checkbox"/> 10. Small holes in surface of wax | f. Coats of wax too thick. |
| | g. Too little wax. Wax applied to dirty floor. |

11. What is the purpose of polishing a floor?
12. In what direction should home buffers be guided? In what direction should commercial buffers be guided?

13. Define these terms:

- a. "finishing"
- b. "feathering"
- c. "buffing"
- d. "spray-buffing"

ASSIGNMENT:

- I. Determine which kind of wax or finish should be used on the floors at your training station. Describe the procedures to be used to apply this wax or finish to the floor.

UNIT VII-4

MAINTENANCE OF FLOORS

SUBJECT: Cleaning and Shampooing Carpets

TASKS: 23. Sweep, mop, or vacuum floors according to type of floor.
25. Shampoo carpet.

OBJECTIVES: When you finish this lesson, you should be able to

- relate care of carpet to life of carpet
- describe cleaning methods to use for carpet
- explain how to "dry" shampoo a carpet
- explain how to "wet" shampoo a carpet
- select correct method for shampooing a particular type of carpet in a given situation.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 7, pp. 1-4; Ch. 17, pp. 1-7.

Carpets and rugs add to the beauty, and comfort, and ease of care of a room. Most floors in hotels and motels are carpeted, and there has been a great increase in the use of carpet in hospitals and schools in recent years. Many private homes have carpet on part or all of the floors. Most housekeepers and custodians agree that it is easier to keep carpet looking neat than to scrub, wax, and polish hard-surface floors.

Much research has been done by manufacturers of carpeting to bring about needed improvements such as resistance to soil and stains, the longer life of the carpet and color fastness. Today's carpets may keep their good appearance for many years if a simple plan of regular care is followed.

Care needed:

- Daily cleaning with a carpet sweeper or vacuum cleaner
- Thorough vacuuming weekly
- Attending to spots promptly
- Shampooing at regularly scheduled times (approximately twice a year)
- Resetting or brushing pile after shampooing

Types of dirt which must be removed from rugs and carpets:¹

- Surface litter (strings, paper, pins)
- Light dust particles and lint
- Gritty dirt, such as sand, gravel, mud, and snow
- A sticky material called carpet grease. (Carpet grease is a mixture of small bits of rubber and asphalt together with greasy particles like tobacco and gas fumes.)

¹ Adapted from The Inside Story of Rug and Carpet Care, Bissell Home Service Institute, Grand Rapids, Michigan.

An understanding of where each type of dirt settles can help one do a better job of cleaning. The surface litter stays on the top of the carpet fibers and is easy to remove. The dust settles further down into the pile but can be removed easily. The gritty dirt, however, goes to the base or bottom of the carpet pile. As pressure from footsteps is applied, the sharp edges of the dirt cause the carpet to wear. This type of dirt is hard to remove because the carpet grease mixes with the grit and holds it tightly to the carpet fibers.

Upright vacuums do the best job of cleaning carpets. The vacuum should be pushed and pulled over the entire carpet area. Several trips over each section are necessary for a more thorough cleaning. Even then, vacuuming does not remove all the dust and dirt from carpet. Shampooing is necessary to remove deep soil and make carpets last longer.

Twice a year or oftener, roll up area rugs, vacuum the undersides, and clean the pad and floor beneath them. Hooked rugs may be swept with a stiff broom or carpet sweeper. Once a week cotton rugs can be swept thoroughly on each side with a broom. Small washable rugs can be laundered in a home washing machine. Larger ones should be laundered by a commercial laundry.

QUESTIONS:

1. What is the relationship between regular cleaning of carpets and the length of time they last?
2. What procedure should not be used for cleaning small rugs or mats?
3. List the four types of dirt which must be removed from rugs and carpets.
 - a.
 - b.
 - c.
 - d.
4. Tufts that show above the surface of a rug should be:
 - a. pulled loose
 - b. cut off.
 - c. pulled to the back.
5. Why is shampooing necessary?
6. Why do some hospitals not use carpeting?
7. How large an area should be covered at a time when rugs are washed by hand?
Why?

8. What is the most thorough method of cleaning carpet?
9. Why do directions for shampooing carpets caution against soaking the carpets?
10. Should hot water be used when shampooing carpet? Why or why not?
11. What is the difference between light vacuuming and heavy-duty vacuuming?
12. When you shampoo carpet,
 - a. use minimum foam over entire area.
 - b. use extra foam in traffic areas.
 - c. use minimum foam in corners, extra foam on spots.
13. When you shampoo carpet, using overlapping strokes
 - a. wastes shampoo.
 - b. takes more time.
 - c. avoids streaking.
14. Heavily soiled areas require
 - a. more cleaning solution.
 - b. more scrubbing.
 - c. more cleaning solution and scrubbing.
15. What treatment should be given to carpet after it has been shampooed?
16. What are two advantages of dry-cleaning carpet?
17. Upon what principle does a drycleaning agent work?
18. In what direction should carpeted stairs be cleaned?

ASSIGNMENT:

- I. Describe the procedures used for care of the carpets and rugs at your training station.

GROUP WORK:

- I. View a filmstrip on carpet care.
- II. Interview carpet salesmen to obtain information on procedures for caring for different types of carpet. Obtain literature from carpet manufacturers, if possible. Share the information with other housekeeping management assistants.

UNIT VIII-1

GENERAL CLEANING

- SUBJECT:** Bedmaking
- TASKS:**
26. Make beds.
 27. Assist in turning mattresses as directed.
- OBJECTIVES:** When you finish this lesson, you should be able to
- a. arrange in the proper sequence the steps for the "once-around" method of bedmaking
 - b. describe the proper method for placing a pillow in a pillow-case
 - c. compare the time and energy required in "once-around" method of bedmaking to the commonly used method
 - d. summarize procedures for turning mattresses.

Making beds may be a time- and energy-consuming task, especially if a job requires that many beds be made each day. Research has shown that a bed can be made with a minimum expenditure of time and energy by the use of the "once-around" method. When this method is followed, one side of the bed is completely finished before the opposite side of the bed is made.

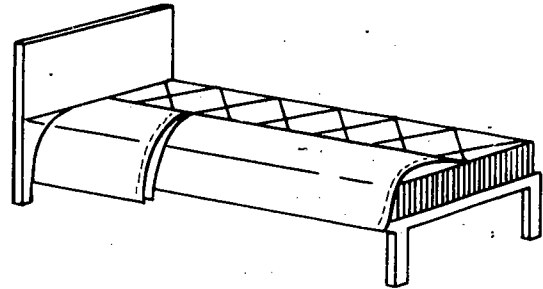
The "once-around" method helps the housekeeper to conserve her energy because it enables him to perform each task with the least possible amount of motion. For instance, when the sheets, blanket, and spread are placed on the bed, they are unfolded with long, even strokes, rather than flipped and tossed in the air over the bed. The sheets, blanket, and spread are also smoothed on the bed using a few long strokes rather than many short ones.

You can save many steps by making only one trip around the bed instead of four or five trips. After you complete this lesson, ask a friend to watch you make your bed twice: once by the method you ordinarily use and once by the "once-around" method. Count the total number of steps and trips needed to make the bed by each method. Then multiply by 20, to estimate how many steps would be used in each method by a housekeeping management assistant to make all the beds in 12-14 rooms each day.

The first time you try to make a bed using the "once-around" method, it may seem awkward, but remember, it takes practice to perfect any new skill, even the latest dance step! The energy you save by using this method for making beds may be just the energy you will need for things you want to do after work!

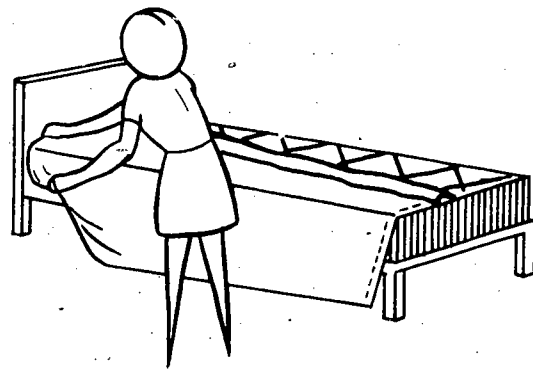
"ONCE-AROUND" BEDMAKING

1. Center bottom sheet on bed, unfolding with the arms lowered. Place lower hem edge at foot.



Lift mattress at head of bed and tuck under the surplus length of bottom sheet.

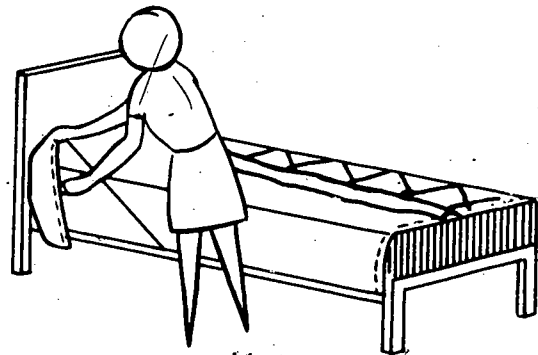
*Miter corner of bottom sheet at head of bed. Mitered corners are used because they stay in place and give a neat appearance.



* HOW TO MITER CORNERS

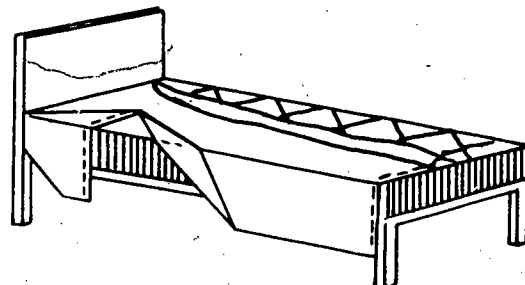
Step A

Grasp edge of sheet about two feet from corner.



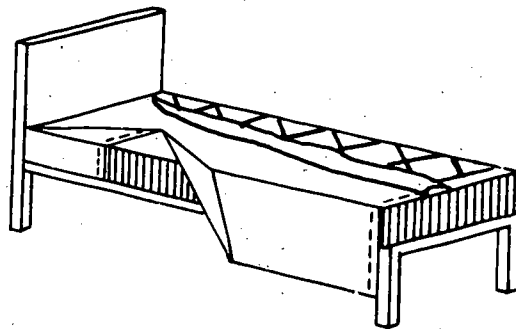
Step B

Lift this section so that a triangle is formed on the top of the mattress.



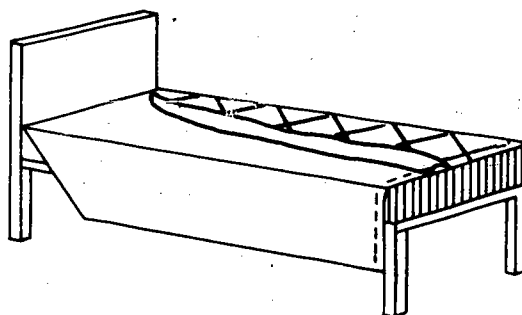
Step C

Tuck corner of sheet under the mattress.

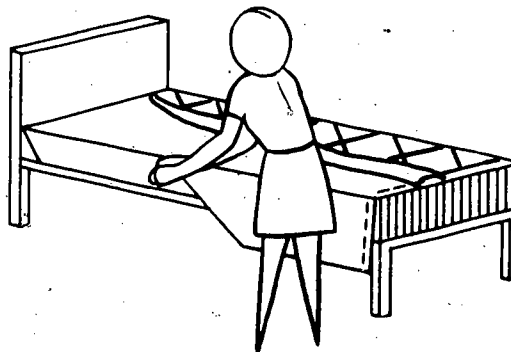


Step D

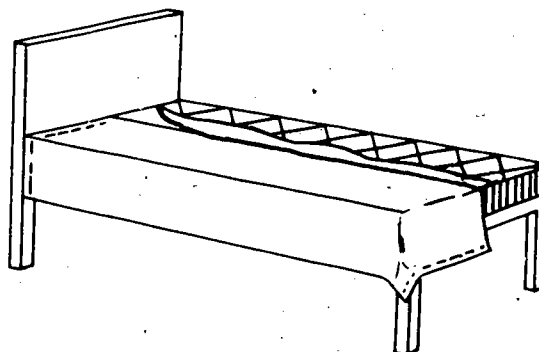
Drop triangle over side of bed.



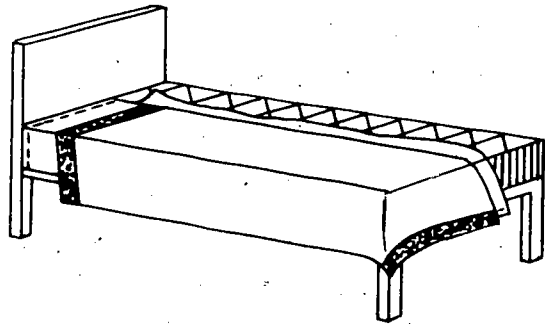
After mitering top corner, tuck side edge of bottom sheet under the mattress. (In hospitals, a draw sheet is placed over the bottom sheet about 14 inches down from the head of the bed.)



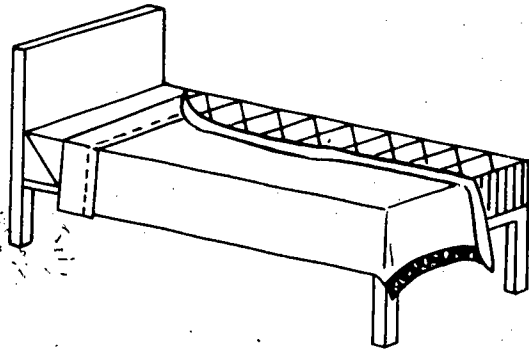
2. Center top sheet on bed with upper edge against headboard. Unfold, letting surplus fall over foot of bed.



3. Unfold and center blanket over top sheet, with upper edge 8-10 inches down from the headboard.

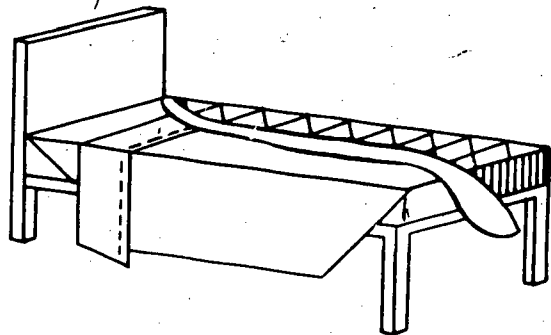


4. Fold top sheet back over top edge of blanket. Smooth blanket over bed, working toward foot of bed.

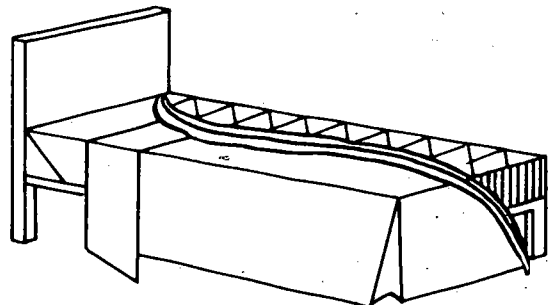


5. At lower corner, tuck under surplus length, and miter the blanket and top sheet together. (Steps A through D.)

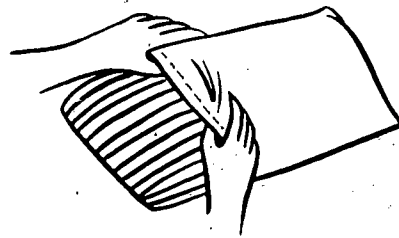
Do not tuck in side edge of blanket and top sheet.



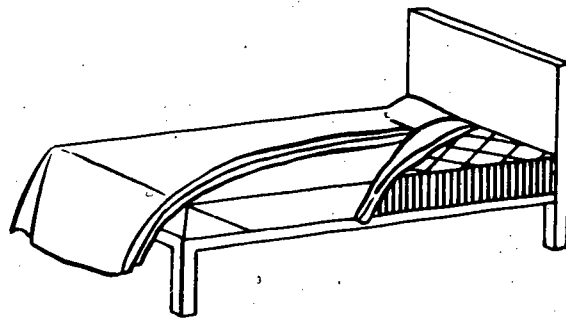
6. Unfold and center spread on bed. Smooth spread with long, even strokes, working toward head. Fold down top edge of spread to receive pillow.



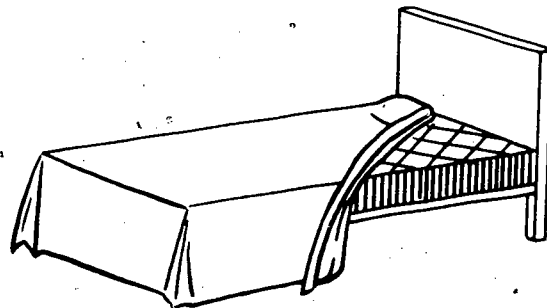
7. Unfold pillow case, and place pillow in case using hands only. Do not place pillow under the chin because of the danger of spreading germs and infections. Fold pillow down center, lengthwise. Place pillow over the folded down spread. Arrange spread smoothly over pillow.



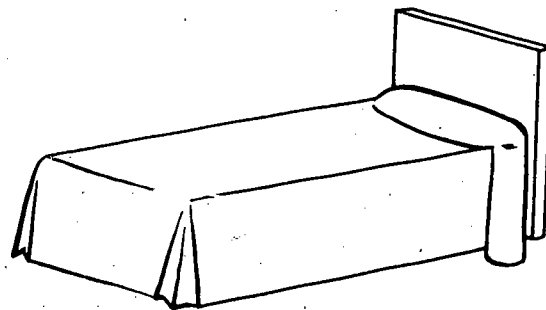
8. Move to foot of other side of bed. Pull bottom sheet taunt (smooth and tight). Tuck bottom sheet under mattress about half-way up side of bed. Straighten top sheet on lower corner of bed, letting surplus length hang over foot. Pull blanket over lower corner of bed. Tuck blanket and top sheet surplus length under end of mattress together. Miter corner of blanket and top sheet together (Steps A through D). Smooth spread over lower corner of bed.



9. Move to head of bed; pull bottom sheet taut over corner. Tuck bottom sheet surplus length under top edge of mattress and miter corner (Steps A through D). Tuck under remaining side edge of bottom sheet. Straighten top sheet and blanket, folding top sheet over top edge of blanket. Smooth and adjust spread over pillow.



Check finished bed being certain spread hangs evenly on all sides.



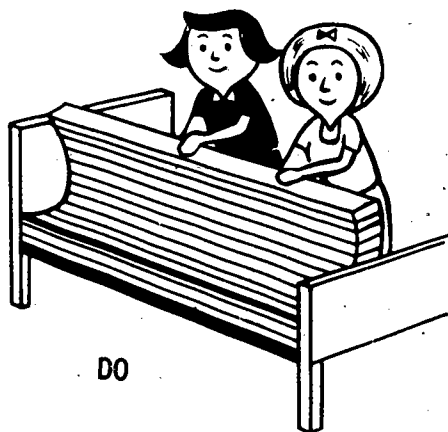
The "once-around" bedmaking procedure is used with flat sheets. However, fitted or "contour" sheets are now used in many homes, as well as hospitals, hotels, and motels. The same basic steps may be followed with contour sheets as with flat sheets. The major difference is that there are no corners to miter. Since the corners are fitted or contour, it is a simple matter to fit them over each corner on one side before going to the other side of the bed. You may find that it will be easier to put the contour sheets on smoothly if you go to the head of the bed after completing one side. This will create a diagonal pull at the third corner which will make the last corner easier to fit. The top sheet will lay more smoothly if the head of the bed is made first.

Some homes, as well as some commercial establishments, now have the king- and queen-size beds, rather than the standard "double" or twin beds. With practice you will be able to use the "once-around" method on any beds you make regularly, regardless of their size.

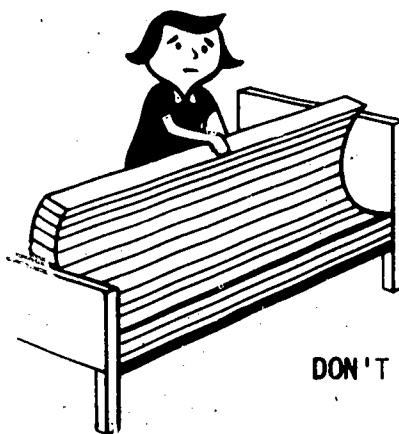
Blankets and quilts should be cleaned occasionally. However, do not wash them without specific instructions from your training sponsor since some are washable, while others need to be dry cleaned.

MATTRESS CARE

In commercial establishments, mattresses are turned weekly. In hospitals, mattresses may be turned each time a patient is discharged from a room. In the private home, mattresses may be turned only once a month.



DO



DON'T

At least two persons are needed to turn a mattress. Both persons should move together, doing each part of the job at the same time. One person should never try to turn a mattress alone, since doing so could easily result in a back injury. Turning the mattress frequently allows it to wear more evenly and is more sanitary.

The mattress should be protected with a cover or pad between it and the bottom sheet. The springs and mattress should be cleaned occasionally with the brush attachment of the vacuum cleaner or a whisk broom. The mattress should also be aired with the windows open if possible, each time the sheets are changed.

Should the mattress need more thorough cleaning, use a solution of 1/4 cup detergent, 3/4 cup cool water, (and 1 tablespoon ammonia if the mattress is very dirty) which has been beaten with an egg beater to form stiff suds. Rub the suds on a small area of the mattress with a sponge, stiff brush, or cloth, and rinse with a clean damp cloth. Change the rinse water when it begins to look dirty, and allow the mattress to dry 3 to 4 hours before making the bed.

QUESTIONS:

1. Why is it important for housekeeping management assistants to use the "once-around" method of bedmaking?
2. What is added to the procedure for making a hospital bed that is not used in the procedure for making a regular bed?
3. What method is used for tucking under the corners of the sheets and blankets:
Why?
4. What is the reason for not placing a pillow under the chin to put on the case?
5. In what order are the following steps performed in making a bed by the "once-around" method? If any steps are performed together, list them together.
 - a. Tuck in lower edge of the bottom sheet on first side.
 - b. Tuck in upper corner of bottom sheet on first side.
 - c. Tuck in lower corner of top sheet on first side.
 - d. Tuck in lower corner of blanket on first side.
 - e. Smooth out bedspread on first side.
 - f. Tuck in lower edge of bottom sheet on second side.
 - g. Tuck in upper corner of bottom sheet on second side.
 - h. Tuck in lower corner of top sheet on second side.
 - i. Tuck in lower corner of blanket on second side.
 - j. Smooth spread on second side.
6. How often should mattresses be turned in
 - a. commercial establishments?
 - b. hospitals?
 - c. private homes?
7. What safety precautions should be observed when a mattress is turned?
 - a.
 - b.
8. For what two reasons should mattresses be turned?
 - a.
 - b.
9. What type of solution should be used to clean a dirty mattress?

ASSIGNMENT:

- I. Make a bed by the method you ordinarily use and then by the "once-around" method. Ask someone to watch you and record the time spent, steps taken, and number of trips made around the bed. Multiply the number of steps for each method by 20 to estimate how many steps would be saved by a housekeeper who used the "once-around" method to make beds in 12-14 rooms a day. What was the difference in time for the two methods?

GROUP WORK:

- I. Compare procedures used for making beds at your training station with those used at other training stations.

UNIT VIII-2

GENERAL CLEANING

- SUBJECT: Dusting
- TASK: 28. Dust, wax or polish, and clean furnishings according to materials used in their construction.
- OBJECTIVES: When you finish this lesson, you should be able to
- list equipment needed for dusting
 - describe procedures for dusting.
- REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company. 1967. Ch. 4, pp. 1-4.

Dust, though not always visible, is present everywhere--in homes, schools, hotels, even hospitals. Dusting is necessary to prevent the accumulation of dust which might spoil the room's appearance, soil clothing, irritate eyes and lungs, and spread infection.

Dusting should remove dust from a surface rather than just stir it up. Dusting with a treated dust cloth helps to hold the dust and prevents it from scattering. Oiled or treated dust cloths may be used on furniture treated with oil polish but should not be used on waxed surfaces because the oil will soften the wax finish and make it gummy. A damp cloth may be used to dust plastic and laminated surfaces.

Horizontal surfaces should be dusted daily before the floor is cleaned. Vertical surfaces need dusting less frequently but should be dusted at least once a month.

Though techniques differ a little depending on where one works, the basic steps in dusting remain the same.

General Procedures in Dusting:

1. Use a dust cloth, folded several times to provide more dusting surfaces.
2. Begin at the highest point to be dusted and at the entrance to the room. Work down and around the room to save steps.
3. Use long, straight overlapping strokes that cover the length of the surface. Dust with the grain to avoid streaking. Never use a circular motion. Use a cloth in each hand to save time.
4. Refold the cloth as it becomes soiled because dusting with a dirty cloth may damage the wood. Never shake out the dust cloth. Change to a clean dust cloth as needed. CAUTION: Dirty cloths may damage wood.
5. Dust all surfaces including those inside drawers and under tables. Move objects placed on furniture, and dust under them, as directed by your supervisor.

Use a vacuum cleaner brush or whisk broom to dust lamp shades, upholstery, curtains, draperies, window shades, and venetian blinds. Dust books one at a time, using a vacuum cleaner brush or soft cloth. Dust all the edges as well as covers.

A damp cloth wrung out of sudsy water is useful for some dusting. Use it to dust such things as window sills, TV screens, and washable lamp shades.

CLASSROOMS AND MEETING ROOMS

The general procedures for dusting are also used for classroom dusting. Dust the horizontal surfaces, beginning at the entrance and working toward the windows. Don't forget to dust the window sills! Remember, too, to dust chalk trays, desk chairs, and the knee-hole of the desks.

OFFICES AND LOUNGES

Dust all the horizontal surfaces first in an office or lounge area. Work around the room from the doorway to prevent backtracking. Damp-dust chairs and other furniture from the top downward. Also use the damp-dust method for dusting wall hangings, plaques, lamps, magazine racks, and television sets. Remove dust from upholstered furniture with the vacuum. Then damp-dust radiators, window sills, and other woodwork as you dust vertical surfaces in the room. When dusting office desks, follow your employer's instructions regarding whether to move the objects on the desk, to dust under them, or to leave them alone and just dust around them. In some situations, you may be asked not to dust the desk at all.

AUDITORIUMS

When dusting seats in an auditorium begin at the back of the room and work toward the front. Dust the backs of the chairs, then the fronts and the seats. Raise the seat, and dust underneath; dust the arms and sides of the chair. Move to the next row.

STAIRWAYS AND CORRIDORS

When dusting a stairway, dust the banisters, handrails, window sills, etc., going up one side of the stairway and coming down the other side of the stairway.

When dusting corridors, begin at a convenient place, and dust all surfaces, continuing along to the next wall until the entire corridor has been dusted. Be sure to dust pictures, moldings, lockers, trophy cases, statues, window sills, and any other objects in the hallway. Your employer may advise you to use a damp dust cloth for dusting the corridor.

GUEST AND RESIDENT ROOMS

In hotels and motels the dusting is not usually done until the room is straightened and the bed is made. The room is then dusted beginning at the entrance door and working around the room. All doors, pictures, frames, window sills, and baseboards must be dusted. Then the venetian blinds and the furnishings including lamp shades and bases, television set, radio and bed headboards are dusted.

HOSPITALS

Dusting is especially important in a hospital where everything must be clean. It is most important to avoid scattering dust and bacteria. To reduce the spread of bacteria it is critical that a treated dust cloth be used and that the cloth not be flicked or shaken.

When working in a hospital, the housekeeping management assistant will often associate with the patients while cleaning an occupied room. If you must dust in an occupied room, remember to be friendly and courteous to the patient and to work quietly. Disturb his personal possessions as little as possible. Finish dusting quickly and leave the room as soon as possible to avoid further disturbing the patient.

QUESTIONS:

1. What is the purpose of dusting?
2. Should treated dust cloths be used on waxed surfaces?
Why or why not?
3. a. How often should horizontal surfaces be dusted?
b. How often should vertical surfaces be dusted?
4. What is the purpose of folding a dust cloth several times?
5. When dusting a room, where should you begin? Why?
6. Should a circular motion be used for dusting?

Draw a diagram showing the correct motion for dusting.

7. What can a soiled dust cloth do to furniture?
8. Should polish be poured onto the furniture surface or onto the cloth?
9. How should oily cloths be stored?
Why?
10. How can dust be removed from upholstered furniture?
11. What precautions must be taken when you dust in a hospital?
12. What courtesies should be shown hospital patients in rooms that must be dusted?

ASSIGNMENTS:

- I. Make a list of all the supplies and equipment needed for dusting at your training station.
- II. Make a chart of the rooms or areas that you must dust at your training station, and outline the procedures used for dusting each.

GROUP WORK:

- I. Discuss with other housekeeping management assistants any problems you encounter when dusting at your training station. Study references, and share ideas for solving common problems.

UNIT VIII-3

GENERAL CLEANING

- SUBJECT:** Caring for Furniture
- TASK:** 28. Dust, wax or polish, and clean furnishings according to materials used in their construction.
- OBJECTIVE:** When you finish this lesson, you should be able to
a. select correct procedures for cleaning different types of furniture.
- REFERENCE:** Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 12, pp. 1-4; Ch. 17, pp. 7-9.

Furniture of good quality can provide pleasure and comfort for many years. There are two general types of furniture: case goods and upholstered furnishings. Case goods include chests, desks, tables, and other furnishings that do not have upholstered parts.

Case goods are made of various materials. These include the following:

1. Solid wood of a hardwood variety that does not dent easily, such as walnut, mahogany, hard maple, and oak. Complete pieces of furniture are made from solid wood.
2. Veneer. Thin sheets of beautifully grained or patterned wood are glued to a cheaper plywood base. The finished product looks like it is made from a solid wood. The process now used in veneering produces a very durable type of furniture. Good veneers are less likely to shrink in dry climates or to swell in moist climates than are solid woods.
3. Metals, including aluminum, iron, and brass. Currently manufacturers are using metals for almost every type of furniture.
4. Plastics. Molded plastics may be used for an entire item of furniture. Another use for plastic is in creating laminated surfaces in which the surface of the furniture is covered with a plastic sheet.

Different types of fabrics may be used for upholstered or covered furniture. Coverings that are closely woven resist soil and wear and are more easily cared for. Natural fibers used for upholstery include cotton, linen, wool, and silk. Man-made fibers used in furnishings include nylon, rayon, polyester, acrylic, and plastic. Preserving the usefulness and appearance of furniture for as long as possible is essential because of the expense involved in buying new furniture or in reupholstering furniture.

The care of furnishings should begin the day the new furniture is delivered. Knowing the right type of product to use on furnishings will (1) keep the furnishings attractive, (2) make them last longer, and (3) save time, money and effort for the person responsible for their care.

CARE OF WOOD FINISHES

In the care of wood furniture the main problem is whether to use a wax product or a polish. The finish on the furniture will determine the product to be used. Wood with a high luster finish should be polished with a non-oil-base furniture polish or paste wax. Low, dull-luster finishes require a non-abrasive, non-oil, cream-type wax. Natural oil finishes should never be waxed but should be rubbed occasionally with boiled linseed oil or an oil recommended by the manufacturer. Follow the directions on the container for applying wax or polish to furniture. Always rub with the grain of the wood.

Laminated plastic surfaces may become dull from wear. To revive the surface, clean with mild soapy water. Do not use cleansing powder. Rinse with clean water; dry then wax. If the surface has been badly worn, a single-step auto cleaner-polish will make it look new and will even remove spots of rust, grape juice, and ink without scratching.

To protect wood furniture, observe the following suggestions:

1. Do not place all-wood pieces of furniture near a window where the sun shines through. The sun dries the furniture and cause the finish to crack and discolor.
2. Do not place veneer furniture in a sunny spot. The sun will harm the finish as with solidwood.
3. Avoid placing a piano on an outside wall. More protection is provided on an inside wall.
4. Provide a mat for table lamps or flower bowls.
5. Do not set an accessory with a rough bottom on a table top since it may scratch the table finish.
6. Protect wood furniture from liquids. Liquids damage the finish and may discolor or stain the wood.
7. Provide some humidity in the air to prevent the wood in the furniture from drying out.

CARE OF UPHOLSTERY

Upholstered furnishings collect as much dust on the surface as wooden pieces of furniture. Do not neglect dusting these furnishings just because the dust does not show.

Frequent brushing or vacuuming removes surface dust more effectively than an occasional thorough cleaning. The entire furniture piece should be vacuumed at least once a week.

Using the upholstery attachment of the vacuum, go over the cushions, top and bottom, being careful to clean the seams and the tufts. Tufts are the places the stuffing in the furniture is pulled in and secured with a covered button. Go over the whole chair with a back-and-forth motion. Continue this procedure until all surfaces of the furniture are dusted. If the chair or sofa cushions are filled with down (very fine feathers), a vacuum should not be used for cleaning. The suction will pull the down through the upholstery fabric. A brush should be used to remove the dust from this type of cushion. Turn cushions regularly to ensure even wear.

Upholstery, unless given proper care, soon acquires stains and signs of wear. Proper care can greatly extend the beauty and usefulness of an upholstered piece. Manufacturers are trying to lower the maintenance cost of upholstered furniture and drapery fabric by making it dust repellent, easy to clean, sun fast, and waterproof. Commercial sprays can be purchased to impart a stain-resistant finish to upholstery. These protect the fabric from both water and oil stains.

Stain-resistant slip covers may be used to protect furniture from soil and wear. However when upholstery does become soiled, all types of fabrics do require expert care. Light soil or small spots may be removed with success by the housekeeping assistant, but it is not wise to attempt cleaning upholstery that is heavily soiled; this should be done by experienced upholstery cleaners. Removal of spots is easier if done as soon as possible after the spotting occurs. The housekeeping aide should check each time she cleans a room for spots which need to be removed.

SHAMPOOING UPHOLSTERY

Upholstery should be shampooed periodically. When shampooing upholstered furniture, never use soap! It is harder to rinse off than detergent, especially with the small amount of water that can be used when cleaning upholstered furniture. When soap is used with hard water, it also forms a sticky film which catches dust and soil. Cleaners that are used with water may cause the upholstery to spot.

A light-duty detergent is recommended for cleaning wool and silk upholstery fabrics. Synthetic fibers and cotton may be cleaned with detergents or commercial cleaners recommended for general upholstery cleaning. A commercial foam cleaner may be used, or a homemade cleaner may be made by whipping 1 cup detergent and enough warm water to make it wet until the water is gone and all that remains is lather. First apply this lather with a sponge to a place out of sight underneath the chair or sofa to test the fabric for colorfastness. If the fabric does not fade, it will be safe to clean the upholstery with this lather. Rub the lather over a small area in a circular motion until the lather looks soiled. Remove the lather with a spatula. Be careful not to rub the upholstery too much; this will cause the fabric to look worn. To prevent wetting the furniture padding or causing the fabric to water spot avoid wetting the fabric any more than necessary. Wipe the area with a cloth that has been dipped in warm water and wrung out. Provide good air circulation in the room to promote fast drying. To dry thoroughly after shampooing, furniture may have to be left undisturbed as much as 15 hours. Placing the furniture outdoors in the shade, indoors with the windows open, near an electric fan, or in a heated room may speed the drying process.

Care of Plastic, such as Naugahyde, Trilok, and Saran. These plastic-coated fabrics are used especially for furniture that will receive a lot of wear. Wiping with warm soapy water followed by a clean-water wiping is a good method of cleaning plastics. The surface may be waxed after it is cleaned.

Care of Leather. Leather may be cleaned the same way as plastic upholstery. Some manufacturers who make furniture covered in genuine leather suggest cleaning the leather with saddle soap. Follow the suggestions on the package, then rub with castor oil, and wipe with a clean cloth to remove all the oil from the leather. Vaseline may be used on light-colored leather to prevent darkening of the leather, but all excess vaseline must be removed. Oil prevents drying and cracking of the leather.

QUESTIONS:

1. Name the two general categories of furniture. What types of furniture are grouped under each of these categories?
 - a.
 - b.
2. What is veneering? Does this process produce good quality furniture? Explain your answer.
3. Why should furniture be upholstered with closely woven fabric?
4. Name three advantages of knowing the right type of product to use on furnishings.
 - a.
 - b.
 - c.
5.
 - a. What type of wax or polish should be used to protect furniture finished with a high luster?
 - b. What type of wax or polish should be used to protect furniture finished with a dull luster?
6. How should natural oil finishes be cared for?
7. When polishing wood furniture, in what direction should you rub?

8. How often should upholstered furniture be vacuumed?
9. Should cushions filled with down be vacuumed? Why or why not? How should they be cleaned?
10. List two reasons for using detergent instead of soap when shampooing upholstered furniture.
 - a.
 - b.
11. Very little water should be used when cleaning upholstered fabrics. Why?
12. Name four ways to speed the drying of upholstered furniture.
 - a.
 - b.
 - c.
 - d.
13. How should plastic-coated upholstery be cleaned?
14. What agent is used for cleaning leather upholstery?
15. Briefly describe the procedure to follow when shampooing upholstery.
16. What can be done to restore the sheen of reed or rattan furniture?

ASSIGNMENT:

- I. Make a chart, following the example shown. Fill it in with the types of furniture you must care for at your training station and the care each type of furniture requires. Also include the best cleaning agent, wax, or polish for each type and any special precautions which should be observed when cleaning.

FURNITURE CARE PROCEDURES

TYPE	PADDING	CARE	CLEANING AGENT	SPECIAL PRECAUTIONS
I. Case Goods (wood, veneer, etc.)	(Down, foam rubber, etc.)	(Dust, wax, polish, vacuum, brush, shampoo, etc.)	(Wax, polish, detergent, etc.)	

TYPE	PADDING	CARE	CLEANING AGENT	SPECIAL PRECAUTIONS
II. Upholstery (Natural fiber, synthetic fiber, plastic, leather, etc.)				

GROUP WORK:

- I. Observe a demonstration on vacuuming and shampooing upholstery.

UNIT VIII-4

GENERAL CLEANING

- SUBJECT:** Caring for Glass and Light Fixtures
- TASK:** 29. Clean glass, light fixtures, walls, ceilings, doors and woodwork.
- OBJECTIVES:** When you finish this lesson, you should be able to
- describe procedures for cleaning glass
 - describe procedures for cleaning outside of windows
 - describe procedures for cleaning light fixtures.
- REFERENCE:** Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 7, pp. 12-16; Ch. 12, pp. 5-7; Ch. 14, pp. 10-12.

All glass should be cleaned periodically, whether in a home, a commercial establishment, or an institution. Frequent dusting with a dry or damp cloth or a vacuum cleaner tool helps to keep windows, mirrors and lights clean, prevents the build-up of greasy film, and prolongs the intervals between washing. Occasional cleaning by wet-washing is required to remove the greasy film of soil which is deposited on all household surfaces.

The characteristics of glass make it a special cleaning problem. Its hard surface makes the removal of soil different from removal of soil from other surfaces. On other surfaces, the cleaning capacity of a solution is supplemented by scrubbing, but scrubbing is seldom necessary in glass cleaning since the cleaner lifts the soil and grease into suspension, and they can be wiped off easily. The fact that you can see through glass makes cleaning it more difficult, since any dirt that remains is immediately obvious. Both sides of a window must be clean for the window to look clean.

In cold weather, more attention must be given to windows because condensation and changing temperatures lead to more accumulation of dust, causing the glass to have streaks. There are several other causes of streaked glass:

- (1) Hard water leaves mineral deposits on surfaces. Most cleaners contain water softeners that will prevent this condition.
- (2) Abrasive powder scratches the surface, and after it has dried, there is a powdery substance on the surface. It should never be used in cleaning glass.
- (3) Too much cleaning solution leaves a film on the glass. When making up the solution, prepare it exactly according to the directions, measuring very carefully.

WASHING WINDOWS AND MIRRORS

You will be less tired and do a better job if you will follow a step-by-step system in washing windows and mirrors. Some people wash windows so hap-

hazardly that they waste much time and energy and still do not have a window to be proud of when they finish. The recommended way is not difficult and has been proven to be the most efficient.

Before the windows are actually washed, some preparation must be made:

- (1) Gather supplies and equipment.
- (2) Take down any curtains or draperies and shake out the dust. If curtains or draperies need cleaning or washing, ask your training sponsor what should be done with them.
- (3) Pull down shades, or close venetian blinds, and dust them on both sides. Then roll shades up, and take them down. Open venetian blinds, and clean them thoroughly by brushing the tapes and wiping off the slats with a soft clean cloth. Shades and blinds may be washed periodically, if necessary.
- (4) Dust the window frames and window sills. Wash them, if necessary.
- (5) If windows are very dirty, wipe them on both sides with a damp cloth. Do not rub dry dirt because this will scratch the glass.

To wash the windows, wet a sponge or soft cloth with the cleaning solution. Squeeze out excess solution. Use this cloth or sponge to wash one pane of glass at a time.

Change the wash water as soon as it becomes dirty.

If available, a chamois skin is very good for drying the window. Rinse and wring the chamois frequently. A squeegee dries glass effectively, too. Make overlapping strokes from top to bottom or side to side, and wipe the squeegee after each stroke. Lint-free cloth or a crumpled newspaper are also effective window-drying tools. While you are cleaning, wipe spilled cleaning solution off window sills, frames, or floor immediately, since it may injure the finish.

Rehang clean curtains and shades or venetian blinds.

In addition to the regular procedures, there are some special do's and don'ts for glass and mirror cleaning:

DO'S:

- 1) For large windows, use a large window squeegee, whether cleaning inside or outside.
- 2) When it is necessary to scrub dirt and smoke off a window, use a window brush to apply solution.
- 3) Only use synthetic detergents for windows, since synthetics do not contain animal or vegetable soaps which cause streaking and leave white soapy deposits.
- 4) If possible wash windows when they are not in the direct rays of the sun. This helps stop too rapid drying and streaking.
- 5) For rapid work with the squeegee, start at the top of the window and work straight to the bottom.
- 6) Wipe off the squeegee blade with a soft cloth after every pass to prevent streaking.
- 7) Change squeegee blade when it gets round edges or starts to leave streaks.

- 8) Use a trigger sprayer filled with window solution for inside windows.
- 9) Put a drop cloth or rags along the inside window sill or on the floor to prevent damage to paint or carpeting.
- 10) Use lint-free cloths or towels to touch up the corners where the squeegee can't reach.
- 11) Wet a small brush in the wash water, and use it to clean out the corners of the window frame.
- 12) Use a hose to wet the windows outside before you wash them.
- 13) When you wash the outside of a picture window, use a clean floor mop dipped into the wash water. Then rinse the window with water from a hose; or, wring the mop out in clean water with some ammonia in it, and use it to rinse the window.
- 14) Wash mirrors and picture glass as you do windows. Just hold a blotter or a piece of cardboard against the frame so that water can't get inside the frame or on the wall.
- 15) Rub a bar of soap over the window ropes once in a while to help the windows go up and down without sticking.

DON'TS:

- 1) Never lean out a window.
- 2) Never stand on an outside window sill to wash windows.
- 3) Don't wash windows in direct sunlight because too-rapid drying causes streaks.
- 4) Don't use too stiff a brush or a metal object on the windows, since these tools could scratch the glass.
- 5) Don't use an old squeegee blade. This results in streaking and a poor job.
- 6) Don't leave your window brush sitting on its bristles, since doing so causes them to curl and ruins your brush.
- 7) Don't use a chamois on a hot window, since the chamois will shed and become damaged.
- 8) Don't use soap on glass because it causes streaks.
- 9) Don't use too much ammonia, since such a procedure is wasteful, the odor of too much ammonia is offensive, and too much ammonia can remove lettering.
- 10) Don't let window solution dry on the window; it could be hard to get off.
- 11) Don't place your ladder in front of high windows while you clean them. If it falls inward, you could be seriously injured.
- 12) Don't leave your equipment dirty. Clean it up for the next use so that it will last longer.

LIGHT FIXTURES

Many different types of lighting are used in homes and buildings today. For efficient lighting levels to be maintained, a systematic schedule for cleaning light fixtures should be established. Generally, light fixtures can be cleaned most efficiently by a team of two persons, with one removing and replacing the fixtures and the other washing and drying them.

Light bulbs, fluorescent tubes, and diffusers can be cleaned with the same solutions used on windows and mirrors because both have the same greasy film. Dirt can greatly reduce the amount of light put out by a fixture. Fixtures should be cleaned often enough to maintain proper illumination.

When cleaning the fixtures in a large room, work progressively toward the end of a row. Then move to the second row. Continue until all rows of lights are completed. In the private home, it may be simpler to wash shades, globes, and other removable parts in a tub or sink.

CHANDELIERS

In cleaning chandeliers, remove all bulbs, and put them aside. Lay a folded towel over the bottom of a sink or dish pan. Half fill the pan with warm water, and add a mild detergent. Prepare another pan with clean hot water for rinsing. Add a little ammonia to the rinse water for extra sparkle.

Wearing cotton gloves, remove crystal drops and saucers from the chandelier a few at a time. Wipe the frame or "arm" of the chandelier with a cloth wrung out in sudsy water.

Wash the parts of the chandelier in the sudsy water. Rinse them with hot water, and wipe them dry. Replace the clean parts. Replace pins or wires if any look weak or rusty.

Remove a few more pieces, wash, rinse, and rehang. Repeat until the whole piece is clean.

Sponge off the bulbs. Rinse them; wipe them dry thoroughly, and screw them back into their sockets.

LAMPS

Unplug the lamp and remove the shade. Unscrew the bulbs, and put them in a safe place. Dust the base of the lamp.

Set the lamp on a towel so that it won't slip. Wash the base with warm sudsy water. Be careful not to get the cord wet. Wipe the suds off with a clean, damp sponge. Dry the lamp with a clean cloth.

If a brass or copper base does not have a special no-tarnish finish, polish it or wax it.

If the electrical parts can be removed, soak and wash the base in a pan of sudsy water, rinse it in a pan of hot water, and then wipe it dry. Wipe the inside too, if the opening is wide enough.

Wash glass globes, chimneys, or reflector bowls in the same manner. A few drops of ammonia in the rinse water gives them extra sparkle.

Pull the cord through a folded sudsy sponge, then wipe the cord dry. Don't let the cord get wet.

Wipe bulbs with a sudsy cloth. Rinse with a clean damp cloth. Wipe with a dry cloth. Be careful not to get the neck of the bulb wet.

LAMP SHADES

Fabric lamp shades may be washed in a tub of warm sudsy water. Before washing the shade, remove any non-washable trim. If the cloth is glued to the frame, sew the cloth with matching thread before washing. Use a soft brush dipped in suds to lightly rub any spots. Dip the shade up and down in the tub. Change the water when it gets dirty. Wash the shade again. Rinse the shade in two or three changes of clean water. The cloth may stretch when wet, but will shrink again as it dries.

Hang the shade by a string and allow it to drip dry, or wipe the shade with a towel until almost dry; then put it back on the lamp, and turn the bulb on until the shade dries. For a better appearance press any ruffles with your fingers.

To wash plastic, plastic-coated, laminated, parchment, or fiberglass shades, use dry suds. (Dry suds are made by whipping detergent moistened with water until it is stiff like whipped cream.) Use a cloth or sponge to put the dry suds on the shade, inside and out. If the binding is glued on, don't rub it or let it get very wet. Rinse the shade with a clean, damp cloth immediately. Then wipe it dry.

QUESTIONS:

1. a. What characteristics of glass surfaces make them easy to clean?
b. What characteristics of glass surfaces make them difficult to clean?
2. Windows need more attention
 a. in warm weather.
 b. in hot weather.
 c. in cool weather.
 d. in cold weather.

Why do windows need more attention during this type of weather?

3. List three causes of streaked glass.
a.
b.
c.

4. What five steps should be followed before windows are washed?
 - a.
 - b.
 - c.
 - d.
 - e.
5. Should the window frame be washed before or after the glass is washed?
Why?
6. When washing windows, how often should you change the water?
7. Name four items which could be used for drying a window.
 - a.
 - b.
 - c.
 - d.
8. Diagram the stroke pattern used for washing windows.
9.
 - a. Describe the pattern followed when windows are dried with a chamois.
 - b. Describe the pattern followed when windows are dried with a squeegee.
10. Which is best for cleaning windows, soap or detergent?
Why?
11. Before the outside of a window is washed, it is helpful to wet it with a _____.
12. The outside of a picture window may be washed with _____.
13. Window screens serve what two purposes?
 - a.
 - b.
14. What three methods can be used for cleaning screens?
 - a.
 - b.
 - c.

15. What precaution should be taken when a mirror or picture glass is washed?

16. Name three effects of too much ammonia in the cleaning solution.

a.

b.

c.

17. The most efficient team for cleaning light fixtures consists of how many people? What job should each perform?

18. Why is removing dirt from light fixtures important?

19. Before you wash a light fixture, what safety precaution should you take?

What might happen if you do not take this precaution?

20. What happens if a light bulb that has just been turned off is cleaned?

21. For a cleaner rinse and sparkling fixtures add _____ to the rinse water.

22. When washing chandeliers, you should cover the bottom of the sink with _____.

23. When a light fixture is cleaned, should the light bulbs be removed?

How should bulbs be cleaned?

24. How should the cord of a lamp be cleaned?

25. If the cloth is merely glued to a lamp shade, what should be done before the shade is washed?

26. Name two methods for drying a lamp shade.

a.

b.

27. a. What types of lamp shades are dry suds used to clean?

b. How are dry suds prepared?

UNIT VIII-5

GENERAL CLEANING

- SUBJECT: Caring for Walls, Ceilings, Doors, and Woodwork
- TASK: 29. Clean glass, light fixtures, walls, ceilings, doors and woodwork.
- OBJECTIVES: When you finish this lesson you should be able to
- differentiate between methods suitable for cleaning a variety of walls, such as painted, tiled, paneled, and papered
 - name proper equipment, supplies, and methods for cleaning doors and woodwork.
- REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington; D.C.: Robert J. Brady Company, 1967. Ch. 7, pp. 4-11.

Walls, ceilings, doors, and woodwork make up the largest part of a home or building. The appearance of these areas may create a favorable impression better than anything else. Dirty ceilings and walls not only create an unfavorable image, but they could also serve as breeding grounds for bacteria and other germs.

WALLS

Dirty walls create a poor impression which is impossible to counteract no matter how bright the furniture and floors are. Wall washing is a job for trained personnel. If the person doing the task is inexperienced, the wall may appear streaked, stained, or lapmarked. Dust or vacuum walls before they are washed to help reduce streaking. Use a special wall mop or tie a soft cloth over a floor mop or broom.

Test the paint or wall covering to make sure it is washable. Use a sudsy sponge to wipe a small area in a corner. If the color and finish look the same, only cleaner, the surface is washable.

One procedure for maintaining the appearance of walls is spotting, cleaning only small dirty areas. A plastic squeeze bottle filled with diluted detergent is excellent for wall spotting. The diluted detergent may be sprayed sparingly on the dirty area and wiped away with a damp sponge. Spots should be removed as they appear and not allowed to accumulate. When spot cleaning, work from the center of the spot outward. Use a circular motion; applying less and less pressure as you work outward. This procedure helps to blend the freshly cleaned spot with the rest of the wall. If the walls are already dirty, however, spotting makes the uncleaned area look even worse. In this situation, you should clean the entire wall.

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Most wall washers start from the bottom and work up. This method prevents the streaking which often occurs when the detergent solution from the sponge runs down the soiled wall. Avoid using abrasives or rubbing hard, especially on painted surfaces, as this may soften or chip the paint. Rinse the surface before it is allowed to dry. Rinsing removes the residue left from the cleaning agent which could damage the surface of the wall if the residue is allowed to remain. When personnel is available, a two-person wall-washing team speeds the washing and rinsing procedure.

Proper selection and measuring of the detergent is important. Careful measuring will provide the amount necessary to wash away the dirt without removing the paint from the wall surface.

- Special Tips:
1. Only clean water and clean sponges can do a clean job. Change the detergent solution and rinse water as often as necessary. Dirty water or sponges will only smear the dirt around.
 2. The addition of ammonia to wall-washing solutions helps to cut grease.
 3. Scratches in plywood paneling can be treated with a commercial stain or nutmeats, such as pecans or walnuts, which have been cut.
 4. The seams in the tile wall in a bathroom may be cleaned with a chlorine bleach solution or a mild scouring powder applied with an old toothbrush.

The procedure for washing wallpaper is the same as for walls, except that the paper should be washed and then allowed to dry. Wash again if necessary, but do not rub.

Walls made either of wood of any type or of plastic laminate made to resemble natural wood should be cared for as wood furniture. They may be either dusted and polished with furniture polish or waxed with furniture wax. A cream wax cleaner may be used if the soil is heavy. All polishing and waxing should be done with the grain of the wood.

CEILINGS

As with walls, frequent cleaning of ceilings prevents a build-up of greasy dirt which is difficult to remove. Cobwebs in corners are the most common problem in ceiling maintenance. A cleaning cloth, dry dust mop, or vacuum can be used to remove this type of dirt. Cobwebs should be removed with a lifting motion because they may be sticky or greasy and may streak the walls if brushed downward. Dusting around lights when changing bulbs will help to eliminate the spread of cobwebs.

Procedures for washing ceilings are very similar to those for washing walls. Be certain, however, that the type of ceiling is washable. Some ceiling finishes may be damaged by washing. A scrub brush may aid in washing ceilings. A ladder is essential. To avoid dripping, wind a cloth around your wrist and secure the cloth with a rubber band.

Start in one corner and do as much as you can reach comfortably. When one part is clean, rinse it with a sponge wrung out in clean water. Make sure there are no marks showing where you finish one part and begin another.

WOODWORK¹

Woodwork will need to be cleaned more often than walls. It can be washed with the same solutions and procedures which are used to wash painted walls. Remember to test the paint or finish in a corner that does not show to make sure the woodwork is washable. If the area looks the same, only cleaner, it is safe to go ahead.

Most woodwork is either painted with an oil-base paint or left its natural color and finished with an oil base finish, such as varnish, because of the durable or long lasting quality of such a finish. The cleaning process is made easier by cleaning the woodwork before it becomes too soiled. There are powders, liquids, and gels on the market for cleaning woodwork. A strong solution, however, will injure the finish and the hands of the person who uses it. Some of the cleaners will require the surface to be rinsed with clean water after the cleaner is used. Read the directions on the package before using the product.

When washing woodwork, start with the baseboard. Using thick suds on a sponge or cloth, reach as far as you can without stretching. When this part looks clean, rinse with a clean, damp cloth and wipe the area dry. Continue washing the rest of the baseboard in the same manner. The next step is to wash the doors, door frames, and window frames. When washing these areas, start at the bottom and work up.

Working in this direction helps to prevent streaking. The water should be changed as often as necessary; otherwise, the result will be a smeared rather than a clean surface.

Stubborn streaks may be removed with an undiluted cleaning solution if the surface is rinsed immediately. Another hint when washing woodwork is to hold a piece of heavy cardboard or a cookie sheet next to the woodwork to keep the wall from getting wet.



¹Adapted from Department of Housing and Urban Development, Simplified Housekeeping Directions (Washington, D.C.: U.S. Government Printing Office, 1965), pp. 22-23.

DOORS

Maintenance of doors follows the general procedure for care of walls and woodwork. The care of doors however, includes not only the doors themselves but also the hardware such as locks and hinges. Damaged hardware and dirt in the hinges can keep doors from opening and closing properly. Warping may be a problem with wooden doors. Both the hardware and the door should be dusted and cleaned or polished often to prevent dirt build-up. When washing the entire door, work from the bottom up. Dry doors thoroughly to prevent warping.

QUESTIONS:

1. Identify two disadvantages of dirty walls and ceilings.
 - a.
 - b.
2. What is the purpose of dusting or vacuuming walls before washing them?
3. Describe the procedure for removing spots from walls.
4. Should you begin washing at the bottom or at the top of the wall?
Why?
5. Should a wall be rinsed after washing?
Why?
6. Why is ammonia sometimes added to wall-washing solutions?
7. Name two methods of treating scratches in plywood paneling.
 - a.
 - b.
8. What precautions should be taken when washing wallpaper?
9. In which direction should wood walls be waxed?
10. What care should be taken when removing cobwebs from walls?
11. Describe the procedure for preventing drips when washing a ceiling.
12. When washing doors, door frames, or window frames, in which direction should you work?

13. What procedure is used to remove stubborn streaks from woodwork?
14. When washing woodwork how can you keep from getting the wall wet?
15. Name two tasks which should be performed often to prevent dirt build-up on hardware and doors.
 - a.
 - b.
16. List the three steps in washing a tile or marble wall.
 - a.
 - b.
 - c.
17. When washing fabric walls what precaution should you take?
18. Some unpainted plaster walls are too porous to be washed. How can they be cleaned?
19. How can unwashable papered walls be cleaned?
20. What type of weather is best for dry-dusting?

Why?
21. What substance is used to remove finger marks from walls?
22. Scouring powder should never be used on
 - a. very dirty walls.
 - b. tile walls.
 - c. marble walls..
23. Which wall-washing stroke is the least tiring?
 - a. side-to-side
 - b. up-and-down
 - c. circular
24. Name two advantages of machine washing walls.
 - a.
 - b.
25. Describe the technique for cleaning wallpaper with a dough-like cleaner.
26. Why is a light touch important when dry-dusting ceilings?
27. Should ceilings be cleaned before or after the walls are cleaned?

ASSIGNMENTS:

- I. Identify the types of wall finishes or coverings found at your training station. Describe procedures for cleaning each.
- II. List equipment and supplies available at your training station for cleaning walls, ceilings, doors, and woodwork.

GROUP WORK:

- I. Share problems encountered at your training stations in cleaning walls, ceilings, doors, and woodwork. Discuss possible solutions.
- II. Demonstrate correct procedures for wall spotting to other HECE students.

UNIT VIII-6

GENERAL CLEANING

- SUBJECT: Caring for Window Treatments
- TASK: 30. Clean window treatments.
- OBJECTIVES: When you finish this lesson, you should be able to
- describe care required by various window treatments
 - summarize procedures for cleaning different window treatments.
- REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 12, pp. 8-12; Ch. 14, pp. 12-15.

The window treatments in a home or building collect dust and dirt from both the windows and the inside of the room. For this reason they require frequent dusting and occasional washing or shampooing. Each type of window treatment requires special cleaning procedures.

CARE OF VENETIAN BLINDS

Frequent dusting of venetian blinds will greatly reduce the need for special cleaning. Dusting mitts (one on each hand) or a vacuum cleaner tool will work very well, but once or twice a year a more thorough cleaning is usually necessary.

In the private home, venetian blinds may be washed at the window, in the bath tub, or outdoors.

- (1) In the bathtub--Take the blind off the window and pull the cord so that the slats are open. Fill the tub halfway with warm water. Add soap or detergent to make suds. Put the blind in the tub and spread it out. Wash both sides with a sponge or cloth. Scrub the tapes and cords with a sudsy brush. Let the sudsy water drain and fill the tub with warm water. If there is one, a shower is the best way to rinse the suds away. After the blind has finished dripping, wipe it with a clean cloth or towel.
- (2) Outdoors--Hang the blinds over a clothesline or fence. Then follow the procedure which would be used to wash it at the window. Next, rinse the blind well by using the garden hose. After the dripping stops, put the blind back on the window and let it hang until dry.

When the plastic tapes on blinds become soiled, wipe them with a cloth wrung out in sudsy water and then rinse them. Fabric tapes may be cleaned by using a dry-cleaning fluid if they are not too heavily soiled. Fabric tapes may also be removed and washed in hot water. If the blinds are too badly soiled, they may have to be replaced.

CARE OF CURTAINS

Always launder curtains before they get really dirty. Try to wash all the curtains from one room on the same day. Do not wash white and colored curtains together. Do not use chlorine bleach on cotton curtains which are finished with a permanent stiffness.

Some curtains may be washed by machine, but some must be washed by hand. Before washing thin or delicate curtains by machine, place them in a pillow case or a net bag to keep them from becoming tangled in the washer. Bath towels may be added to the washer to help balance the load. Use hot suds and hot rinses to wash cottons. Use warm suds and cool rinses to wash special fabrics such as nylon, dacron, or orlon. Let the machine wash for only a few minutes and rinse for only a few minutes. The last rinse should be in cool or cold water. Always follow washing instructions from labels or instruction booklets if they are available.

Try to take the curtains out of the washer dripping wet (do not let them spin in the washer). Either hang the curtains up to drip dry or let them drip off and dry in a gas or electric dryer using low heat. Remove the curtains from dryer while they are slightly damp.

To wash curtains by hand, fill the tub with hot, sudsy water. Put in two or three pairs of curtains, and let them soak for about 15 minutes. Be sure the curtains are covered with sudsy water. Squeeze the suds through the curtains. Rub any extra dirty portions with extra suds. Lift the curtains out, drain the dirty water, and let clean water run through the curtains. Wash the curtains a second time in sudsy water. Then rinse them two or three times in clean water. Squeeze out the extra water and hold the curtains over the tub until most of dripping stops. Hang the clean curtains over a clothesline or shower rod and use your fingers to straighten the hems and edges and any ruffles.

To hand wash curtains made of special fabrics take care not to cause wrinkles. Dip the curtains up and down first in sudsy water and then in rinse water. Do not twist, wring, or rub the curtains. Fold the clean curtains lightly down the middle and hang them smoothly over a clothesline to drip dry. Use your fingers to straighten the hems and corners. If there are any ruffles, stretch and smooth them with your fingers. Hang the curtains at the windows while the curtains are still damp so that they will "fall" into shape while they finish drying.

Special tips:

1. If the curtains need starch, use the same mixture for all the curtains in one room. This will give them all the same crisp feel.
2. Iron just the ruffled edges. This gives the whole curtain a nice finish.
3. Before putting curtains back on the rods, cover the tips of the rods with a clean piece of cloth or tape. The cover prevents the rods from tearing the curtains.

4. To hang tie-backs evenly, pull all of the window shades in the room down to the same level, the level where you want ties to be. Then place the ties even with the bottom edge of each shade.
5. Never put clean curtains back over dirty windows!

CARE OF DRAPERIES

To wash draperies by hand first of all, be sure the fabric is washable. To test the fabric, rub a little warm sudsy water into a corner of the cloth and wipe the corner with a damp cloth. If the color doesn't run, the drapery can be washed.

Take out any drapery pins. Shake each piece to get rid of lint and dust. Use a whisk broom or vacuum cleaner to get the dust out of creases, pleats, and seams. Put enough warm water in the tub to cover the cloth. Add soap or detergent to make thick suds. Spread the fabric out flat. Put it in the sudsy water and let it soak 15 minutes. Then change to clean sudsy water and force water through the fabric. This loosens the dirt. Empty the tub and repeat the entire procedure. Rinse the fabric with lots of clean water. Squeeze out the dripping water. Pull the edges straight. Hang each piece over two clotheslines set about 3 feet apart.

To wash draperies by machine, load an average size machine with only one pair of large draperies. Repeat the machine washing if the item is very dirty. Give special fabrics a cool or cold rinse at the end. Don't let them spin. Instead, take them out while they are quite wet. Either hang them over clotheslines or put them in a dryer.

To "finish" draperies:

Many pieces can be put back in place while a little damp. To "finish" draperies pinch the drapery pleats into shape and pull all of the edges and hems to make them straight and even. Use a warm iron on the wrong side of the cloth for any touch-up ironing needed.

To rehang draperies after cleaning them, close the traverse rod and place the hooks in the guides or carriers on the rod. Start at the center and work toward the outside. If the draperies are on a non-traverse rod, put them back on the rod and spread the draperies evenly across the entire area.

In addition to checking to see if the hooks are all attached to the rod carriers, pull the cord to see if the draperies draw properly. If they do not draw, the cord has probably slipped from under the hook located on the back of each carrier. Replace the cord as shown in the illustration in Unit III-3.

If draperies need other attention, such as repairing seams and tears or tightening loose hardware, report the items to the housekeeper or training sponsor.

QUESTIONS:

1. Why do window treatments require frequent dusting and cleaning?
2. In what type of institution would it be better to vacuum rather than dust venetian blinds?
Why?
3. What procedure is followed to remove venetian blinds from a window?
4. The best way to rinse venetian blinds washed in the tub is with the _____.
5. The best way to rinse venetian blinds washed outside is with the _____.
6. How should plastic tapes on blinds be cleaned?
7. How should fabric tapes be cleaned?
8. Why should you avoid getting fabric tapes and cords too wet when washing them?
9. What kind of strokes should be used to vacuum or dust window shades?
10. Which type of cotton curtains should not be washed with chlorine bleach?
11. When washing delicate curtains in a machine what should be done to keep them from tangling?
12. When washing cottens use _____ suds, and _____ rinses, but when washing special fabrics use _____ suds, and _____ rinses.
13. Name two methods which can be used to dry curtains.
 - a.
 - b.
14. When washing curtains by hand, how long should they soak?
15. When washing curtains made of special fabrics, what can you do to avoid wrinkling the fabrics?

16. Must curtains be completely dry before they are hung at windows?
Why?
17. When putting curtains back on rods what precaution can you take to keep the curtains from tearing?
18. How can you remove dust from the creases, pleats, and seams of draperies?
19. What type of motion should you use to vacuum draperies?
20. What is the purpose of tagging draperies?
21. When touch-up ironing is needed on draperies, which side of the fabric should be ironed?
22. When rehangng draperies, begin placing hooks in the guides at the
_____ a. edge and work toward the center.
_____ b. center and work toward the edge.

ASSIGNMENT:

- I. Make a list of the types of window treatments at your training station and briefly describe the procedures for cleaning each. Indicate how often each treatment must be cleaned.

GROUP WORK:

- I. Compile a chart on the care required by different fabrics.

UNIT VIII-7

GENERAL CLEANING

- SUBJECT:** Removing Stains
- TASK:** 31. Remove stains from various surfaces.
- OBJECTIVES:** When you finish this lesson, you should be able to
- identify common stains
 - identify methods of stain removal and the appropriate use for each method.
- REFERENCE:** Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 8, pp. 1-8.

When you clean, you have the job of removing different kinds of stains from a variety of surfaces. The best method should spare the surface and the worker as much as possible. To determine a safe and appropriate method, consider (1) the source of the stain, (2) the kind of surface to be cleaned, and (3) the mildest cleaning agent which can be used to do the job.

Loose soil may be removed easily from most surfaces by brushing or sweeping. Loose soil becomes harder to remove if it remains on the surface when liquid cleaners are applied.

Water soluble soils, such as syrups, fruit juices, and starches are easy to remove unless they are allowed to stand too long. Some can be removed with cold water; others need hot water. Some can be sponged off with a damp sponge; others need to be flushed out with running water.

Soils which are insoluble in water are more difficult to remove. These include oil or solid dirt attached by oil.

Like most other kinds of soil, insoluble soils will set if they are allowed to remain on a surface too long. They are then difficult, if not impossible, to remove.

Tarnish and corrosion result when a chemical reaction occurs between the surface and the air or liquids that touch it. Iron rust is a common example.

Before beginning, always consider the harmful effects that the stain removal treatment may have on the stained surface. Brushing and sweeping has little effect on most surfaces, except possibly scratching furniture surfaces. Cool or lukewarm water has no harmful effect, except when used in excess or allowed to remain in contact with the surface too long. Hot water is harmful to many surface finishes and fabrics. Alkaline solutions, such as soap, detergents, soda, or lye, are harmful to many fabrics and finishes and may fade colors. Liquid spot removers used to dissolve oily stains are safe on fabrics only when used in small amounts. Powdered absorbents such as powder spot removers, corn meal, or saw dust are safe on most surfaces. Weak acid solutions, such as lemon juice and vinegar, are safe on most surfaces, but strong acids are often harmful. Abrasives such as cleansing powders may scratch smooth surfaces.

Always try the simplest procedure first. Test the cleaning method in an inconspicuous area or on a small portion of the stain before covering the entire stain. If the method does not harm the surface, then do the entire stain. Several applications may be necessary before the stain can be completely removed. If the procedure is not satisfactory on the small area, test another method for removing the stain. If in doubt about the procedure to use, check with your supervisor. Some stains require the attention of a stain removal expert.

QUESTIONS:

1. In deciding which method of stain removal to use, what three factors should be considered?
 - a.
 - b.
 - c.
2. Why should surfaces be brushed or swept before they are cleaned with liquid cleaners?
3. What causes tarnish and corrosion?

Indicate which substances are safe and which are harmful to most finishes and fabrics by placing the appropriate letter in the blank next to the substance:

- | | |
|--------------------------------------|--|
| _____ 4. cool water | a. safe for most finishes and fabrics |
| _____ 5. hot water | b. harmful for most finishes and fabrics |
| _____ 6. soap, detergents, soda, lye | |
| _____ 7. corn meal, sawdust | |
| _____ 8. lemon juice, vinegar | |
| _____ 9. strong acids | |
| _____ 10. abrasives | |

11. What is the best way to test a cleaning method to determine if it will remove the stain without harming the surface?
12. List and explain the four general categories of stain removal processes.
 - a.
 - b.
 - c.
 - d.
13. List four suggestions which are safe to follow in most instances when treating stains.
 - a.
 - b.
 - c.
 - d.

14. In which direction should you work when treating a stain?

Why?

15. Name four items which could be used to absorb substances before they stain.

- a.
- b.
- c.
- d.

16. What color should absorbents be?

Why?

17. Name three dangers of using solvents to remove stains.

- a.
- b.
- c.

18. Should bleaches be used in a metal container?

Why?

19. Briefly list four important directions for using chemical stain removers.

- a.
- b.
- c.
- d.

Classify each substance below according to the general category of stain removal processes to which it belongs by matching each substance on the left with the category on the right.

- _____ 20. detergents
- _____ 21. ammonia
- _____ 22. alcohol
- _____ 23. vinegar
- _____ 24. shaving
- _____ 25. bleach
- _____ 26. turpentine
- _____ 27. scraping
- _____ 28. corn starch

- a. physical action
- b. detergent action
- c. solvent action
- d. chemical action

ASSIGNMENT:

I. Make a stain removal chart including: the types of stains that you may have to remove at your training station, the supplies available for removing them, and any special procedures or precautions to follow when removing them.

GROUP WORK:

- I. Interview experienced housekeeping personnel to learn what stains they encounter most frequently. Where does each stain usually occur? Compile your findings and illustrate them on a chart.
- II. Apply stains to samples of various fabrics and surfaces. Practice identifying and removing the stains using a stain removal chart as a guide.

UNIT VIII-8

GENERAL CLEANING

SUBJECT: Controlling Pests

TASK: 32. Take appropriate measures to prevent and control pests.

OBJECTIVES: When you finish this lesson, you should be able to

- describe the types of insects and rodents which pose problems in residential and commercial buildings
- explain techniques for the prevention and control of insects and rodents.

REFERENCE: Hospital Research and Educational Trust. Being a House-keeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 9, pp. 1-6.

The following measures are important in preventing rat and mice infestation:

1. Inspect all food supplies when they arrive.
2. Seal all cracks and crevices.
3. Seal around pipes and conduits.
4. Make all floors and windows fit tightly.
5. Use sheet metal or other material to prevent mice and rats from coming through doors, vents, or windows.
6. Keep outside trash storage areas clean.
7. Keep areas around the house or building clean.

These measures are important in preventing insect infestation:

1. Keep all food storage and preparation areas clean.
2. Rotate foods so that those purchased first are used first.
3. Keep food in tightly closed containers.
4. Inspect dark areas frequently for bugs.
5. Dispose of any product that has been contaminated.

QUESTIONS:

1. Even with good housekeeping practices, how may pests enter buildings?
2. What are the four life stages of insects?
 - a.
 - b.
 - c.
 - d.
3. Name six insects among those that cause the most disease.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

4. Why may it be difficult to control insects within an institution?
 - a.
 - b.
 - c.
 - d.
5. What is the most important way to control insects?
6. What four important rules are necessary to remember when using chemical insecticides?
 - a.
 - b.
 - c.
 - d.
7. Name three ways insecticides may be applied?
 - a.
 - b.
 - c.
8. Name three additional methods of prevention and control.
 - a.
 - b.
 - c.
9. Why are rats and mice pests?
 - a.
 - b.
 - c.
10. Name five methods of controlling rats and mice.
 - a.
 - b.
 - c.
 - d.
 - e.
11. What is the estimated rat population?
12. Name five ways in which rats and mice may be detected.
 - a.
 - b.
 - c.
 - d.
 - e.

13. How do mice transmit disease and illness to man?

- a.
- b.
- c.

ASSIGNMENT:

- I. Talk with your training sponsor to determine what control methods and pesticides are used at your training center. Write a brief summary of your findings.

GROUP WORK:

- I. Visit a pesticide or insecticide factory to learn more about how such chemicals are prepared.
- II. Write a skit depicting how pest enter buildings, how they can be detected, how they transmit disease, and how they can be controlled. You might write the skit from the pests' point of view. Present your skit to the rest of the class.

UNIT IX-1

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS

SUBJECT: Bathrooms

TASK: 31. Clean and sanitize bathrooms, restrooms, and shower rooms.

OBJECTIVES: When you finish this lesson, you should be able to

- list reasons for cleaning bathrooms
- describe procedures to follow in sanitizing bathrooms
- evaluate the effectiveness, in a given situation, of methods used to clean a bathroom.

REFERENCES: Pfeiffer, William B. and Voegelé, Walter O. The Correct Maid for Hotels and Motels. New York, New York: Hayden Book Co., Inc., 1965. pp. 32-36.

Hospital Research and Educational Trust: Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Co., 1967. Ch. 10, pp. 7-10, 19.

~~A bathroom must be kept clean and sanitary. Three of the main reasons for keeping bathrooms clean are:~~

1. To keep germs from spreading from one person to another.
2. To avoid unpleasant odors.
3. To keep from attracting insects and other household pests.

When bathrooms are properly cleaned daily, the job is easier and more agreeable. Clean the bathtub, sink, and toilet daily. Mop the floor every day or every other day. Set up a regular routine and follow it; this increases efficiency and sanitation.

Germicidal cleaners are necessary for disinfecting. Be careful to follow instructions in the use of all cleaning compounds. Do not use harsh abrasives on sinks and tubs because they dull and pit the surface.

Fixtures should be wiped dry after cleaning to prevent water-spotting and the growth of bacteria. Always be sure to rinse the cloth in cleaning solution before cleaning the fixtures in another room. This step prevents the spread of bacteria from one room to another.

IN THE PRIVATE HOME

In the private home, daily tasks might include:

1. Opening windows, if possible, to air out the room.
2. Washing bathtub and/or shower stall.
3. Washing basin and faucets.
4. Washing toilet bowl, seat, and lid.
5. Removing soap and shaving cream splatters from mirrors and walls.
6. Emptying wastebaskets.
7. Sweeping or mopping the floor.

Every week the housekeeping assistant should:

1. Use a disinfectant in the toilet bowl.
2. Replace towels, wash cloths, bathmats, the toilet seat cover, and rugs with clean ones.
3. Check the supplies of soap and toilet paper.
4. Mop the floors or vacuum the carpet.
5. Wash the mirrors.
6. Scrub the wastebasket and clothes hamper.

Occasionally bathrooms need to be cleaned thoroughly, in addition to their daily and weekly cleaning. The tasks involved in a thorough cleaning are:

1. Clean the shower curtain or door.
2. Clean medicine cabinet.
3. Wash windows, vents, and light fixtures.
4. Wipe off the towel bars.
5. Launder curtains.
6. Wash the walls and woodwork.

Your employer may give specific directions for cleaning the bathroom. If so, carefully follow these directions. The following are general directions for cleaning specific areas of the bathroom.

CLEANING BATHTUB, SHOWER STALL, AND SINK

Run about two inches of hot water in the bottom of the bathtub, shower stall, or sink. Add soap or detergent and swish up suds.

Use a sponge, brush, or cloth to scrub the sides, edges, and bottom.

Wash the soap dishes, faucets, handles, drain outlets, and shower rod. Wash all exposed pipes.

To scrub off scum or oily dirt, use a mild abrasive (cleansing powder) on the sponge or cloth.

If there is scum on the chrome-plated faucets, use a small amount of water conditioner.

Wrap a rag around a spatula or ruler. Dip the wrapped part in suds and use it to scrape dirt out of the corners where the tub and sink join the wall or floor.

Use a rust remover to remove rust stains from the tub or sink.

Rinse the clean surfaces with hot water and wipe all surfaces dry with a clean dry cloth.



CLEANING THE TOILET

Place detergent in the toilet bowl. Clean the bowl with a long-handled brush. Be sure to scrub hard under the rim at the top of the bowl. Leave the detergent in the bowl while you clean the outside.

Dip a special sponge or cloth in a pail of hot water containing detergent. Wash the tops and sides of the toilet tank, the seat cover, and both sides of the seat. Wash the rim, the outside of the bowl, and the stand the same way. Use clean hot water to rinse all parts of the toilet.

Swab the toilet bowl again with the long-handled brush. Flush the toilet. If there is still some discoloration or lime deposit, use a toilet bowl cleaner as directed. Then swab the bowl with the brush and flush the toilet.

Use hot sudsy water to wash the sponge, cloth, and brush used on the toilet. Rinse and let them dry before putting them away.

Never use the toilet sponge, cloth, and brush on anything else.

WASHING THE CLOTHES HAMPER AND OTHER FIXTURES

To wash the clothes hamper, wastebasket, stool or chair, cabinets, counters, and shelves in the bathroom, prepare two pails of warm water. Add detergent to one pail.

Wash the clothes hamper inside and out with a sponge or cloth wrung out in sudsy water. If the hamper is wicker or heavily textured, scrub it with a soft brush. Rinse the hamper with a sponge or cloth wrung out in clean water. Then wipe dry and leave the hamper open until dry. Occasionally, place the hamper with the cover open outside to air in the sunshine.

Wash the wastebasket in the same manner. Wipe the wastebasket dry and line it with a paper bag or plastic liner to keep it clean inside.

With a sponge or cloth wrung out in sudsy water wash the entire frame of the stool or chair, including the underside and the legs. Rinse the frame with a sponge or cloth wrung out in clean water. Wipe the frame dry with a dry cloth.

To clean cabinets, counters, and shelves, empty the drawers and dust them inside. Then wash the drawers with a sudsy sponge or cloth. Rinse them with a clean damp cloth and wipe them dry. Let the drawers air. Then line them with clean paper or plastic and replace their contents. Wash, rinse, and dry the countertops and open shelves.

WASHING SHOWER CURTAIN

To wash a shower curtain by hand, run enough water in the bathtub to cover the curtain. Add detergent. If there is heavy scum on the curtain, add 1/2 cup water conditioner, too. Wet the curtain; then spread it against the side of the tub and scrub it with a brush and suds. Turn the curtain over and scrub the other side. Wash the curtain hooks, too. Let the sudsy water out of the tub. Fill the tub with warm water to rinse the curtain. Rinse the curtain again with clean water. Also rinse the hooks.



To wash a shower curtain by machine, use warm sudsy water and wash the curtain for 3 minutes. Spin the curtain only about 10 seconds to remove sudsy water. Rinse the curtain 2 to 3 minutes in warm water. Spin only long enough to remove the rinse water. To dry the shower curtain hang it over a clothesline or rehang it in the bathroom, placing the bottom edge of the curtain inside the tub. Spread the curtain and allow it to air dry.

CLEANING THE MEDICINE CABINET AND MIRROR

Run hot water in the bathroom sink and add detergent. Take everything out of the cabinet.

Use a sudsy sponge or cloth to wash the inside walls of the cabinet. If the shelves are removable, wash them in the sink. If the shelves are not removable, wash both sides and along the edges. Use a clean sponge or cloth with hot water to rinse inside the cabinet. Wipe the walls and shelves dry.



QUESTIONS:

1. For what three reasons must bathrooms be kept clean and sanitary?
 - a.
 - b.
 - c.
2. Should abrasive cleaners ever be used on sinks and tubs?

Why?

Match the bathroom task in the first column with how often the task should be performed in the private home.

- | | |
|--|-----------------|
| <input type="checkbox"/> 3. Launder curtains | a. Daily |
| <input type="checkbox"/> 4. Wash basin and faucets | b. Weekly |
| <input type="checkbox"/> 5. Wash mirrors | c. Occasionally |
| <input type="checkbox"/> 6. Air out room | |
| <input type="checkbox"/> 7. Wash walls and woodwork | |
| <input type="checkbox"/> 8. Use a disinfectant in the toilet bowl. | |

- U
9. What three areas in the bathroom of a private home need to be cleaned daily?
 - a.
 - b.
 - c.
 10. List two reasons for drying fixtures after cleaning them.
 - a.
 - b.
 11. Briefly describe the procedure for servicing toilet paper and towel dispensers.
 12. In what order should a hospital bathroom be cleaned after a patient's discharge?
 13. List five bathroom supplies which should be checked often and replenished in a hotel or motel.
 - a.
 - b.
 - c.
 - d.
 - e.
 14. What are the last four steps to remember in cleaning a commercial bathroom?
 - a.
 - b.
 - c.
 - d.

ASSIGNMENTS:

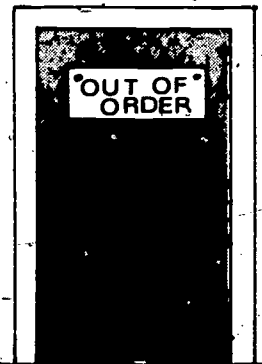
- I. What improvements can you make in the general procedure you have been using for cleaning sinks at your training station?
- II. What improvements can you make in the general procedure you have been using for cleaning toilets at your training station?
- III. Make a list of equipment other than the permanent fixtures which must be cleaned at your training station. Tell how you would properly clean each of these: soap and toothbrush holders, towel bars, medicine cabinets, linen storage areas, rubber bath mats, shower curtains, clothes hampers, mirrors, counter tops, shower doors.

GROUP WORK:

- I. Compare the procedures used to clean bathrooms in different training stations.

UNIT IX-2

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS



SUBJECT: Restrooms and Shower Rooms

TASK: 31. Clean and sanitize bathrooms, restrooms, and shower rooms.

OBJECTIVES: When you finish this lesson, you should be able to

- identify the reasons for the daily cleaning of restrooms and shower rooms
- describe the procedures for sanitizing restrooms and shower rooms
- evaluate the effectiveness, in a given situation, of the methods used to clean a restroom.

The proper care and cleaning of public restrooms and shower rooms is one of the most important tasks of the housekeeping management assistant. Proper sanitation guards the health of all who use the restroom or shower room. Never merely cover up odors with a deodorizer--odors mean that soil and bacteria are present. Thorough cleaning will eliminate odors.

The procedure for cleaning a restroom or shower room is as follows:

1. Place an "Out-of-Order" sign on the restroom door.
2. Sweep the floor thoroughly and observe areas that need special care.
3. Collect trash from the floor, sinks, window ledges, and wastebaskets. Empty ash trays and containers for sanitary napkins. Wipe inside and outside of each receptacle with cleaning solution. Install new liners.
4. Check and fill dispensers for towels, toilet tissue, sanitary napkins, seat covers, and soap.
5. Dust horizontal surfaces, including lockers, radiators, benches, window sills, and light fixtures.
6. Clean stalls, partitions, and walls.
7. Clean mirrors. Wipe the frames with cleaning solution and dry them with a clean cloth.
8. Spot-clean windows as needed.
9. Clean sinks.
10. Clean toilets and urinals.
11. Wet-mop the floor.
12. Do finishing touches like damp-wiping doors, checking light switches and light bulbs, cleaning the exhaust fan grill, and the like.
13. Make a final check to see that all tasks are done and that the room is in good order.
14. Remove the "Out-of-Order" sign.

Make periodic spot checks of restrooms during the day. Pick up wastepaper. Empty receptacles, if required. Replenish toilet paper, sanitary napkins, soap, and towels. Spot-mop problem areas, such as around toilets and urinals. Spot-clean walls, doors, and partitions as needed. Spot-clean mirrors and other glass surfaces as needed.

FILLING DISPENSERS

Toilet Tissue. Install a new roll of tissue so that the paper unrolls from the top. Fill sheet tissue dispensers as directed. Take care to touch only the wrapper. Start the first tissue.

Soap Dispensers. Fill soap dispensers as directed. Check to be sure that they are working properly. Wipe the outside of the dispensers with cleaning solution. Dry chrome fixtures with a clean cloth to eliminate water marks.

Towel Dispensers. Fill paper or linen towel dispensers as directed or follow refill instructions on the inside of the towel cabinet. Take care to touch only the wrapper when installing towels. Start the first paper towel. Check to be sure that the dispensers are working properly. Wipe the outside of the dispensers with cleaning solution and dry them with a clean cloth.

STALLS, PARTITIONS, AND WALLS

Work around the room systematically, using a damp sponge dipped in a sanitizing solution. Begin at the bottom and work up one section at a time.

Pay particular attention to fingerprints, spots, smudges, etc. Wipe ledges, partitions, dispensers, receptacles, shelves, low lights, door vents, doors, door frames, walls, hangers, and light switches. Look for areas where dirt and dust are likely to collect. Dry and polish the cleaned section using a dry cloth. Clean and polish towel holders and other hardware as you go. Continue until all partitions and walls are washed and dried. Be sure to clean the backs of doors in stalls.

To spot-clean, use a circular motion and gradually broaden the circle using less pressure. This makes the spot you are cleaning blend into the rest of the wall and does not leave a ring.

SINKS

Clean sinks with a damp cloth or sponge sprinkled with cleaning agent or dipped in a cleaning solution. Do not clean metal parts with an abrasive cleaner, as this creates small scratches which dull the finish. Use a small stiff brush to clean the overflow outlet and drain. Pay particular attention to the area around the base of faucets. Rinse the basin thoroughly to remove all traces of the cleaning agent. Dry the sink counter top with a clean dry cloth. Damp-wipe and polish exposed pipes and faucets. Continue until all sinks have been cleaned. Keep drains clean with periodic use of drain-pipe cleaners.

TOILETS

Wear rubber gloves when cleaning toilets. Use a sanitizing solution to damp-wipe all pipes, valves, and fittings. Polish them with a dry cloth. Flush the toilet and check for proper operation and for possible stoppage. If a stoppage is found, use a plunger. If the stoppage cannot be removed, place an "Out-of-Order" sign on the door and report it to your supervisor. If the toilet has a tank, clean the tank first. Wash the top of the toilet seat with a sponge or cloth dipped in a sanitizing solution. Rinse the cloth or sponge, wring it out,

and dry the top of the seat. Repeat this procedure to wash the underside. Leave the seat standing. Clean the outside of the bowl and base with sanitizing solution. Start at the top and work toward the floor. Clean the floor areas around the bases of the floor fixtures. Clean the inside of the toilet bowl. Over the bowl opening, sprinkle cleaning agent or pour bowl cleaner onto the sponge, cloth, or swab. Scrub the entire inner surface with circular motions. Scrub under the rim of the toilet and work down to the trap opening, using a swirling motion. Use a hand mirror to check under the rim to be sure that all stain and soil is removed. Squeeze out the sponge or cloth. Re-apply cleaning agent and scrub inside the trap, reaching as far as possible into the opening. Squeeze out the sponge or cloth into the bowl and flush the toilet. Use a bowl cleaner if stains cannot be removed with the liquid cleaner. Continue until all toilets are clean. During periods such as holidays, when the toilets are not used daily, clean the toilets and flush them once a week.

URNINALS

1. Flush the urinal.
2. Wipe the outer surfaces and pipes of the urinal with a sponge dipped in sanitizing solution. Wear rubber gloves.
3. Dry the urinal pipes and the outside of the bowl with a clean cloth.
4. Treat exposed flush tanks the same as you treat the exposed parts of the urinal.
5. Sprinkle cleaning agent or pour bowl cleaner on the sponge or swab and clean the inside of the urinal. Make sure all surfaces are clean. Use a hand mirror to check hidden surfaces.
6. Flush the urinal and rinse out the sponge.
7. Continue until all urinals are clean.



NOTE: If offensive odors remain in the urinal or drain traps after cleaning, mix 2 or 3 tablespoons of household vinegar in a gallon of hot water and pour the mixture into the trap. If possible, flush the urinal drain pipes and traps with a water hose every two weeks. Flush urinals once a week, if they are not used.

LOCKER AND SHOWER ROOMS

Locker and shower rooms provide ideal conditions for the growth of bacteria and the spread of germs. Therefore, good sanitation practices in these areas are absolutely essential.

The floor is probably the greatest source of contamination. Athlete's foot and many other diseases are spread when a person touches his face with the same hand that has touched the floor or an object on the floor. Floors in locker and shower rooms should be sealed and polished to keep germs and bacteria out of pits in the floor. Floors should also be damp-mopped daily with a germicidal cleaner.

Lockers, storage rooms, and bins can also spread germs. Scrub these areas periodically with a germicidal cleaner. Spray them as needed with a germicidal deodorant to kill germs and eliminate odors. After lockers are vacated, clean them with a germicidal cleaner.

All training equipment should be washed as needed with a germicidal cleaner. In addition, cleaning should be scheduled periodically. Gym mats should be scrubbed monthly with a scrub brush and germicidal cleaner. Mats should be sprayed with a germicidal deodorant as needed.

Shower room floors and walls should be scrubbed regularly with a germicidal detergent. If duct boards are used, they should be removed regularly, scrubbed, and dried out. Floors beneath duct boards should be scrubbed with germicidal detergent. Germicidal detergent should also be poured into the drains.

QUESTIONS:

1. What does the presence of odors mean? How can odors be eliminated?
2. What sanitary precautions should you follow when filling dispensers?
3. What should you do during spot checks of restrooms during the day?
4. When cleaning stalls, partitions, and walls, in what direction should you work?
5. When spot-cleaning, you should use a circular motion with decreasing pressure. Why is this motion advised?
6. Why should abrasive cleaners not be used on metal fixtures?
7. What is the purpose of a hand mirror when cleaning toilets and urinals?
8. If offensive odors remain after urinals or drain traps have been cleaned, what solution can be poured into the trap to eliminate these odors?
9. How often should drain pipes and traps be flushed with a water hose?
10. Why are good sanitation practices essential in locker and shower rooms?
11. The greatest source of contamination in locker and shower rooms is probably the _____.

ASSIGNMENTS:

- I. Ask your training supervisor what the procedures are for cleaning the restroom or shower room at your training station. Make a list of these procedures and compare them to the ones suggested in this lesson.
- II. Make a list of the cleaning supplies used at your training station for cleaning restrooms and shower rooms and tell what each is used for.

GROUP WORK:

- I. Observe your school custodian or a cleaning supply representative demonstrating procedures for cleaning restrooms and shower rooms.

UNIT X-1

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Methods of Sorting Laundry

TASK: 39. Sort laundry.

OBJECTIVES: When you finish this lesson, you should be able to

- a. plan loads of fabrics and colors which may be laundered safely together
- b. describe relationship between type of fabric or finish and water temperature
- c. sort clothing items according to degree of soil
- d. identify pretreatments for stain removal and heavily soiled clothing.

Most private households are equipped with a washer and dryer so that the major laundering tasks can be performed economically at home. Many hotels, motels, and hospitals today also have their own laundry services. Besides saving money, institutions get these advantages by doing their own laundry:

1. Lose fewer linens through outside handling.
2. Prolong life of linens by using milder wash solutions.
3. Control order of laundering to meet immediate needs.
4. Control quality of linen each guest or patient receives.

As a housekeeping management assistant, you may be responsible for the laundry at your training station. Regardless of whether you are employed in a private household or an institution that performs its own commercial laundry services, the procedures for washing will be similar.

Preparing items for laundering includes: sorting, mending, and treating spots and stains.

In the private home, clothing and household items are gathered from hampers conveniently located near where the items were used. Damp items should be dried before they are placed in a hamper. Any stain on clothing or linens should be removed as soon after it happens as possible. Dry and store the items until wash day.

Housekeeping management assistants in a hotel, motel, hospital, or nursing home do not gather the laundry themselves. It is brought to the laundry room in large bundles from the rooms of occupants.

Knowledge of fabrics and finishes is necessary before doing any laundering. The housekeeping management assistant employed in the private home should check permanent care labels on wearing apparel and household linens. In a hotel-motel situation, permanent labels may provide similar information about uniforms and linens. The label should list information on fiber content, special finishes, shrinkage control, colorfastness, care instructions, and special precautions.

The first step in laundering is to sort the clothes and linens according to color, colorfastness, construction, amount of soil, and washing method. Sorting the clothes on a table or counter saves stooping and bending; this saves energy and time.

White and light colorfast items should be separated from brightly colored and non-colorfast items. Bright colors should be washed separately or with similar colors. Special care fabrics should be washed separately from the regular wash. Heavy, bulky items such as blankets, bedspreads, and slip covers may need to be washed alone.

When sorting laundry according to the degree of soil, classify it into light, medium, and heavily-soiled groups. After sorting, you should have the following categories:

1. White and light colorfast fabrics. Wash in hot water (140°-160° F. or 60°-71° C.) using heavy duty, all-purpose detergent.
 - a. Heavily soiled: children's clothes, work clothes, T-shirts, socks, bath towels, sheets, and pillow cases.
 - b. Medium or lightly soiled: washable dresses, shirts, blouses, handkerchiefs, and undergarments.
2. Colored fabrics. Wash colorfast fabrics as above. Wash non-colorfast fabrics in warm water (90°-110° F. or 32°-43° C.) using light-duty, mild detergent. Hand wash for extra care.
 - a. Heavily soiled: blue jeans, khakis, sweatshirts, jackets, bath towels, bath mats, colored sheets, towels, and pillow cases.
 - b. Medium or lightly soiled: shirts, blouses, and dresses.
3. Synthetic and fine fabrics. Group according to white, light colored, dark colored; wash in warm water (90°-110° F. or 32°-43° C.); use light-duty, mild detergent. Follow manufacturer's laundry instructions. Do not wash too many items at once. Crowding causes them to wrinkle. Do not wash synthetic and fine fabrics with other items; they attract lint from other materials.

NOTE: Do not wash colored napped fabrics, such as corduroy jeans or bathmats in the same wash with any garments that shed lint. Lint is difficult to remove, and is visible in the nap. Do not wash solid color clothes with a lint shedding garment. The lint is difficult to remove from the colored garment.

The sorting process for laundry in institutions is not as difficult as that for home laundry. The aide counts the linens sent to the laundry, checks for stains, and treats the stains using the stain removal chart as a guide. The aide then sorts the towels and wash cloths from the bed linens. Linens made of no-iron fabrics are separated from those made of untreated fabrics. Otherwise lint and dirt are attracted to the no-iron fabrics. No-iron linens may be of a different color for ease in sorting.

Any item which is stained or heavily soiled requires special treatment before washing. The pretreatment method used depends on the type of soil or stain and the type of fabric. The three basic methods are:

1. Soaking. Add presoak or detergent to warm water (avoid hot water which may set some stains). The soaking time depends on the fabric, age, and amount of stain. You should soak most items at least thirty minutes, and you may have to soak some items overnight. This method is for heavily soiled, yellowed, or grayed fabrics. Presoaking aids in the removal of egg, baby formula, chocolate, grass, blood, and body soil. NOTE: Be sure to wring or spin out the soak solution before washing the item in fresh water.
2. Applying detergent or bar soap. Dampen the soiled area and rub it in water and detergent or bar soap. This method is especially good for small stains, the soil line inside cuffs and collars, and the feet of socks.
3. Using special methods. Use a stain removal chart as a guide for removing stubborn stains and spots.

Mending, too, should be done before the item is washed. A ripped or torn place may ravel and tear even more during the washing process.

After finishing the general procedures for sorting, mending, and removing stains, check the following before laundering:

1. Inspect the pockets to see that they are empty. Turn the pockets inside out.
2. Turn the cuffs down and shake.
3. Zip all zippers.
4. Remove unwashable trims, buckles, or buttons.
5. Tie belts loosely.
6. Place delicate items in a mesh bag for their protection.

QUESTIONS:

1. Preparing items for laundering includes what three processes?
 - a.
 - b.
 - c.
2. Name five types of information a label should provide.
 - a.
 - b.
 - c.
 - d.
 - e.
3. Clothes are sorted according to five characteristics. What are these characteristics?
 - a.
 - b.
 - c.
 - d.
 - e.

For items 4-12, select the word indicating the degree of soil which would normally be found in that garment.

CLOTHING

DEGREE OF SOIL

- | | |
|-------------------------------------|-----------|
| <u> </u> 4. Mechanic's trousers | a. Light |
| <u> </u> 5. Lady's orlon sweater | b. Medium |
| <u> </u> 6. Cotton slacks | c. Heavy |
| <u> </u> 7. Child's blue jeans | |
| <u> </u> 8. White dress shirt | |
| <u> </u> 9. Baby's bib | |
| <u> </u> 10. Slips | |
| <u> </u> 11. Men's socks | |
| <u> </u> 12. Gardening gloves | |

13. Considering color and fabric, sort the following wash into four loads by grouping the clothing items that could be washed together.

CLOTHING

- Blue denim jeans
- Pink percale curtains
- White muslin sheets
- Red flannel shirt
- White nylon slip
- Black broadcloth blouse
- Tan broadcloth blouse
- Light grey oxford-cloth shirt
- Brown cotton slacks
- Beige cotton skirt

The temperature of the water varies with the kind of clothing to be washed. Which temperature do you think would be best for each of the items listed in questions 14-21? Write the letter of the temperature you select in the blank.

CLOTHING

TEMPERATURE

- | | |
|--------------------------------------|------------------------------------|
| <u> </u> 14. White muslin sheet | a. Hot, 140°-160° F. or 60°-71° C. |
| <u> </u> 15. Colorfast shirt | b. Warm, 90°-110° F. or 32°-43° C. |
| <u> </u> 16. Linen table cloth | |
| <u> </u> 17. Dacron blouse | |
| <u> </u> 18. Towels | |
| <u> </u> 19. Wool sweater | |
| <u> </u> 20. Undergarments | |
| <u> </u> 21. Non-colorfast blouse | |

22. Why is it not a good idea to wash light and dark colors in the same washer load?

23. In what order would you wash the following loads of clothing? Arrange the letters in the correct order.
 - a. Pastels
 - b. Dark colors
 - c. White
 - d. Heavily soiled articles
24. Why is it recommended that articles in wash loads vary in size and shape?
25. In institutional laundries, why should no-iron linens be washed separately from linens made of untreated fabrics?
26. Name three commonly used methods for pretreating stains.
 - a.
 - b.
 - c.
27. Why is it important to mend all garments before washing them?
28. List six things to check or fasten before laundering garments.
 - a.
 - b.
 - c.
 - d.
 - e.
 - f.

ASSIGNMENT:

- I. Ask your employer to describe procedures for sorting laundry at your training station. Develop some guidelines to help you sort laundry as described. Ask your training sponsor to check your guidelines and make additional suggestions if needed.

GROUP WORK:

- I. Make a list of articles frequently laundered at your training station. Describe the fabric, color, type, and degree of soil for each article. Exchange lists with another housekeeping management assistant employed in a similar job. Sort the articles as you would at your training station. Discuss any articles that you are unsure of with classmate or your training sponsor.

UNIT X-2

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Using Laundry Supplies

TASK: 40. Use laundry equipment and supplies correctly.

OBJECTIVES: When you finish this lesson, you should be able to

- identify types and uses of soaps and detergents
- analyze the use of fabric softeners, bleaches, starches, bluing, tints, and dyes
- select the correct type of detergent, water temperatures, and washing time for a particular wash load.

A vast number of laundry products are available today. If you select and use the appropriate products, laundering not only get clothes clean but also removes odors, reduces wrinkles, restores a fresh appearance, and preserves the life of the articles.

The amount of a laundry supply used is just as important as the type of product used. The amount of detergent, detergent germicide, bleach or other products used is determined by the size of the load and the amount of water used in the wash cycle. Follow the recommendations on the package.

The laundry supplies chart at the end of this lesson should aid in deciding which product to use for various laundry problems. Some further tips for using laundry supplies follow:

1. Use enough washing product for a clean wash. Too little washing product gives poor results.
2. Add extra soap or detergent for hard water, heavy soil, large washing loads, and cool wash water.
3. Use detergents in hard water because soap reacts with the minerals to form an insoluble film that makes clothes look gray and dingy.
4. Use either soap or detergent in soft water.
5. Use hot water whenever possible. All detergents, even those designed to work in cold water, give better results in hot water.
6. Read all package directions and measure precise amounts, especially when using bleach.
7. Dilute bleach and fabric softeners before adding them to the wash or rinse water to avoid staining or discoloring fabrics.
8. Delay adding bleach until 5-6 minutes into the wash cycle so the detergent has time to work.

Water temperature is another important factor affecting the laundering process. The water temperature determines in part how clean and how wrinkled the fabric becomes during washing. Correct water temperature can also insure the durability of a fabric finish and affect the amount of fading that occurs through washing.

LAUNDRY SUPPLIES

PRODUCT	CHARACTERISTICS	USE
<p>1. Water Softeners: a. Precipitating b. Non-Precipitating</p>	<p>Boosts cleaning power of soap or detergent. Softener combines with minerals in hard water to form a solid milky appearing substance. Surrounds and locks up the minerals in the hard water. Requires less soap. Keeps soil from re-settling on clothes.</p>	<p>Use only in wash water. Use in rinse water.</p>
<p>2. Soap a. Light duty, mild, built soap b. Heavy duty, built All-purpose</p>	<p>Non-alkali. Mild. High-sudsing. Helps remove heavy soil because of high alkaline content.</p>	<p>Use with fine fabrics and non-colorfast fabrics, lingerie. Use with work clothes or normal household linens. Hard on colors.</p>
<p>3. Synthetic detergents made of non-fatty raw material, a product from petroleum. These detergents may also contain builders, dyes, bleach, softeners, bacteriostatic agents.</p>	<p>Aids in "wetting" the fabric. Increases cleaning power. Brightens white and colored fabrics. Aids in stain removal.</p>	

PRODUCT	CHARACTERISTICS	USE
<p>a. Light duty, mild, unbuil</p> <p>b. Heavy duty, all-purpose, built (1) High-sudsing (2) Low-sudsing</p>	<p>Is mild because of low alkaline content. Good for non-colorfast garments.</p> <p>Cleans heavy soil because of high alkaline content. Stronger cleaning action.</p> <p>Does not pollute underground water supply.</p>	<p>Hand washing fine fabrics. Machine washing for fine woolens, lightly soiled clothing.</p> <p>Machine laundering of normal or heavy soil. Hard on colors:</p>
<p>4. Bleaches</p> <p>a. Chlorine</p> <p>b. Oxygen</p>	<p>Strong.</p> <p>Disinfects and deodorizes.</p> <p>Eliminates stains and dirt.</p> <p>Less effective than chlorine type.</p>	<p>Does not remove soil but combines chemically with soil to form a colorless substance.</p> <p>Eliminates "yellow" from white linens and cottons. Not poured directly on clothes. Not used on silk, wool, rayon, spandex, non-colorfast or delicate fabrics.</p> <p>Can be used on all washable fabrics and all colors.</p>
<p>5. Fabric softeners</p>	<p>Makes fabric soft.</p> <p>Reduces wrinkling.</p> <p>Aids in ironing.</p>	<p>Makes fabric soft, static free. Added to final rinse.</p>
<p>6. Bluing</p>	<p>Covers up grey and yellow discoloring.</p> <p>Not a cleaning agent.</p>	<p>Added to final rinse. Makes clothes look whiter.</p>

PRODUCT	CHARACTERISTICS	USE
7. Ammonia	Removes deep heavy soil.	Boosts power of soap. Use in wash cycle, not rinse.
8. Sanitizer	Quaternary disinfectant commonly referred to as "quat." Pine-oil type bleach.	Kills harmful bacteria in the laundry. Bleach not used on all fabrics.
9. Starch a. Dry (uncooked) b. Dry (precooked) c. Liquid d. Spray	Mixed with hot water or cooked before used. Economical. Inconvenient. Mixed with cold water before used. Mixed with water. More convenient than dry starches. Most convenient. Most expensive.	Restores crispness to fabric. Starched fabrics shed soil, look clean longer. All starching is done before ironing. Lasts through several washings. Used while ironing. Good for touch-ups. Less stiffness, more flexible finish.

All fabrics can be washed in one of three water temperatures:

- A. Hot Water (140° F., 60° C., or above) is used for whites, colorfast items, diapers, and heavily soiled durable press or wash and wear. This temperature cleans quickly and sanitizes best.
- B. Warm Water (100° F.-110° F., 38° C.-43° C) should be used to wash non-colorfast items, silks, woolens, durable press, wash and wear, nylon, acrylic, polyester, and other man-made fibers. Warm water reduces fading, preserves durable press finishes, and reduces wrinkling and shrinkage.
- C. Cold Water (80° F., 27° C., or cooler) should be used when washing sensitive colors and lightly soiled items and when rinsing durable press and man-made fibers. Though cold water does not clean as well, it does reduce the wrinkling and fading of fabrics.

These principles apply equally to home laundering or to institutional laundering. Normally the hotel-motel laundry is considered light-soil laundry because it is used only one day, then changed. The water temperature is 140°-160° F. or 60°-71° C.; a normal amount of detergent is used, following the directions on the package. The washing cycle is approximately 30 minutes.

The hospital laundry, after spot removal, is laundered in 140°-160° F. or 60°-71° C., hot water, and a detergent germicide is used. The length of time the wash cycle takes depends upon the soil and the product used as a detergent germicide. The directions on the package should be read and followed carefully. The housekeeping manager can explain the importance of following directions for hospital laundry.

The nursing home housekeeping management assistant sorts the linens as to degree of soil: "light soil" or "heavy soil." The "heavy soil" laundry requires hot water (140°-160° F. or 60°-71° C.), a regular detergent, and bleach, if the housekeeper suggests using it.

QUESTIONS:

1. What two factors determine the amount of laundry product you should use?
 - a.
 - b.
2. When washing in hard water, should you use soap or detergent?
Why?
3. What must you do to bleach and fabric softeners before they are added to the wash or rinse water?
Why?

Match each item or fabric with the washing temperature best suited to it.

- | | | |
|-----------|------------------------------|---------------|
| _____ 4. | Nylons, polyesters | a. Hot water |
| _____ 5. | Whites | b. Warm water |
| _____ 6. | Sensitive colors | c. Cold water |
| _____ 7. | Lightly soiled items | |
| _____ 8. | Diapers | |
| _____ 9. | Durable press rinses | |
| _____ 10. | Heavily soiled items | |
| _____ 11. | Silks and woolens | |
| _____ 12. | Colorfast items | |
| _____ 13. | Lightly soiled durable press | |

14. List two advantages of using cold water.

a.

b.

15. What is the primary purpose of a water softener?

16. Identify three functions of bleach.

a.

b.

c.

17. List six types of fabrics that chlorine bleach should not be used on.

a.

b.

c.

d.

e.

f.

18. During which cycle is the fabric softener added?

19. Name three purposes of a fabric softener.

a.

b.

c.

ASSIGNMENTS:

I. Make a list of the laundry supplies used at your training station. Indicate when each should be used.

II. Describe the type of detergent, water temperatures, and washing time for the types of loads most frequently washed at your training station.

GROUP WORK:

I. Make a display of commercial and home type laundry supplies. Include information on the uses of each.

UNIT X-3

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Using Laundry Equipment

TASK: 40. Use laundry equipment and supplies correctly.

OBJECTIVES: When you finish this lesson, you should be able to

- identify the major parts of an automatic washer, automatic dryer, and commercial laundry equipment
- arrange in order the procedures to follow when using an automatic washer
- explain the purpose of each of the major parts of a dryer
- describe the general procedures and precautions for operating commercial laundry equipment

The housekeeping management assistant, whether in a private home or a commercial institution, should be familiar with various types of washers and dryers and their operation. The aide in an institutional situation should also be familiar with the procedures for operating commercial laundry equipment.

WASHERS

The most necessary laundry equipment is a washing machine. Washers may be classified in three groups according to the manual labor required for their operation.

- Non-automatic washer. Worker must handle clothes, start and stop machine.
- Semi-automatic washer. Worker operates controls to change water. Reduces manual handling of clothes.
- Automatic washer. Worker just sets controls.

A wringer washer may be in either of the first two categories. The washing action in a wringer is produced by an agitator post. The wringer squeezes water from fabrics after the washing and rinsing cycles. Any type of soap or detergent is used in these washers.

Much more common today are the automatic washers. Three types of automatic washers are available.

- Top-loading. Washing action is produced by an agitator post; clothes can be deep-rinsed; any type of soap or detergent is used.
- Front-loading. Washing action is produced by tumbling clothes in a cylinder; less water and detergent is used; a low or medium sudsing detergent is used.
- Combination washer-dryer. Combination is similar to front-loading washer; it can be used as just a washer or just a dryer; a low or medium sudsing detergent is used.

The first step in the laundering cycle of a washing machine is the physical washing action. Regardless of the type of machine used, the physical action that washes the clothes is provided by an agitator or a revolving cylinder. An agitator post moves the clothes back and forth to provide the friction which aids in removing soil. A revolving cylinder uses a lift and drop type of friction to aid cleaning.

The load, or number of items a machine can wash at once, varies with the size of the articles and the types of fabrics being washed. In loading the machine, always follow the instructions published by the manufacturer. To further insure a clean wash, do not overload or underload the washer. Leave enough room to allow the clothes to move freely in the sudsy water. Put both small and large pieces in the same load to avoid packing too many items in at one time. Overloading causes uneven clearing and creates extra friction and wear on clothing. Underloading a machine wastes power and detergent, so it's best to wait until there are enough dirty clothes to wash a full load. A water-level control provides greater variation in the size of loads without wasting water. With this control, the tub can be filled to low, medium, or full.

Automatic washers are equipped with various control settings that allow the water temperature, cycle length, and washing speed to be adjusted for specific fabrics. Sometimes a soak or prewash cycle is available for treating stained or heavily soiled items.

The washing cycle, or length of time the clothes are agitated, depends upon the amount of soil, the kind of fabric, the garment construction, the color of the material, and the equipment used. In general, these suggestions should be followed for wash cycles:

- Normal soil.....10 minutes, normal speed
- Heavy soil.....5 to 10 minutes presoak, 10 minutes wash,
normal speed
- White and colorfast.....10 minutes, normal speed
- Non-colorfast.....6 to 8 minutes, normal speed
- Durable press.....6 to 8 minutes, normal wash, slow spin
- Delicate fabrics.....4 to 6 minutes, slow speed
- Knits and woolens.....1 to 3 minutes, slow wash, normal spin

NOTE: Normal speed may be labeled "Regular" or "Fast," and slow speed may be labeled "Gentle" or "Delicate."

The next step in the washing process is the rinse cycle. The rinse may be a spray rinse, deep rinse, or over-flow rinse. Machines generally use a combination of these rinses: a spray rinse, followed by an agitated deep rinse, then another spray rinse. The rinse cycle removes the soap or detergent from the clothes. Improperly rinsed fabrics may become stiff and dull looking. The rinse water should be slightly lower in temperature than the wash water. Cold water rinsing minimizes wrinkles in synthetic fabrics and durable press items. Automatic washers provide a 2 to 5 minute rinse cycle that is ample for most needs. Woolens should rinse for only one minute, and delicate items for only 2 or 3 minutes.

The last step in the process is that of extracting or removing the water from the clothes. As much as 25 to 30 per cent of the rinse water can be removed during this cycle. Automatic removal of water is done by constant spinning of the cylinder or by a hydraulic press that squeezes the water out of the clothes. The faster the spin, the more water is extracted and the faster the clothes dry. Water can also be pumped out with an automatic pump or drained from the washer by gravity. On the non-automatic washer, the wringer is used to extract water. Safety devices to stop the wringer are placed so that the operator can stop the action in case he gets his hand caught. On an automatic washer, the washing action should stop when the door is opened. Many washers have an automatic safety lock which will not allow the door to be opened at all during the spinning process.

Following these suggestions makes good results possible regardless of the type of washing machine used:

1. Follow the manufacturer's instructions.
2. Load the washer properly. Set the washing controls according to the size and type of the load.
3. Select the correct water temperature. Provide an adequate supply of hot water, if needed.
4. Use a suitable soap or detergent. Measure according to the amount of water. Too much detergent produces too many suds, and clothes are not rinsed clean. On the other hand, too little detergent does not provide cleaning power.
5. Clean the inside and outside of the washer after each use.

DRYERS

Three methods of drying are commonly used. All require good judgment and knowledge for best results.

1. Tumble drying. An automatic dryer saves time and energy, makes articles soft and fluffy, helps remove wrinkles, and prevents fading caused by sunlight. The main disadvantage of this method is that improper drying can increase shrinkage. Commercial establishments use this method.
2. Line drying. Some household items should be dried on a clothesline. Though this method increases stiffness and must depend on the weather, some homemakers prefer the fresh smell it gives their clothes. Large items can be dried more thoroughly on a clothesline. When garments are hung on a clothesline, the strongest or heaviest part of the garment should be fastened to the line, and then any wrinkles should be smoothed out. Large items such as blankets or bedspreads, should be hung over two lines to reduce strain on the threads.
3. Flat drying. This method is best for wool sweaters, leather items, and some elastic garments. Place items to be dried on a clean towel or other absorbent surface; gently restore the garment to its original shape; dry the garment away from direct heat or sunlight.

Most automatic dryers for home use are the tumble type. The clothes are placed in a revolving cylinder or drum turned by a motor. The motor also turns a fan which circulates air through the cylinder and forces out moisture-laden air. Heat for drying is produced by a gas flame or an electric element. As a safety precaution, the heat source should shut off and the revolving drum should stop turning when the dryer door is opened. Many dryers also have an automatic heat cut-off in case of mechanical failure. The housekeeping management assistant should study the manufacturer's instruction book on the use of the dryer and should carefully follow the instructions given.

Automatic dryers may offer special settings for regular fabrics, durable press, and delicate fabrics. They may even offer "no-heat" or "no-tumble" settings. The control must be turned to the correct temperature and time setting for each load. The length of time required to dry clothing depends upon the following factors:

1. The temperature at which the dryer is set and the air circulation in the dryer. The higher the temperature, the shorter the time required for drying.
2. The size of the load. As the size of the load increases, so does the drying time.
3. The amount of moisture in the articles. If most of the water has been extracted from the articles during the washing process, the time of drying will be shortened.
4. The type of fabric. Wash-and-wear and lightweight fabrics dry more quickly than heavy fabrics.

Zippers and hooks and eyes should be fastened before articles are placed in the dryer to prevent these articles from catching on the revolving drum or snagging other items.

New, colored articles are likely to shed bits of lint the first few times they are dried. These items should be dried separately or with similar colors until the loose fibers are dislodged.

Careful sorting of clothes may make it possible to make up a load of clothing which needs to be ironed. The timer should be set so the garments will be slightly damp and ready for ironing when they are removed from the dryer. Other loads can be made up that do not require ironing or that can be pressed without dampening. Starched items should be dried separately from unstarched ones.

Avoid overloading and overdrying clothes. Both result in unnecessary wrinkles. Leaving permanent press articles in the dryer for a period of time after the drying process is over also causes wrinkling. Overdrying causes towels and sheets to be stiff and also increases shrinkage.

Certain types of articles should never be dried in the dryer. These include plastics; foam rubber; any item that is still damp from being cleaned in a dry cleaning solution; cleaning cloths used to wax furniture and floors, even though they have been thoroughly washed; rayon and acetate knits; woolens other than blankets; glass or metallic fabrics; and permanently pleated skirts of synthetic fibers.

COMMERCIAL EQUIPMENT

Commercial institutions such as hotels, motels, and hospitals often reduce their operating costs by running their own laundry. Usually this is just a flatwork laundry. Flatwork is a term used to describe the washing and ironing of flat pieces such as sheets, tablecloths, and towels. Commercial equipment including a washer, extractor, tumbler, and mangle or ironer is required for a flatwork laundry. A housekeeping management assistant working in this situation needs to know not only general laundry procedures but also how to operate commercial equipment.

Two types of washers are used by institutions, the open end model and the cylinder. The open end model is usually made of steel, holds up to 100 pounds, and is easier for a woman to operate. The cylinder type is available in many different sizes; it can be either steel or wood. The steel tub or cylinder is preferable because if the wood is not used often it will dry out and begin to leak.

After sorting, the linens are placed in the washer. Linens remain in the washer for a period of time depending on the amount of soil: heavy soil, longer; light soil, shorter. The rinse cycle follows the washing cycle. In flatwork laundries, the clothes are then placed into a centrifuge (a machine with a large steel basket with perforations) called the extractor. The extractor spins at a high speed to extract, or remove, the water from the linens. This process takes about half the time of the washing cycle. (Recently the washer and extractor have been combined in one machine which speeds up the laundry process and cuts the time spent in the laundry.)

The dryer for institutional use may be referred to as the hot air dryer or tumbler. Hot air is blown through the rotating drum. Linens are placed loosely in the dryer; the cycle is about 1/2 to 3/4 the length of the washing process.

Towels, bath mats, and wash cloths are placed in the dryer to be fluff dried. Sheets and other linens are dried only a few minutes to prepare them to be ironed in just one trip through the mangle. A mangle or ironer is usually described in terms of the number of rollers over which the linens will pass. The rollers are set to run at different speeds to pull the linens tight and wrinkle-free as they pass over the rollers. The metal part that fits down over the rollers is called the shoe. The shoe is the heat source and does the actual pressing.

Ironing is the slowest operation in the laundry process. Care must be used to get the linens through the automatic ironer straight, without ironing in wrinkles or pulling the linen off grain. Such finishing touches are the ones most noticeable to the guests or patients. Permanent press items should never be put through an ironer, as ironing destroys the finish.

When the linens are completely dry and pressed, they are folded and returned to the linen room.

QUESTIONS:

1. What type of detergent must be used in a front-loading washer or a combination washer-dryer?
2. List two disadvantages of
 - a. overloading a washing machine.
 - b. underloading a washing machine.
3. Identify five factors which affect the length of the washing cycle.
 - a.
 - b.
 - c.
 - d.
 - e.
4. Which of these features are found on the operation panel of an automatic washer?
 - a. Water temperature
 - b. Water hardness guage
 - c. Water level
 - d. Washing time
 - e. Drying time
 - f. Washing and spinning speed

In questions 5-10, choose the best answer from those listed below to fill in the blanks.

Warmer
10 minutes
Less soap is required
Agitator and cylinder
Soil is redeposited on the clothes
Wringing and spinning
Soil washed from the clothes
Detergent and soiled water
4 minutes
Lower

5. The purpose of rinsing is to flush out _____.
6. Soft water is desirable because _____.
7. Two methods found in washers for extracting water are _____.
8. Movement for washing fabrics is usually provided by _____.

9. The timer for loads of wash-and-wear fabrics and delicate fabrics should be set at _____.
10. To reduce wrinkles, the rinse cycle should be slightly _____ in temperature than the wash water.
11. The length of time required to dry clothing depends on what four factors?
a.
b.
c.
d.
12. One responsibility of Judy, a housekeeping assistant, is to do the family laundry for the Browns. Arrange the tasks in each of these three groups in the order in which they should be performed.

Group I

- a. Sort clothes properly
- b. Place articles in washer
- c. Check all laundry hampers and gather all soiled linens
- d. See that washer tub is clean
- e. Treat spots and stains

Group II

- a. Set timer for correct washing time
- b. Add soap or detergent
- c. Set temperature control at warm, medium, or hot
- d. Push control to start washing action
- e. Close lid or door
- f. Set speed control for regular or gentle washing action

Group III

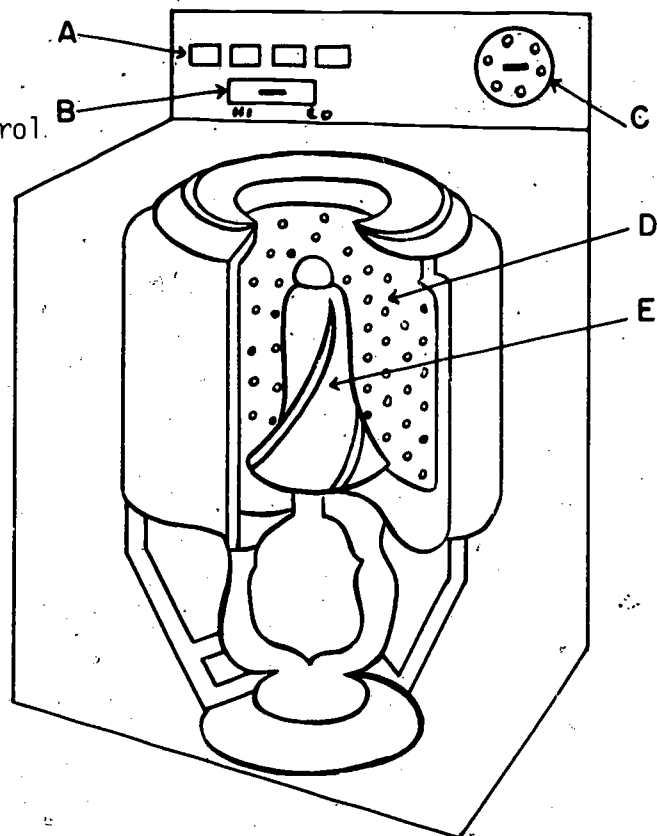
- a. Remove articles from washer
 - b. Check lint trap; remove lint
 - c. Do another job for about 30 minutes
 - d. Wipe machine inside and out
13. If an appliance where you work does not operate properly, you should report it to
a. the dealer.
b. the other employees.
c. your supervisor.
d. your teacher.
14. If you are asked to wash a load of clothes in a washer that you have never used before, you should
a. call the dealer for instructions.
b. call your mother for instructions.
c. read the attached instructions.
d. say you do not know how to operate the washer.
15. What is a flatwork laundry?

16. Which requires a longer washing cycle--heavily soiled items or lightly soiled items?
17. a. What function does the centrifuge or extractor perform?
b. What cycle performs this task in a home laundry?
18. Name the slowest operation in the commercial laundry process.
19. Should permanent press items ever be put through an ironer?
Why?

Look at the following drawing of an automatic washer. Match the letter of the part indicated by the arrow with the correct name of the part.

NAME OF THE PART

- | | | |
|-------|-----|-------------------------------|
| _____ | 20. | Agitator |
| _____ | 21. | Temperature selection control |
| _____ | 22. | Tub or cylinder |
| _____ | 23. | Washing cycle |
| _____ | 24. | Water level control |



ASSIGNMENT:

- I. Read the manufacturer's booklets for the laundry equipment at your training station.

GROUP WORK:

- I. Visit a commercial flatwork laundry and observe the machines and techniques used there.
- II. Observe a demonstration on setting the controls of an automatic washer and dryer.

UNIT X-4

MANAGEMENT OF LAUNDRY PROCEDURES

- SUBJECT:** Washing Special Articles
- TASK:** 40. Use laundry equipment and supplies correctly.
- OBJECTIVE:** When you finish this lesson, you should be able to
- a. select the correct procedures for care of special articles, such as baby clothes, wool blankets, electric blankets, foundation garments, pillows, plastic items, sweaters, foam laminates, and wash-and-wear garments.
- REFERENCE:** Starr, Mary Catherine. Management for Better Living.
Lexington, Massachusetts: D.C. Heath and Company,
1968. pp. 192-195.

Most garments and household items today are completely machine washable because of the various control settings offered on automatic washing machines. Some items still give best results when hand laundered and others require special care even though they are washed in a machine. The housekeeping management assistant, particularly in a private home situation, should be familiar with the procedures for washing special articles.

BABY'S LAUNDRY

During the first few months, the baby's washing will usually be done separately because diapers and other soiled articles are numerous enough to make up full loads. Later the baby clothes and bedding may be included in the regular wash with white cottons and linens.

Diapers are usually soaked in a disinfectant solution until they are to be washed. When it is time to launder the diapers, the water in which the diapers were soaked is drained off. Diapers and other machine-washable baby clothes are washed for at least 10 minutes in the washer with a mild soap or detergent and hot water (140° F., 60° C., or above). Bleach can be added to the rinse water if it is followed with a thorough rinsing. It is essential that any residue from laundry agents be removed to protect the baby's tender skin from irritation.

ELECTRIC BLANKETS

Electric blankets should be washed, not dry-cleaned. It is important that the manufacturer's directions for washing be followed carefully. If the instructions have been misplaced, the following general washing procedures can be easily carried out in a washer that extracts water by spinning. Electric blankets should not be put through a wringer; the fine wires are likely to be damaged.

Disconnect removable electrical parts. If there are dangling parts, tie them loosely in a washcloth or small towel to confine them during laundering. Pretreat soiled binding or spots with a paste of detergent and water rubbed in with a brush.

If the blanket is made of wool, wash and dry it like any wool blanket, omitting stretching or wringing. For fabrics other than wool, fill the washer with warm water, add detergent as for a normal washing, and agitate the washer to dissolve the detergent. Add the blanket, and push it under the water. Agitate for 2 minutes or soak for 10 minutes, whichever is indicated by the amount of soil and type of fabric found in the blanket.

Advance the control to the spin cycle and let the machine complete the spin. Fill the machine for the rinse and agitate 2 minutes. Spin again. Put the washer through an identical rinse and spin cycle; add a fabric softener to the last rinse if desired.

Directions for some electric blankets permit tumble drying; others do not. If the blanket can be tumble dried, preheat the dryer for 5 minutes on medium heat with five or six bath towels in it. Add the blanket; tuck the warm towels into the folds of the blanket. Dry for a short time, approximately 10 minutes. Remove the blanket while it is still slightly damp and finish drying it in the air. Overdrying may harm the blanket's heating element.

FOUNDATION GARMENTS

The rule "wash before heavily soiled" applies particularly to foundation garments because oily soil and perspiration hasten deterioration in articles made of rubber or spandex-based materials. Laundering directions given here are satisfactory for both types of garments.

Before washing close fasteners, including garters. Pretreat spots. Include the garment in a lightly soiled load, washing the garment in warm water with any suitable detergent. A special detergent is not necessary for elastic garments. Either heat or soil, however, may cause loss of elasticity in rubber.

It is usually recommended that foundation garments be allowed to air-dry. For an occasional hurry-up drying, they may be dried in the dryer at a moderate temperature. This temperature is furnished by a "medium" or "wash-and-wear" setting on the dryer. Avoid sunlight if the garment is dried on rack or line.

Bleaches containing chlorine should not be used on spandex-based garments because they cause yellow discoloration. Bleaches containing sodium perborate or potassium monopersulfate can be safely used, however.

PLASTIC ITEMS

Washable plastic items, such as shower curtains, equipment covers, and sweater bags, benefit from a short wash in the washer. Warm water should be used, since it helps to keep plastic pliable and easy to handle. A small amount of detergent should be added to the water.

Shake or wipe off loose soil. Place small articles in a mesh bag to keep them from getting trapped in larger pieces and to make them easy to remove from the machine. Use a slow agitation and spin speed if the washer has these controls. Agitate the load for 2 or 3 minutes. Add a non-precipitating water conditioner to the rinse water to help prevent water spots. Shake the water out of the articles. Wipe them dry on a flat surface with a clean towel or hang them up to dry.

To wash a soap-filmed shower curtain, use a non-precipitating water conditioner instead of detergent in the wash water. Increase the washing time to 5 minutes. The soap film dissolves and furnishes the detergent for the washing. Add conditioner to the rinse water, also, to completely remove the soap film. Hang the curtain back in the shower to dry.

FOAM LAMINATES

Do not launder foam laminates unless you have:

1. A written guarantee that they are washable.
2. Specific washing directions.

Follow directions very carefully. Drying time for laminated fabrics will be somewhat longer than for fabrics without laminated backing.

WASH-AND-WEAR GARMENTS

Cotton fabrics with a wash-and-wear finish can be washed in hot water. However, synthetic fibers, such as acrylic, polyester, nylon, and cotton blends of these fibers, soften and tend to wrinkle, especially during the extraction of hot water.

When garments need to be washed in a machine without a wash-and-wear cycle, the following suggestions help to reduce wrinkling:

1. Always wash in small loads.
2. Use cool or warm water.
3. Rinse in cool water.
4. Wash only long enough to remove soil.
5. Shorten spinning time after washing and rinsing.
6. Tumble dry at medium temperature if dryer does not have wash-and-wear cycle. Allow to tumble for 10 minutes without heat after drying. Remove immediately from dryer and place on hangers. Otherwise, new wrinkles result from standing in dryer.

Pilling (forming tiny balls of fibers) of wash-and-wear fabrics during laundering can be lessened somewhat by turning articles inside out. The right side is then partially protected from rubbing against other items in the tub. Washing such articles in a mesh bag protects them still more.

*Information in this unit has been adapted from U.S. Department of Agriculture. Home Laundering: The Equipment and the Job. Washington, D.C.: U.S. Government Printing Office, 1965. pp. 16-21. (No longer in print.)

QUESTIONS:

1. What should be done with dirty baby diapers until it is time to launder them?
2. Betty is receiving training in a home where a new baby has just arrived.
 - a. What temperature of water and what kind of soap or detergent should she use for the baby's laundry?
 - b. Where should she set the time dial for washing?
 - c. What precaution does she need to take if she uses bleach? Why?
3. When laundering an electric blanket, what should you do with any dangling parts that cannot be removed?
4. Due to competition from three new motels in the area, the Western Motel is losing money and the manager has decided to reduce laundering and drycleaning expense by washing the electric blankets at the motel in the home size electric washer. Marilyn is helping with the major spring cleaning as a part of her training. Mark each of the following statements true or false and then correct the false ones.
 - a. Wash, do not dry-clean, electric blankets.
 - b. Put the electric blanket through a wringer since spinning damages fine wires.
 - c. Do not remove any electrical parts before washing.
 - d. Fill the washer with hot water before adding the blanket.
 - e. Dry the blanket 30 minutes in the automatic dryer to insure uniform drying.
5. Why is it important to wash foundation garments before they are heavily soiled?
6. Why should you avoid using chlorine bleaches on spandex-based garments?
7. Which water temperature is best for washing plastic items?
Why?

8. The Country Inn Motel is remodeling, but since new shower curtains were purchased only a few months ago, the manager feels that a thorough cleaning is all they need. The curtains do have a thin film of soap on one side, however. Explain the procedures that Judy, the housekeeping management assistant, would use to perform this task.

9. When plastic items are washed, what function does adding a non-precipitating water conditioner to the rinse water serve?

10. Do not launder foam laminates unless you have
 - a.
 - b.

11. Which of the following suggestions apply to the laundering of wash-and-wear garments?
 - a. Remove from rinse water and hang on rust free hanger to drip dry.
 - b. Allow to rest in dryer 10 minutes after drying process is complete.
 - c. Set dryer temperature at medium.
 - d. Rinse in hot water.
 - e. Always wash in small loads.
 - f. Dry with other synthetic fibers.
 - g. Shorten washing and spinning time.

12. Name two ways to decrease pilling of wash-and-wear fabrics during laundering.
 - a.
 - b.

13. What should be done before washing a sweater in order to return the sweater to its proper shape after washing?

14. When should crepe garments be ironed?

ASSIGNMENT:

- I. Make a list of articles at your training station which require special washing procedures. Describe procedures for washing each type of article.

GROUP WORK:

- I. Study resources or interview commercial laundry personnel to learn the procedures for washing any articles that you encounter which are not included in this lesson. Share the information with other housekeeping management assistants.

UNIT X-5

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Ironing and Pressing

TASK: 41. Iron and press clothes and linens.

OBJECTIVES: When you finish this lesson, you should be able to

- identify factors which contribute to convenience and conservation of energy while ironing
- plan a convenient arrangement of equipment for ironing which requires the least amount of energy
- list, in proper sequence, the steps to follow in ironing a shirt or blouse.

When fabrics are washed, the lengthwise and crosswise threads get pulled out of line. The processes of ironing and pressing straighten these threads back to the proper positions.

Though many people use the words ironing and pressing as though they have the same meaning, the words actually indicate two different actions. Ironing is the process of removing wrinkles and moisture from damp clothing by applying heat and pressure with a gliding motion. Pressing also removes wrinkles by heat and pressure but this process adds moisture to the fabric rather than removing it. The motion used in pressing is not a gliding motion but an up-and-down lifting motion. The iron is pressed down on the fabric, left momentarily, then lifted. This process continues until the entire garment is pressed. Wool and wool-like textures should always be pressed rather than ironed.

Wash-and-wear and durable-press clothing, drip-dry curtains and draperies, paper napkins and kitchen towels, and place mats that can be wiped clean with a damp cloth have helped to reduce today's ironing load. A person can reduce the load further by carefully hanging and folding the laundry and by hand pressing the laundered items as they are removed from the dryer. Below are some guidelines to follow while ironing or pressing which contribute to convenience and the conservation of energy.

GENERAL RULES FOR WORK SIMPLIFICATION IN IRONING AND PRESSING

1. Have clothes dampened uniformly. If they are removed from the line or dryer at the proper time, they iron more easily and it is not necessary to sprinkle them.
2. Place basket or container of clothes to be ironed within easy reach of the ironing board.
3. Iron first the articles that require the least heat--synthetics (acrylics, Dacron, triacetate, acetate, nylon). Next iron wool, rayon, and silk. Then iron cottons and linens. This procedure eliminates (1) waiting for the iron to heat and then cool and (2) scorching because the iron has not cooled enough.

4. When you are pressing individual items, take care to set the control on the desired temperature for each fabric. Temperature of the iron should be tested on the seam allowance and not on center front of the garment.
5. Iron all similar articles before switching to another type, provided the articles can all be ironed at the same temperature. For example, iron all polyester shirts together, then all polyester dresses; turn the heat up and iron all cotton shirts together, then all cotton dresses.
6. Iron with the lengthwise thread of the fabric when possible. Crosswise and diagonal strokes are likely to stretch the item out of shape, particularly flatwork such as napkins. Iron bias-cut garments with the lengthwise grain of the fabric.
7. Slide the iron back and forth with a light touch. Tip the iron up and down, rather than lifting it into its resting position.
8. When spray-ironing, test on a seam allowance first because some fabrics water spot.
9. When spray-ironing, begin spraying at the lower edge of the garment as you move forward. Some garments need touching up with a dry iron after spray ironing.
10. Iron clothes on the right side, except when it is desirable to bring out the pattern of the fabric.
11. Iron embroidery and cotton lace on the wrong side on a thick soft pad to bring out the pattern.
12. Press woolens on the wrong side with a pressing cloth to preserve the texture. Ironing on the right side of wool produces an undesirable "shiny surface." Steam is effective on woolens.
13. Do not place an iron directly on napped fabrics (velvet, corduroy, velveteen) because this may flatten the texture. Instead hold the steaming iron close to, but not touching, the fabric and steam away wrinkles. You can also iron napped garments lightly on the wrong side but do not apply pressure.
14. Iron each part of the garment smooth, flat, and dry before you move to the next part. If you find an item too difficult to iron smooth and flat, the item may be too damp for ironing. Let it dry some and then try again.
15. Press darts and other round areas over a curved surface.
16. Iron facings, thick hems, pockets, and other parts of garments with two thicknesses on the wrong side before ironing them on the right side. This speeds up the smoothing and drying process considerably.
17. Avoid ironing in sharp creases which may cause the fabric to wear out faster.

18. Iron crepe weaves or seersuckers when dry.
19. Iron carefully around plastic buttons and zippers. They are easily melted or ruined with a hot iron.
20. Avoid ironing over snaps, zippers, etc., as they may scratch the iron.
21. Iron first those parts of the garment which hang off the board while the rest of the garment is being ironed. Also place a clean piece of paper under the ironing board to prevent long pieces from picking up dust.
22. Iron stitched tucks and pleats by smoothing them out lengthwise and holding them taut while ironing. Be sure to iron dry.
23. Fold sheets lengthwise and iron them folded. This makes it easier to iron with the grain of the fabric. The folded piece can be turned over and ironed on the other side. If you wish to save time and energy, fold the sheet again, bringing the selvage edges together, and iron one side of the sheet as folded. A little extra ironing along the hems helps to give the sheet a finished look.
24. Be sure that ironed pieces are thoroughly dried before they are put away. Hanging them on a rack after ironing provides time for them to dry completely.
25. Keep a small table or tray near the ironing board to hold small ironed pieces until it is time to put them away. This saves extra steps.
26. Change positions occasionally to rest your muscles and reduce fatigue.

SPECIFIC STEPS TO FOLLOW IN IRONING A SHIRT
OR BLOUSE FOR MAXIMUM EFFICIENCY¹

1. Unroll dampened shirt so that tail falls over back side of board and the inside yoke is toward you. Iron inside of cuff and placket first, then iron outside of cuff.
2. Smooth wrinkles with hand before applying iron.
3. Iron right sleeve on both sides, ironing into gathers at cuff.
4. Iron top of collar and band while shirt is in this position.
5. Turn shirt, handling as little as possible, into position for ironing left sleeve.
6. Fold yoke across back and iron.

¹Adapted from Elane Knowles. A Simple way to Iron a Shirt (Pullman, Washington: Washington State University Extension Service, 1963).

7. Give shirt a one-fourth clockwise turn which places it lengthwise on the board. Iron the inside left side of the back and yoke. Stretch and press on wrong side. Retouch front, if necessary.
8. Fold unironed left front over ironed back; smooth and iron left front. Press the buttonhole band; turn back and press on wrong side. Retouch front, if necessary.
9. Shift shirt slightly toward back of board. Iron inside of right back.
10. Iron right front over ironed back. Turn button-band over and press on wrong side. Touch up front side, if necessary.
11. Turn collar in position and fold using as few motions as possible. If desired, place shirt on hanger, fastening top button. Double check for dryness and smoothness before hanging.

When a garment has been well-pressed:

1. No wrinkles are present.
2. Original shape and texture are retained.
3. No inside details are outlined on the right side.
4. Long seams are pressed open on inside.

An iron requires special care to prolong its useful life, just as the garments ironed last longer and wear better if they are treated properly. To properly care for an iron, follow these tips:

1. Use distilled water in steam irons to avoid clogging them with mineral deposits.
2. Use the correct temperature for ironing each fabric to prevent the fabric particles from scorching and sticking to the iron.
3. Turn off the controls and unplug the iron immediately after use.
4. Empty the water from the iron immediately after use.
5. Clean the iron by wiping it with a soft, damp cloth. Use powdered cleanser or fine grade (00) steel wool to remove stubborn particles.

A well-planned laundry area and proper equipment make ironing a great deal easier, thus conserving energy for the performance of other tasks. Arrangement of the equipment used in ironing can reduce the time needed for the task and produce good results. Adjustable boards that enable the worker to stand or sit, plastic sprinkle bottles, and treated press cloths can also increase efficiency.

The ironing area should have lots of counter space for folding. The kitchen makes a good ironing area if no other facilities are available. A wideboard is used for ironing to avoid unnecessary work. If available, a sleeve board is convenient for ironing sleeves, and a press ham is perfect for ironing darts and curves.

Adjust the ironing board to a convenient height and place it so that the work area has adequate light. Many people fail to realize the effect of shadows--eye strain, unnecessary fatigue, and garments which are unsatisfactorily ironed.

Clothes to be ironed should be within easy reach of the work area. Keep a hanging rack and a supply of coathangers nearby for pressed garments.

When ironing, save energy by applying heat evenly rather than by applying much pressure. This way the iron does most of the work.

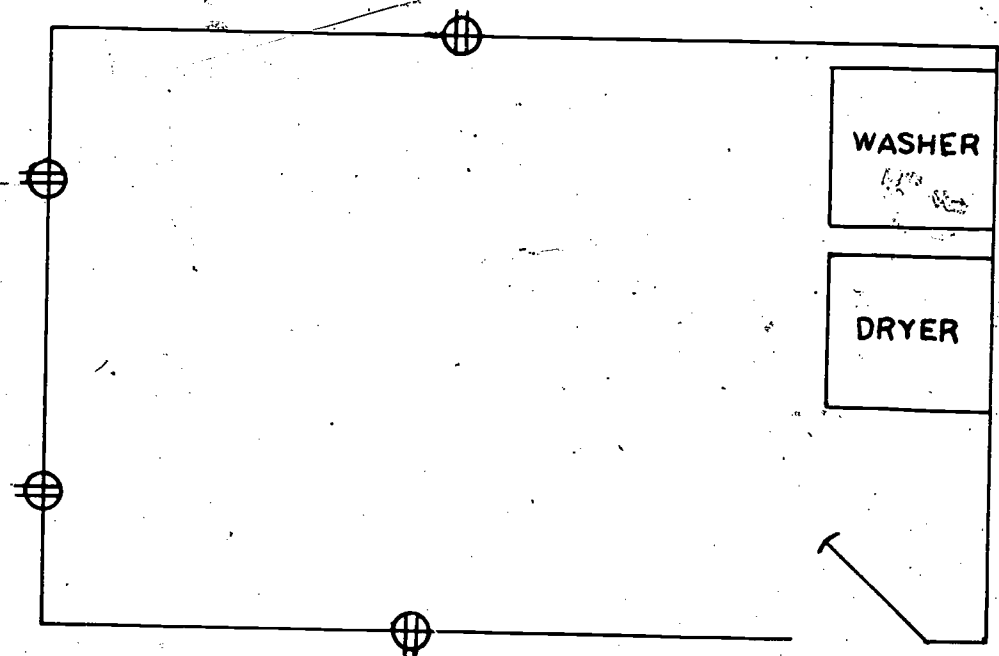
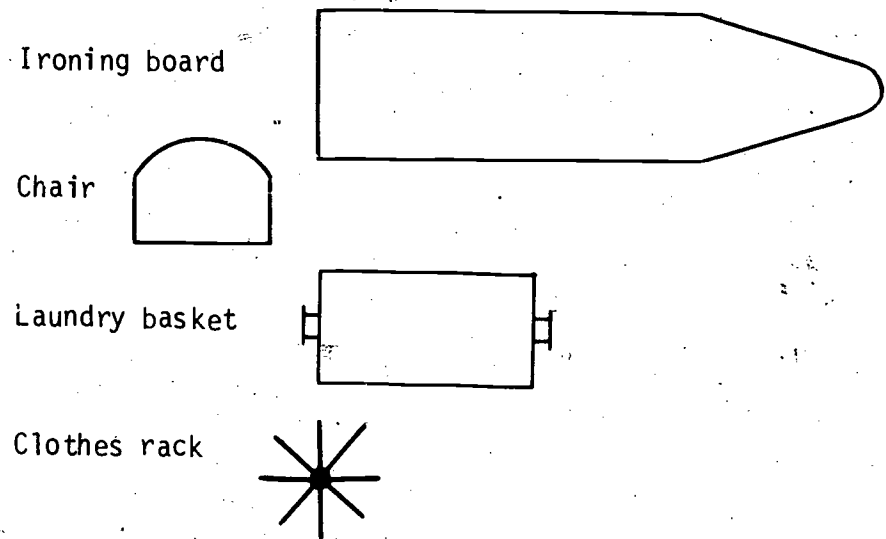
An attractive, convenient ironing center can make the task of ironing much more enjoyable. Ironing is less tiresome if a special time has been planned for the task and if a radio is available to listen to while working. When you are ironing for a long time, take a 10 minute break every hour and perform other tasks that need doing.

QUESTIONS:

1. Describe the two basic differences between ironing and pressing.
2. When ironing a variety of fabrics, start with the ones to be ironed at the (lowest, highest) _____ temperature.
3. Arrange the following fabrics in the correct order for ironing:
linen, Dacron, nylon, cotton, wool.
4. Mrs. Brown is removing her family's winter clothes from storage. You are her housekeeping assistant, and she has asked you to press the woolens and prepare them for wearing. Describe the procedures you would follow to press the woolens.
 - a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
5. Ann would like to know which of the following accessories for ironing do not help her conserve her energy.
 - a. A basket for holding dampened clothes
 - b. A chair with a back rest
 - c. A rolling rack for hanging ironed clothes
 - d. A zippered bag for dampened clothes
6. Which of the following is not a satisfactory method for cleaning an iron?
 - a. Rubbing hot iron on waxed paper.
 - b. Washing cold iron with soap and water.
 - c. Wiping cool iron with damp cloth dipped in whiting.
 - d. Wiping cool iron with scouring powder.
7. Ann is interested in applying the correct methods for conserving energy while ironing. Which of the following should she not do?
 - a. Slide the iron to its resting place.
 - b. Tip the iron down and up rather than lift it.
 - c. Use hand and arm pressure to increase effectiveness.

8. Which part of a man's shirt should be ironed last?
- a. Back
 - b. Collar
 - c. Front
 - d. Sleeve
9. Identify four characteristics of a well-pressed garment.
- a.
 - b.
 - c.
 - d.

10. Plan and sketch on the following utility room floor plan, a convenient energy saving arrangement of these pieces of ironing equipment:



ASSIGNMENTS:

- I. Experiment at home or at your training station with the method of ironing a shirt or blouse described in this unit. Analyze this procedure and apply all work simplification techniques to ironing another garment. Record the new techniques discovered and the sequence in which they were performed.
- II. A. Which of the work simplification techniques listed in this unit do you use, either at home or at your training station?
B. Select two or three of the techniques you have not used which you could put into practice at your training station or at home.

GROUP WORK:

- I. Share techniques for saving time and energy in ironing and pressing with other housekeeping management assistants.

UNIT X-6

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Folding and Storing Linens and Clothing

TASK: 42. Fold, store, and distribute clean linens and clothes.

OBJECTIVES: When you finish this lesson, you should be able to

- evaluate, for efficiency, examples of different methods of folding and storing linens and clean clothes
- evaluate proper procedures in the handling of linens to avoid damage and to assure maximum life.

Freshly laundered and ironed items should be stored in ways which keep them looking nice. A neat and orderly storage area contributes to organization as clothing and linens are removed, used, laundered, and replaced periodically.

Good care of linens in an institution or motel can save thousands of dollars for the management. The essentials of linen conservation are (1) proper laundering to assure maximum life of linens and (2) proper handling in use to avoid damage. Occasional inventory of the linen closet helps keep losses to a minimum. If an outside laundry is used, all linens sent out and returned should be counted accurately under careful supervision.

In private homes a good plan is to straighten closets and drawers each week as freshly laundered items are replaced. If you are employed in a home, be sure to check with the homemaker to learn "her basic pattern of organization." Take special precautions to follow it carefully, asking questions when you do not know where to place an item. It is better to leave the items in question stacked neatly on a bed rather than to be blamed after you have gone home for "hiding things."

Items to be replaced after laundering should not be wadded and stuffed into "any old drawer" to get them out of sight. Careful folding immediately upon removal from the dryer can result in items which appear ironed. Garments that require ironing should be hung or folded immediately after ironing. Items should be completely dry before they are stored because steam and moisture left in the fabric may cause wrinkles. Articles should be placed in piles in a drawer so that what is in each pile can be seen at a glance. Many homemakers delight in seeing a well-organized storage area with all the folded edges to the outside.

Linens should be folded on a large area (table or bed) and pressed with the hands as each step in the folding process is performed. As they are folded, the linens should be placed in stacks similar to those on the shelves.

Fold flat pieces to a size convenient for storing. Fold sheets, tablecloths, and other large pieces lengthwise ~~first~~, and then crosswise until the desired size is reached. Fold towels and pillowcases lengthwise in thirds, then crosswise. Regulate the size to which items are folded to fit the size of the shelf where the items are stored. For example, if a bath towel is to be placed on a shelf 12 inches wide, the folded towel should not be 15 inches in width. It should be approximately 11 inches for ease in storing and using.

Place heavy items, such as sheets and spreads, on lower shelves to eliminate unnecessary lifting. Pillow cases, towels, tablecloths, and other lightweight items can go on higher shelves.

In an institution, linens which need mending should be stored in a locked closet so that they are not used for rags.

In hotels, motels, and hospitals, linens should be stored in a well-ventilated cool, dry, dark room with a good lock on the door. They should be protected from insects, sunlight, and chemical fumes. Excessive dampness must be avoided to protect fabrics from mildew and mold.

Linens may be stored for a long time if they are wrapped in dark paper to protect them from sunlight. New cotton linens should be washed before storing to remove starches and chemicals which may attract insects or cause the linens to become brittle or turn pink.

The following checklist for the care of linens applies equally well to private households or commercial institutions.

CHECK LIST FOR CARE OF LINENS

1. Use only old rags for cleaning. Never be tempted to use good linen for a quick wipe-up job.
2. Watch for protruding nails, splinters, or anything which might damage the linens in linen chutes, carts, or baskets.
3. Set aside, in a separate basket, torn linens to be mended.
4. Make periodic checks of wastepaper cans and garbage cans to prevent linens from being sent accidentally to the dump or incinerator.
5. Do not let damp linens lie together for periods of time because mildew can form. Do not let them lie on concrete or iron, since concrete stains are almost impossible to remove, and iron rust may cause holes.
6. Do not pour bleach directly on linens when laundering them because bleach may damage them.
7. Do not use linens to wipe up spilled chemicals because these chemicals may cause damage to linens.

QUESTIONS:

1. Name the two essentials of linen conservation.
 - a.
 - b.
2. Why must items be completely dry before storing?

3. What determines the size to which an item should be folded?
4. What is the purpose of storing linens which need mending?
5. How should new cotton linens be treated if they are to be stored for a long time?

Why?

6. Read carefully both of the following examples of linen storage methods. Then state which method is best. (Discuss briefly, giving three reasons for your choice.)

METHOD A

Linens for a hospital are stored in a large room where unvented dryers are operated on a 24 hour-per-day basis. West windows provide ventilation. Shelves are provided for the folded linens. Chemicals used in cleaning are also stored in this room.

METHOD B

Linens for a large hotel are stored in a room with windows on the east side. Blinds cover the windows. Linens are stored on shelves. No supplies or other equipment are stored in this room. Blankets are sealed in treated bags.

ASSIGNMENT:

- I. Describe the procedures now used for folding, storing, and distributing clean linens and clothes at your training station. Look for ways to improve the procedures used. Make a new plan.

GROUP WORK:

- I. Compare procedures used at different training stations for folding, storing, and distributing clean linens and clothes.

UNIT X-7

MANAGEMENT OF LAUNDRY PROCEDURES

- SUBJECT:** Managing a Linen Room
- TASK:** 42. Fold, store, and distribute clean linens and clothes.
- OBJECTIVES:** When you finish this lesson, you should be able to
- identify the purpose served by linen room
 - describe appropriate cleaning procedures for linen rooms and laundry chutes
 - explain precautions necessary in handling hospital linens
 - analyze need for strict control of linen inventory.
- REFERENCE:** Hospital Research and Educational Trust. Being a Housekeeping Aide. Washington, D.C.: Robert J. Brady Company, 1967. Ch. 18, pp. 1-5.

Traditionally, the linen room serves as the headquarters of the housekeeping department. Here the staff checks in and out, receives daily instructions, and obtains supplies to carry out duties. Because it is the center of housekeeping activities, the linen room must be neatly arranged, well-managed, clean, and cheerful.

The linen room serves four purposes:

- Storage center for clean linens, cleaning supplies, and gratis items (stationery, matches, etc).
- Distribution center for clean linens, cleaning supplies, and gratis items.
- Sewing center for mending and remaking linens.
- Information center for managers, guests, and employees.

An attendant's desk or perhaps the housekeeper's desk is located in the linen room. Maids' keys are kept here along with a bulletin board for posting notices. A closet for lost and found objects, a closet for housekeeping staff uniforms, and a first aid kit for employees may also be kept here. The room is usually equipped with a sprinkler system, and no smoking is permitted in most linen rooms by order of local fire departments.

The storage in the linen room should be neatly arranged into sections. Clean linen should be stored on shelves in one section, usually located next to a work table for easier distribution. All clean linens should be stored on covered shelves, if possible, to keep them clean and free of dust.

Cleaning supplies should be kept in another area of the linen room to be loaded on the maids' carts as needed for daily duties. Such supplies include disinfectant, carpet shampoo, furniture polish, stain removers, drinking glasses, and guest soap. Gratis items, such as match books, stationery, and advertising material, should be stored nearby for ease in equipping each maid's cart.

Linens which require mending should be placed in another area of the linen room. A locked closet is the preferred storage place for these linens to reduce the temptation to use them as cleaning rags. Dying rags a different color from linens will also reduce the likelihood that good linens are used as rags.

A sewing and mending center may be included in the linen room, or a separate sewing room may be located nearby. Regardless of location, the sewing center should have good natural and artificial light, a heavy duty sewing machine, a cutting table, an ironing board, and a scrap basket.

In the linen room, linens may be sorted, stacked, and placed on shelves or carts to be taken to the various floors. A generous supply of linens may be stored on each floor. Some institutions find that eliminating the main linen room and taking linens directly from the laundry to the linen storerooms on each floor is a more efficient procedure.

The linens and supplies from the linen room are usually delivered to the guest rooms on carts. In hotels and motels, each cart is filled in the morning with enough linen for half a day's quota of guest rooms (usually enough linen for seven rooms). At noon the carts are filled again, from the main linen room or from the linen room on that particular floor, to meet the afternoon's quota of guest rooms. The supplies in each floor's linen room should be replenished twice a day, whether supplied directly from the laundry or from the main linen room. A list of items needed should be made for each linen room, and the necessary supplies should be brought up on a cart.

In some hospitals, the linens are distributed to the floor on carts in "packs" prepared in the laundry. Three types of packs are prepared: standard supply, patient, and check-out. The patient pack is used to prepare the patient for the day. The nursing service may administer this pack. The check-out pack is used by the housekeeping staff to make the bed after cleaning the room and before admitting a new patient.

Distributing the linens in packs reduces handling, saves space, and simplifies delivery. These packs may be stored on shelves in the linen room or placed on carts to be distributed to the floors.

In hospitals, the number of linens to be distributed to each area may be determined by set standard requirements or by the daily census obtained from nursing areas each morning. All areas should be checked at least three times daily and replenished to standard levels.

In all institutions, strict records must be kept on linens because they represent a large part of the budget. The linen control system most often used is the "clean for dirty" method of exchange. In this system, each housekeeping assistant receives one set of clean linens for each set of dirty linens returned.

Most institutions conduct linen inventory counts regularly. Such counts should be made at the close of the day when the linen is not moving. Include in the inventory are the linens in the rooms, the linens on the shelves of the linen room (including the linens to be mended), the linens in the laundry, and the linens in reserve. If the institution performs its own laundry services, four sets of bath linens and bed linens are needed for each room. However, if the institution must send its laundry out, at least five complete sets of linens

are needed for each room. The extra set allows for one set of linens in transit to the commercial laundry. Also extra linens may be needed for weekends when there is no laundry delivery. Although with proper care linens last about three years before they need mending or remaking, improper handling of linens can seriously affect the budget of the institution. For this reason, the linen room is one of the most important centers in a commercial establishment.

QUESTIONS:

1. What four purposes are served by the linen room?
 - a.
 - b.
 - c.
 - d.
2. Name the four storage and work areas into which the linen room is usually divided.
 - a.
 - b.
 - c.
 - d.
3. Name the three types of linen packs prepared in some hospitals.
 - a.
 - b.
 - c.
4. Identify two methods used for determining the number of linens to be distributed daily in each area of a hospital.
 - a.
 - b.
5. Explain the "clean for dirty" method of linen exchange.
6. When should a linen inventory be taken?
7. Approximately how long should linens which receive proper care last before they need mending or remaking?

ASSIGNMENTS:

- I. Write a paper summarizing linen room procedures used at your training station.
- II. Draw a diagram of the linen room at your training station.

GROUP WORK:

- I. Compare the linen room procedures used at your training station with the procedures used at a similar training station.

ANSWER SHEETS
FOR
STUDY QUESTIONS

ANSWER SHEET--UNIT I-1

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Job Descriptions

1. (Any six of the following)

Hotels	Residence halls	Churches
Motels	Sorority or fraternity houses	Private homes
Hospitals	Country clubs	Businesses
Nursing Homes	Steam ships	Schools
Clinics		Factories

2. The quality of housekeeping influences people's first impressions of a home or establishment.

3. (Any five of the following)

Attendant	Janitor	Porter
Cleaner	Orderly	Sanitationist
Custodian	Housekeeper	Sanitor

4. (Any six of the following)

Building and grounds manager	Housekeeping department manager
Building service director	Housekeeping foreman
Custodian	Housekeeping superintendent
Director of buildings	Housekeeping supervisor
Director of sanitation	Manager of sanitation
Executive housekeeper	Service foreman
Head custodian	Service manager
Head janitor	Utility foreman

ANSWER SHEET--UNIT I-2

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Tasks and Responsibilities

1. a. Cleaning assigned areas so that they meet the standards set by the employer.
b. Using equipment and supplies properly.
c. Working in a way that promotes safety for both the employees and the guests, patients, or residents.
2. a. Building good public relations.
b. Providing efficient service
c. Making surroundings attractive.
3. Records provide proof that specific tasks have been done. They also save the establishment money.
4. (Any four of the following)
Supply inventory
Requisition form
Equipment inventory
Maintenance requisition
Room occupancy form
Daily work schedule

ANSWER SHEET--UNIT I-3

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Career Opportunities

1. a. Executive housekeeper--account for furnishings and supplies; hire, train, and supervise the maids, linen and laundry workers, housemen, seamstresses, and repairmen; keep employee records and perform other duties which vary by size and type of facility.
b. Building custodian--responsible for upkeep and maintenance. Responsible for proper functioning of heating and ventilating equipment, and for keeping the building clean and orderly.
c. Private household worker--performs a variety of duties, such as cleaning household furnishings, floors, and bathrooms; changing linens on beds; attending children at play; washing dishes; buying, cooking, and serving food; and washing and ironing clothes. May direct other household employees. Washes and irons household laundry.
2. a. Education
b. Experience
3. Short courses and home study courses. Associate degree program at junior or community college. College degree in institutional management.

ANSWER SHEET--UNIT I-4

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

SUBJECT: Work Policies, Ethics, and Legal Responsibilities

1. Your supervisor.
2.
 - a. No, Tom should not have gone through the papers on the teacher's desk.
 - b. No, Patsy should have turned in the money, too.
 - c. No, Janice should not have accepted the money.
 - d. No, office supplies cost money. John should have purchased his own paper, pens, and pencils.

An employee who disobeys rules and ethics is subject to dismissal. If dishonesty is reported and confirmed, the employer may dismiss the employee, especially when dishonest acts have occurred before.

ANSWER SHEET-- UNIT II-1

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Cleaning Equipment

1.
 - a. Follow manufacturers' instructions for operation and maintenance.
 - b. Provide routine and systematic inspection and repairs.
 - c. Replace equipment promptly when it becomes faulty or ineffective.
 - d. Report faulty or ineffective equipment immediately to your supervisor.
 - e. Keep equipment clean at all times.
 - f. Use proper and adequate storage facilities for equipment.
 - g. Use the appropriate equipment for each type of cleaning operation.

2.
 - a. Rinse the brush out in cold water.
Shake out excess water.
If the brush is dirty, wash it out in lukewarm cleaning solution and rinse.
Let the brush dry with the bristles straight.
 - b. (Any six of the following)
Hang brush up.
Be sure weight is not on bristles.
If storing for long time, protect brush from moths by using moth balls or insecticides.
Do not use broom when wet.
Always hang broom when not in use.
Do not use broom for scrubbing.
Rotate broom when used to help broom wear evenly.
Store broom where there is free circulating air.
To hang broom on a nail, put string loop through hole near end of handle.

3.
 - a. Pack type or hand vacuum
 - b. Upright
 - c. Tank or canister
 - d. Light upright (electric broom)

4. Refer to equipment chart; ask supervisor; study directions on equipment.

5. (Any five of the following)
The equipment should be plugged into an adequately wired and grounded outlet. Do not use an adapter plug.

If an extension cord is needed, use one the same size as the cord attached to the machine.

Keep the equipment clean. Do not splash water or cleaning materials on the machine. If this happens accidentally, the operator should wear rubber boots to unplug the machine. He should then dry the machine off.

A machine that is used in a hospital should be disinfected once a week by washing the machine in a disinfectant solution to prevent the spread of germs.

The cord should trail behind the person operating the machine. It should be kept dry during operation of the machine. Do not let the cord become entangled in the machine. The result may be damage to the cord, the machine and the operator.

The machine, when not in use, should be stored on its wheels in a dry, well-lighted place with the cord in place, and the brushes removed. Brushes should be washed and hung to dry.

The machine should be oiled periodically.

Care should be used in the operation of machines to prevent injury to the operator.

6. To clean the service sink, wet a brush or sponge under the faucet. Sprinkle a small amount of cleaning agent on the brush or sponge. Scrub the inside of the sink using a circular motion. Rinse the brush or sponge and the sink using a circular motion. Wipe the outer surfaces of the sink using a damp cloth or sponge. Polish the outer surfaces, pipes, and faucets using a dry cloth.

ANSWER SHEET--UNIT II-2

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Cleaning Supplies

1.
 - a. Phenolic cleaner
 - b. Metal polish
 - c. Furniture polish
 - d. Acid cleaner

2. (Any three of the following)
Amount to use, way to use, places to use
Length of time solution should be in contact with surface
Temperature of cleaning solution
Scrubbing action
Use of cleaning solution

ANSWER SHEET--UNIT II-3

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Safety Practices

1. Housekeeping personnel are in a position to observe more things than other employees. They are responsible for both their own safety and that of others.
 2.
 - a. Dry chemical--burning liquid or electrical fires
 - b. Carbon dioxide--burning liquids or live electrical fires
 - c. Pressurized water--combustible fires requiring cooling and quenching; never on electrical or burning liquids
 - d. Soda-acid--combustible fires, such as those caused by paper, wood, excelsior, and cloth.
 3.
 - a. Falls
 4.
 - e. all of these
 5. Housekeeper
 6.
 - a. Objects in corridors or on stairs
 - b. Equipment and electrical cords in traffic } area
 - c. Litter on floor
 - d. Wet or oily floors
 - e. Floors with improper waxing or scrubbing
 - f. Unsafe objects used to climb on
- Keep corridors, stairs, and passageways clear.
Properly mark wet areas.
Clean up spills immediately.
Properly clean and wax floors.
7. Lung damage or illness.
 8. Use the handle or push plate.
 9. A metal container partially filled with sand or water.
 10. Fire, cuts, and contamination.
 11.
 - d. safety precautions and contents are given on the label.
 12.
 - d. keep a clean, dry pot holder available for use.
 13.
 - 1) Open door.
 - 2) Stand to one side.
 - 3) Strike match away from body.
 - 4) Turn gas on.

14.
 - 1) Plug cord into appliance.
 - 2) Plug cord into outlet.
 - 3) Remove cord from outlet.
 - 4) Remove cord from appliance.
15. a. Pick trash up with thickly folded damp paper.
16. b. dry.
17. b. using a sturdy step stool.
18. d. all of these.
19. small; well-ventilated
20. b, d, e
21. Wear rubber gloves.
22. To the right.

ANSWER SHEET--UNIT II-4

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Work Simplification

1. Physical and mental or psychological
2.
 - a. Energy use
 - b. Fatiguing motions
 - c. Fatiguing positions
3. (Any three of the following)
The method of work
Lack of skill or knowledge
Repetition
The meaning or lack of meaning a job has
4. Knowledge
Thinking ability
Judgment
Attention
Skill
5. Good posture means lining the parts of the body up in a way that allows you to work smoothly with the least strain.
6.
 - a. Use the greatest number of muscles and muscle groups possible.
 - b. Use arm and leg muscles as much as possible to take the load off the back and off muscles that are not as strong.
 - c. Kneel or squat rather than bend from the waist.
 - d. Do your work rhythmically in the general direction of the movement
 - e. When holding an object of any size, keep the elbows relaxed and hold the object as close to the body as possible.
 - f. Avoid lifting an object if there is an easier way to move it.
7.
 - a. The size, shape, and weight of the object.
 - b. Your own physical condition and how accustomed you are to heavy, manual labor
 - c. The distance the object is to be carried or the height at which it is to be placed.
8. (Any six of the following and an example of each)
Motions should be productive.
Motions should be simple.
Motions should be in a curved rather than a straight path.
Motions should be rhythmic and smooth.
Equipment should be within easy reach.
Tools and materials should be in a definite position.
Gravity should be used.
Hands should not do work that other parts of the body can do.
Tools should be combined when possible.
Worker should be at ease.

9. Work simplification is "seeking the simplest, easiest, and quickest method of doing work."

Reducing fatigue is a primary goal of work simplification.

10. Eliminate unnecessary steps.
Select the best tools and supplies for the job.
Maintain good posture.
Learn to use both hands at once.
Concentrate on the task at hand.
Clean up as the job is completed.
Make use of return trips.
Store frequently used items where they can be reached easily.
11.
 - a. Keep an adequate supply of cleaning products on hand to prevent delays caused by being out of a needed product.
 - b. Stock cart or carrier with all supplies and equipment before beginning. Work in order to save unnecessary trips for needed items. In the private home some tools and supplies may be duplicated so they can be stored at the point of use.
 - c. Establish a work schedule and follow it to be sure all tasks are performed with necessary frequency.
 - d. Perform needed tasks as they arise to prevent complaints and to save time later.
 - e. Perform tasks in the most logical and efficient order.
 - f. Plan ways to eliminate or reduce cleaning problems.
12. Eliminate, combine, rearrange, and simplify.
13. It saves time and energy.
 - a. Store frequently used items at the place they are first used.
 - b. Store items so they are easy to see, reach, grasp, and replace
 - c. Place items in easy reach.

ANSWER SHEET--UNIT II-5

USE OF EQUIPMENT AND SUPPLIES

SUBJECT: Supply Carts and Carriers

1. Saves steps and increases efficiency.
2.
 - a. Waste cart--collecting and transporting waste.
 - b. Equipment cart--moving mop buckets, floor machines, vacuums and attachments, and cleaning supplies from storage area to work place.
 - c. Utility cart--collecting litter; moving cleaning supplies, dispenser supplies, and guest supplies; transporting manual equipment; collecting soiled linens.

ANSWER SHEET--UNIT III-1

CLEANING GUEST ROOMS

SUBJECT: Procedures for Entering and Leaving Rooms

1. To protect the finish on the doors.
2. Leave quietly; clean room later.
3. CO--check out; a guest has left
SO--a stay-over guest
OCC--clothes or baggage in room
V--no clothes or baggage in room
4. Report it immediately to your supervisor.
5. Date and room number.
6. Across the doorway.

Supplies are easily accessible and no one can unexpectedly enter the room.

7. a. Condition of the room
b. Number of people who slept in the room
c. Condition and amount of luggage
8. c. place notation in comments column.
9. c. cleaned the room.

ANSWER SHEET--UNIT III-2

CLEANING GUEST ROOMS

SUBJECT: Preliminary Cleaning Tasks

1. When room is air-conditioned.
2. To check their condition and to provide more light for cleaning.
3. Allows time for the bed to air.
Allows time for repair or replacement of mattresses or springs.
4. To check for lost items and to prevent items from falling to the floor.
5. Do not empty ashes into wastebasket.
6. Turn upside down to empty; never put hand inside basket.

ANSWER SHEET--UNIT III-3

CLEANING GUEST ROOMS

SUBJECT: General Cleaning Tasks

1. Turn on the light so you can see better, and at the same time, check the bulb. Then,
 - a. clean the shelves and rod.
 - b. make certain there is the correct number of good coat hangers, neatly placed.
 - c. dust the inside of the closet door thoroughly and wipe clean any soiled marks. If the inside of the door has a mirror, clean it.
 - d. scrub the closet floor or, if carpeted, use the vacuum cleaner.
 - e. turn off the light and close the door.
2. Whether or not the room is occupied
3. Report the discovery immediately so that the guest may be reached before leaving if possible. If the guest cannot be reached, tag the articles for placement in the lost and found closet in the housekeeper's office.
4. (Any six of the following)

pitcher and glasses	telephone directory
shoe cloth	menus
laundry bag	"Do Not Disturb" sign
stationery	fly swatter
Bible	coat hangers
matches	valet bag
5.
 - a. In order to return furniture moved by a guest to its original location
 - b. To aid in determining if anything is missing from the room
6. From the center toward the outside.
7. The cord is not properly connected.
Replace the cord under the hook located on the back of each carrier.
8. A vacuum cleaner brush or whisk broom.
9. Damp wipe with a sudsy cloth and polish with a clean dry cloth
10. Telephones in guest rooms should be cleaned daily.
Public telephones should be cleaned several times a day.
They come in to very close contact with the individual and could be a breeding place for bacteria.
11. To help insure that the guest is pleased with the room.
12. The report helps determine linen cost and occupancy statistics.
13. On the cart. To prevent additional soiling or snagging.
14. They should be returned to the housekeeper.

ANSWER SHEET--UNIT IV-1

CLEANING PATIENT ROOMS

SUBJECT: Procedures for Sanitation and Disinfection

1. Keeping germs out of wounds or destroying germs, sterilizing instruments, and spraying the area around the wound with carbolic acid
2. A sick person's resistance to disease is lower than a healthy person's.
3. A constant flow of visitors bring germs into the building. Staff members who work with many patients may carry germs from one sick person to another.
4.
 - a. They are invisible.
 - b. They are present everywhere.
 - c. They can create problems of cross-infection.
5. small
6. dark
7. 50-110 degrees F.
8. body
human tissue
absorbed into the body and poison it
9. toxins
10. Staphylococci
11. Very little.
12. They are carried on a person or object.
13. Dust carries bacteria; therefore, dust should not be scattered during dusting and sweeping activities.
14. Bacteria need food, water, light, and the right temperature; some require oxygen.
15. Spores form hard shells which act as shields.
16. smaller
17. It is possible to transmit viruses through the environment.
18. Bacteria die or remain dormant (inactive).

19. Maintenance of good health

Daily bath	Clean fingernails
Use of deodorant	Clean hair
	Regular change of clothing
20.
 - a. Direct contact
 - b. Inhalation of organisms suspended in air (infection by droplet nuclei)
 - c. Infection by contaminated dust
21. Destroying or slowing the growth of harmful organisms.
22.
 - a. Boiling
 - Chemical disinfection
 - Use of disinfectants
 - b. Cover object with boiling water for 30 minutes.
 - c. Boiling.
23.
 - a. Kind of bacteria
 - b. Kind of environment
 - c. Cleanliness of area
 - d. Time needed to destroy organisms
24.
 - a. Clean surface of visible and invisible soil.
 - b. Destroy germs with disinfecting agent.
25. Do not use dirty mops.
 Use different cloths for various tasks; do not re-use a cloth in the next patient's room.
 Disinfect or launder wet mops at the end of the day.
 Keep mop water clean
 Clean and store tools properly.
26. Floors, walls, and furniture.
27. Detergents neutralize disinfectants.
28. c
29. a
30. d
31. b
32. The people she works with are not ill.
 She should wash her hands thoroughly when she changes from one job to another.

ANSWER SHEET--UNIT IV-2

CLEANING PATIENT ROOMS

SUBJECT: Procedures in Occupied and Discharge Rooms in Hospitals

1. a. To improve the sanitation of the environment.
b. To aid in control of bacteria and cross-infection.
c. To keep the area attractive.
2. d. all of these.
3. b. bed.
4. a. Dry-dust
b. Damp-wipe with disinfectant-detergent solution
c. Dry
5. c. the bottom sheet of new package is interfolded with top sheet of old package.
6. Disinfectant-detergent solution
Clean cloths
Sponges
Warm rinse water
7. c, e
8. headboard
foot
side rails
underneath surfaces
bed casters
electrical cord
call light
bedlight fixture
9. c
10. a
11. b
12. b.
13. a
14. a
15. b
16. An unoccupied unit is one which has been vacant for more than a day and which has been thoroughly cleaned. A discharge unit is one from which a patient has departed and which needs thorough cleaning and disinfecting.
17. To prevent build-up of dirt and to keep the unit ready for a new patient at all times.

18.
 - a. Daily
 - b. Periodically
 - c. Daily
 - d. Daily
19. Disinfection.
20. All surfaces must be disinfected.
21.
 - b. ventilate.
22. To take utensils to the sterilizing room and bring back a clean sterile set.
23.
 - a. Fold dirty linens and covers toward the center to avoid unnecessary spread of bacteria.
 - b. Remove the plastic pillow and mattress covers and put them in soiled linen hamper bag.
 - c. Lay the pillow by an open window.
24.
 - a. more comfortable for the patient.
25. Draw sheet.
26. To prevent the spread of infection until the room has been thoroughly cleaned and disinfected

ANSWER SHEET--UNIT IV-3

CLEANING PATIENT ROOMS

SUBJECT: Procedures in Isolation Units

1. Regular isolation attempts to prevent spread of infectious organisms from the room
Reverse isolation attempts to prevent infectious organisms from reaching an already ill or potentially ill person
2. Contagious
Communicable
3. a. A separate bed in a room protected from carriers of germs given to patient.
b. No visitors allowed, only hospital personnel.
c. All personnel entering unit must wear a gown.
d. Hands washed properly.
e. Articles used by patient completely disinfected.
4. Daily:
5. Hands.
6. Do not touch your uniform with your hands because they are contaminated.
7. (Any four of the following)
Wash hands before putting on or taking off mask.
Cover mouth and nose with mask.
Do not drop mask from face and then put mask on again.
Do not wear mask dangling from neck.
Do not place mask in pocket.
Never wear mask outside patient's room.
Change mask every 30 minutes, more frequently if it becomes moist.
8. a. To prevent spread of germs to other laundry.
b. To prevent contamination of laundry chutes and equipment.
c. To be sure contaminated linens are treated to destroy germs.
9. Two laundry bags are used for extremely contaminated linen. It is placed in one laundry bag inside the isolation unit and then placed inside another bag outside the isolation unit and sealed.
10. Extra care for disinfection is taken.
11. Everything used to clean in the contaminated area must be tagged. A different set of equipment and a new cleaning solution is used to clean each unit.
12. a. Manual cleaning
b. Spray disinfection
c. Fogging

13. To prevent dust from settling on the unmade bed.
14. b. in all isolation units as they are cleaned
15. a. Surgical cap over hair
b. Vapor-proof glasses
c. Moistened surgical mask
d. Rubber gloves
16. It is quick and reaches hard-to-get-at corners.
17. a. Sterilizing by ethylene oxide--place mattress in sealed container of ethylene oxide
b. Disinfecting by hand--wipe plastic mattress cover with cloth dampened with disinfectant and pay special attention to seams and corners.
c. Spraying--spray with a good detergent disinfectant.
d. Airing--cover mattress with a clean sheet and transport to airing room.
18. A procedure which allows the housekeeper to pour cleaning solution directly on the floor, spread it with a mop, and use the wet pickup vacuum to remove the solution.
19. 1) Filling containers
2) Emptying wastebasket and removing soiled linen
3) Damp-dusting furniture
4) Cleaning bathroom fixtures and disinfecting toilet
5) Dust-mopping room and bath
6) Damp-mopping floors
20. Begin at the back and work toward the door.

ANSWER SHEET--UNIT V-1

CLEANING THE PRIVATE HOME

SUBJECT: General Procedures

1. a. Not long
b. No, Mary's behavior was not ethical.
c. Mary should have knocked or rung the door bell before entering the home. She should have knocked before entering Timmy's room since the door was closed. She should not have invited a stranger into the home without permission and certainly not spent work time examining the sales woman's products. Mary should have either notified her employer that she was leaving or recorded her time. She should not have left tasks half finished.
2. a
3. a
4. c
5. b
6. c
7. a
8. c
9. b
10. a
11. c
12. Living-dining area.
It is usually the first room seen by someone entering the home.
13. Living room--Straighten the room, dust with vacuum cleaner, vacuum rugs or carpet, clean and polish furniture, replace furniture and accessories
Bedroom--Straighten, put away clothing and other articles which are out of place, make up bed, vacuum, clean closet floor.
Bathroom--Clean tub, toilet, and sink; mop the floor.
Kitchen--Wash and put away dishes or load dishwasher, clean refrigerator, clean garbage can, clean range, wipe cabinet fronts, do other tasks as needed.

14. (Any of the following or others)
Keep the house clean and orderly as you go.
Do a weekly task each day and a seasonal task each week.
Do tasks in the easiest and quickest way possible.
Try to handle each item only one time.
Carry cleaning supplies and equipment with you as you go.

ANSWER SHEET--UNIT V-2

CLEANING THE PRIVATE HOME

SUBJECT: Cleaning Cabinets and Storage Areas

1. a. Easy-to-see. (Examples will vary.)
b. Easy-to-reach. (Examples will vary.)
c. Store near the place of first or most frequent use. (Examples will vary.)
2. Stack items only if they are alike, such as dinner plates. Store unlike items individually--do not stack.
3. b. Reduce the number of items to be stored.
4. Time is not wasted searching for items.
5. To discourage accumulation of clutter and minimize the possibility of these areas becoming breeding spots for pests.
6. Clean closets help to keep clothes clean and neat.
7. Collect cleaning tools and supplies.
Remove clothes from closet.
Separate clothes which need cleaning or mending.
Clean walls.
Sweep or vacuum floor.
Wash, rinse, and dry shelves, woodwork, and rod.
Return clothes to closet.
8. Wipe with damp cloth.
Dry.
Spray cloth with polish.
Wipe cabinet front with treated cloth.

ANSWER SHEET--UNIT V-3

CLEANING THE PRIVATE HOME

SUBJECT: Cleaning Kitchen Equipment

1. After the range has cooled
Enamel surfaces are chipped easily when hot.
2. c
3. b
4. a
5. d
6. a. Read directions on label.
b. Spread newspaper on floor before starting.
c. Mix clear water and vinegar solution.
d. Heat oven for specific time at specified temperature.
e. Keep solution away from eyes and skin.
7. Soda removes odors.
8. a. Place a pan of hot water in the freezer.
b. Scraping or punching with a sharp object.
9. a. Hot water or soap may cause ice cubes to stick.
b. They should be rinsed with warm water.
10. So it will fit tightly when the door is closed and keep warm air from getting inside.
11. Once a year.
12. Use the food immediately.
13. Turn cold water on. Feed food wastes into disposer gradually. Allow water to run about 30 seconds after grinding has stopped to prevent clogging.
14. a. Do not put food wastes in it.
b. Do not put aerosol cans in it.
c. When the compactor is full, remove the container and put in a clean liner.
15. Filter.
16. Traces of oil make the coffee taste rancid and bitter.
17. Percolator brush.

18. In the trash unless the sink has a garbage disposal. Coffee grounds plug up drains.

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ANSWER SHEET--UNIT V-4
CLEANING THE PRIVATE HOME

SUBJECT: Dishwashing

1. a. Cold.
b. Hot.
2. To keep water free of food scraps.
3. b, f, h
4. the hardness of the water
5. left
left
6. Glasses and silverware.
7. b. makes more suds.
c. takes longer to rinse.
8. d. Does all of these things.
9. b. more sanitary
10. e. a, b, and c.
11. a. rubber spatula.
12. It turns out dishes which are hygienically clean.
13. b. The length of time the hot water is in contact with the dishes.

ANSWER SHEET--UNIT VI-1

PROVIDING BUILDING SERVICES

SUBJECT: Cleaning Public Areas of Buildings

1. (Any three of the following)
Unlocked doors
Broken windows
Signs of unauthorized entry
Missing objects
2. a. Turn off all lights except those which must be left on for security reasons.
b. Check building to see that no one is locked inside.
c. Secure all doors and grates.
d. Close and lock all windows.
3. (Any six of the following)
Time of day that will affect normal use of the area the least
Amount of cleanliness needed in each area.
Amount of traffic
Condition of area
Amount of dirt in the outside area
Type of floor
Number of windows
Type and amount of furniture
Other items to clean, such as exposed pipes, high ceilings, and extensive woodwork
4. (Any six of the following)
Lobby
Corridors
Elevators
Waiting rooms
General offices
Physicians' rooms
Stairs and stairwells
Entrance or lobby
5. To prevent falls.
6. The needed repairs should be reported.
7. a. Sand urns
b. Dry urns.
8. Vacuum once or twice a week; use a carpet sweeper on other days.

9. a. long pushing action.
10. a. Set up caution signs at each door to the stairway where you will be working.
b. Leave a path open for traffic.
11. Start at top landing.
12. (Answers should include most of the following or others)
Empty wastebaskets, ash trays, and sand urns and wipe them clean.
Damp-dust or wash window sills and woodwork.
Damp-dust furniture.
Spot-clean walls, partitions, and glass.
Wash windows.
Check draperies and wipe blinds.
Sweep, dust mop or vacuum.
Damp mop.
Report needed repairs.
13. Twice a day to prevent spread of germs and infections.
14. Scrub all surfaces with detergent solution.
Clean drain holes.
Use cleaner to remove stains.
Rinse exposed surfaces.
Polish metal with clean dry cloth or paper towel.
Remove soil splashes or cleaning solution from floor.
15. a. Wipe front, top, and exposed sides with cleaning solution.
b. Dry glass with dry cloth.
c. Wipe up spills around machine.
d. Open kick plate, check floor, clean if necessary.

ANSWER SHEET--UNIT VI-2
PROVIDING BUILDING SERVICES

SUBJECT: Cleaning Offices

1. It is important to respect the wishes of each occupant.
2. Never read or go through papers in the office.
Do not take office supplies.
Do not use office telephone for personal calls.
Do not disturb occupant when cleaning office.
3. e. annually
4. a. daily
5. b. weekly
6. a. daily
7. d. quarterly
8. c. monthly
9. a. daily
10. e. annually

ANSWER SHEET--UNIT VI-3

PROVIDING BUILDING SERVICES

SUBJECT: Cleaning Buildings

1. It insures that time is allowed for each daily task and for tasks done on a rotating basis.
2. a. The degree of soil.
b. The level of sanitation desired.
3. Size of church and frequency of use
4. a. Remove old church bulletins and papers. Place song books in recommended position. Remove damaged or worn song books. Replenish supplies.
b. Change beds after each use. Wash dishes. Sanitize nursery.
5. Front to back
6. a. Remove trash from table tops.
b. Damp-wipe all table tops.
c. Damp-wipe all chair seats.
d. Remove trash from floor.
e. Remove trash cans and garbage cans.
f. Mop floor.
g. Empty and scrub all trash and garbage cans using a strong detergent solution. Turn cans upside down and allow to dry.
h. Replace furniture, trash cans, and garbage cans in normal positions.
i. Damp-wipe spots from cafeteria doors and handles.
7. Dust mops which have been used on waxed floors pick up wax particles which would make the gym floor slippery.
8. Wax should never be applied to wood gym floors because it makes them slippery. The floor should be swept weekly or after each activity.
9. a. Use mats at doors to reduce the amount of dirt tracked in. Use damp mop to clean up spills. Allow floor to dry and sweep area. Keep soft, dry cloths to dry wet places during play. After each use, sweep floor and seating section, and clean up spills.
b. Scatter treated sawdust thinly and evenly on clean floor.
10. Clean with a dry cloth or chamois, but never with an oily cloth. Use a dry cloth to push chalk dust from one end of the chalk trough to the other. Empty the chalk dust in to a wastebasket held at the end of the trough.
11. They contain oil or other substances harmful to the surface of chalkboards.
12. Empty shavings holder daily.
Brush cutters and oil shaft monthly.

ANSWER SHEET--UNIT VII-1

MAINTENANCE OF FLOORS

SUBJECT: Cleaning Floors

1. a. Fill the pores.
b. To keep the dirt on the surface where it's easier to get at.
2. b
3. d, e
4. a
5. c, f
6. g
7. a. masonry
b. wood-like
c. resilient
d. conductive
8. a. Resilient.
b. (See Ch. 6, pp. 9 and 14 in Being A Housekeeping Aide for possible answers.)
9. To prevent dirt from becoming embedded in pores
10. Wood-like floors are not damaged by solvents; most other floor coverings are.
11. In operating rooms, delivery rooms, and emergency rooms in hospitals.
To prevent sparks that might react with anesthetics and cause explosions.
12. Conductive floors keep everything and everybody at the same level of electrical charge so that sparks are not created between people or things with different electric charges.
13. They may be terrazzo, vinyl, or linoleum and black or dark in color; or they may look just like any other floor--ask your supervisor to be sure.
14. b
15. c
16. a
17. a

ANSWER SHEET--UNIT VII-2

MAINTENANCE OF FLOORS

SUBJECT: Sweeping, Mopping, and Vacuuming Floors

1.
 - a. To protect floor surfaces from damage
 - b. To prolong the life of the floor
 - c. To make the building more attractive
2.
 - a. Bonded soil is dust which has absorbed moisture from the air or has become mixed with oils.
 - b. It is difficult to remove
3. Dry vacuuming picks up most anything except water or cleaning solutions. Wet vacuuming picks up water or liquid.
4. Slow back and forth strokes.
5.
 - c. stir up dust and bacteria.
6.
 - a. travel in front of the dust mop.
7. damp
8.
 - a. Mopping--Wiping the floor with a dry mop or wet-mopping the floor with a cleaning solution.
 - b. Spot-mopping--Mopping a small area where something was spilled.
 - c. Stripping--Removing accumulated soil and the old finish or wax.
9.
 - a. Chemical action of cleaning solution.
 - b. Physical action of mopping
10.
 - e. all of these
11. "Figure-8."
12. Mopping removes loose, surface dirt. Scrubbing removes the dirt which has been ground in and involves rubbing, scouring, and using more water.
13.
 - a. Put up "wet floor" signs.
 - b. Do small areas at a time.
 - c. Ask people to stay off wet areas.
14.
 - a. Damp-mopping
 - b. Spot-mopping
 - c. Stripping
 - d. Daily wet-mopping
15.
 - a. Moving furniture.
 - b. Disconnecting electrical equipment.
 - c. Dust-mopping to remove loose soil.
 - d. Placing wet-floor signs.
 - e. Filling pails with water and detergent.

16. (Any three of the following.)

Prepare machine (water and detergent in dispenser tank).

Wet-mop ledges and corners. A brush helps clean corners.

Use scrubbing machine with a side-to-side motion. Work your way out of a room.

Allow for overlapping on each pass of machine.

Check with supervisor about use of special pads for heavily soiled areas.

Remove the dirty solution from the floor (use a mop or machine with vacuum).

Wipe off baseboards.

Care for equipment when task is completed.

ANSWER SHEET--UNIT VII-3

MAINTENANCE OF FLOORS

SUBJECT: Waxing and Finishing Floors

1. a. The label will state, "Keep from freezing, do not shake."
b. Asphalt tile, linoleum, rubber tile, and vinyl tile, vinyl enamel.
2. a. Naptha (dry cleaning odor).
b. Wood, sealed cork, linoleum, vinyl tile, and vinyl enamel.
3. Man-made synthetic floor finishes.

(Any five of the following.)

durable
 scuff resistant
 do not have to be buffed
 less slippery
 do not retain as much soil
 do not discolor
 do not have to be stripped each time before they are recoated
 more economical

4. b. Applying a thin coat of wax
A heavy coat becomes sticky and gummy and may result in a slippery floor.
5. e
6. f
7. a
8. c
9. g
10. d
11. Polishing makes floors shiny and gives them a hard, long-lasting, non-slippery finish.
12. In a straight line or with the grain of the wood.
13. a. "finishing"--Applying a protective coating, often polished by friction to a surface.
b. "feathering"--Applying finish only to the worn areas and spreading it outward.
c. "buffing"--Polishing floors.
d. "spray-buffing"--Applying a film or spray of the polish by using a spray gun, then buffing the polish with a pad while the polish is still moist.

ANSWER SHEET--UNIT VII-4

MAINTENANCE OF FLOORS

SUBJECT: Cleaning and Shampooing Carpets

1. Grit and sand grind and damage the fibers, so regular cleaning helps to protect the fibers and make them last longer.
2. Shake them Shaking may break threads in the back of the rug.
3. a. Surface litter stays on top of carpet fibers.
b. Light dust particles and lint-settles down into pile.
c. Gritty dirt goes to base of carpet pile.
d. Carpet grease holds tightly to carpet fibers.
4. b. Cut off.
5. To remove deep soil and make carpets last longer.
6. Because it is hard to completely disinfect them.
7. 2 sq. ft. To prevent solution from drying before it is scrubbed in.
8. Wet shampoo
9. Soaking may cause them to shrink and it lengthens drying time.
10. No, because hot water sets stains.
11. In light vacuuming, 3 strokes are used over one spot.
In heavy vacuuming, 7 strokes are used over one spot.
12. a. use minimum foam over entire area.
13. c. avoids streaking.
14. b. more scrubbing.
15. It should be brushed to lift the pile.
16. Carpet is not out of use as long.
Less time is involved for cleaning.
17. The dirt dissolves and soaks into the shampoo particles, which are then sucked up by the vacuum cleaner.
18. From top to bottom

ANSWER SHEET--UNIT VIII-1

GENERAL CLEANING

SUBJECT: Bedmaking

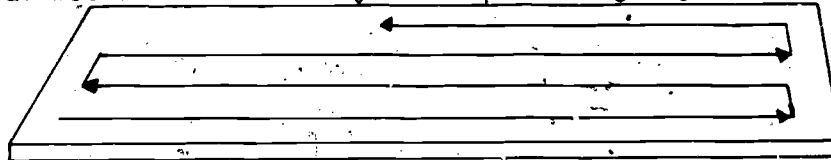
1. To conserve energy and time.
2. A draw sheet.
3. Mitering. The sheet stays in place and is neat in appearance.
4. To prevent spreading germs.
5.
 - b
 - a
 - c, d
 - e
 - f
 - h, i
 - g
 - J
6.
 - a. weekly.
 - b. each time a patient has been discharged from a room.
 - c. monthly.
7.
 - a. Never turn a mattress alone.
 - b. Both persons should move together, doing each part of the job at the same time.
8.
 - a. The mattress will wear more evenly.
 - b. The mattress is more sanitary.
9. A stiff suds of detergent, water, and amonia.

ANSWER SHEET--UNIT VIII-2

GENERAL CLEANING.

SUBJECT: Dusting

1. To prevent the accumulation of dust.
2. No. The oil will soften the wax finish and make it gummy.
3. a. Daily.
b. At least once a month.
4. To provide more dusting surfaces.
5. At the highest point to be dusted and at the entrance to the room.
To save steps.
6. A circular motion makes it easy to skip dusting edges of surface.



7. Damage the wood.
8. Onto the cloth.
9. Oily cloths should be stored in a fire proof container with an opening for air circulation. Oily cloths are a fire hazard.
10. With a vacuum cleaner.
11. Use a treated cloth.
Do not flick or shake cloth.
12. Work quietly.
Be friendly and courteous.
Finish dusting quickly.

ANSWER SHEET--UNIT VIII-3

GENERAL CLEANING

SUBJECT: Caring for Furniture

1. a. Case goods--chests, desks, tables and other furnishings that do not have upholstered parts
b. Upholstered furnishings--sofas, love seats, upholstered chairs, lounge chairs, ottomans
2. Veneering is a process in which thin sheets of beautifully grained or patterned wood are glued to plywood base.
Yes.
Good veneers are less likely to shrink in dry climates or to swell in moist climates than are solid woods.
3. Closely woven coverings resist soil and wear.
They are more easily cared for.
4. a. Keep the furnishings attractive.
b. Make them last longer.
c. Save time, money, and effort.
5. a. Non-oil base furniture polish or paste wax.
b. Non-abrasive, non-oil, cream-type wax.
6. They should be rubbed occasionally with boiled linseed oil or oil recommended by the manufacturer.
7. With the grain of the wood.
8. At least once a week.
9. No. The suction will pull the down through the fabric. Use a brush.
10. a. Soap is harder to rinse off than detergent.
b. Soap forms a sticky film which catches dust and soil.
11. Water may spot the upholstery.
12. Place the furniture
 - a. Outdoors in the shade.
 - b. Indoors with the windows open.
 - c. Near an electric fan.
 - d. In a heated room.
13. Wipe with warm soapy water, then with clear water; wax if desired.
14. Saddle soap.

15. Brush and vacuum all parts of the upholstery. Test the shampoo solution on the fabric. Using a soft brush, scrub a small section according to the directions. Scrape off the excess foam and lather with a spatula. Rinse the clean section according to the directions. Dry according to the directions. Repeat this procedure, overlapping each area until all upholstery is cleaned. Dry overnight. With furniture brush, brush the dry fabric with nap.
16. Dip a stiff brush in furniture polish and use it on the surfaces. Remove extra polish with a clean, dry cloth.

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ANSWER SHEET--UNIT VIII-4

GENERAL CLEANING

SUBJECT: Caring for Glass and Light Fixtures

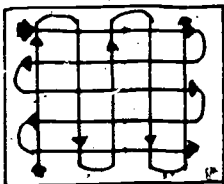
1. a. Scrubbing is seldom necessary.
b. Since you can see through glass, both sides must be clean for it to look clean.
2. d. in cold weather.

Because condensation and changing temperatures encourage more accumulation of dust, causing the glass to have streaks.

3. a. Hard water.
b. Abrasive powder.
c. Too much cleaning solution.
4. a. Gather supplies and equipment.
b. Take down any curtains or draperies.
c. Dust blinds and take them down
d. Dust window frames and sills
e. Wipe windows or both sides with a damp cloth, if they are very dirty.
5. Before. To prevent edge streak on the glass.
6. As soon as it becomes dirty

7. a. Lint-free cloth
b. Chamois
c. Squeegee
d. Newspaper

8.



9. a. Same as pattern used for washing.
b. Side-to-side, turning at each side until bottom is reached or from top to bottom.
10. Detergent. It doesn't leave streaks
11. Hose
12. A clean floor mop
13. a. Keep out insects
b. Keep out some dust and dirt.

14.
 - a. Brushing.
 - b. Damp wiping.
 - c. Vacuuming.
15. Hold a blotter or piece of cardboard against the frame so water can't get inside or on the wall.
16.
 - a. Too much ammonia is wasteful.
 - b. The odor is offensive.
 - c. Ammonia can remove lettering.
17. Two. One person to remove and replace the fixtures, the other to wash and dry them.
18. To get the full light output.
19. Unplug the cord or turn off the switch.
You might get a bad shock.
20. It will break.
21. ammonia
22. A folded towel
23. Yes. Damp-wiped.
24. Damp-wiped.
25. The shade should be sewn with matching thread.
26.
 - a. Hang the shade by a string and allow it to drip dry.
 - b. Wipe the shade with a towel, put it back on lamp, turn on the bulb until the shade is dry.
27.
 - a. Plastic, plastic-coated, laminated, parchment, or fiber glass.
 - b. By whipping detergent moisten with water until it is stiff like whipped cream.

Woodwork Cleaning

General Cleaning

1. Remove dust, dirt, grease, and other soil.

2. Use a soft cloth or sponge.

3. Use a solution of mild detergent and water.

4. Rinse thoroughly.

5. Apply detergent sparingly on spot.

6. Use a sponge, work from the center of the spot outward in a circular motion, applying less pressure as you move further outward.

7. Begin at the bottom and work up to prevent streaking which occurs when detergent solution runs down a solid wall.

8. Wall should be rinsed before it has a chance to dry. Rinsing removes detergent residue which might damage the wall's surface if allowed to remain.

9. Do not let grease

10. a. Grease stain

b. Use kerosene, turpentine or mineral spirits

11. Do not rub or use abrasive cleaners

12. with the grain of the wood.

13. Remove objects with a lifting motion because brackets may streak the walls if pushed downward.

14. Wrap a cloth around your wrist and secure the cloth with a rubber band.

15. Start at the bottom and work up.

16. Sponge with undiluted cleaning solution, then rinse immediately.

17. Fold heavy cardboard or a cookie sheet next to the woodwork and cover the wall.

18. a. Dusting.

b. Cleaning or polishing.

19. a. Wash with a neutral cleaning solution.

b. Rinse with a different sponge and clean water.

c. Polish with a soft cloth.

20. Do not allow seams or edges to become too wet.

21. Dust then with a soft bristle brush.

10. May be dusted or cleaned with a dough-like wallpaper cleaner.
11. Dry weather because humidity causes streaking.
12. Get eraser.
- 13.
14. a. Speeds work.
b. Disinfects wall.
15. Draw dough over the paper, start at top corner, use wide strokes in one direction only, and work to the baseboard.
16. To keep from rubbing dirt and soil into the porous surface.
17. Before the walls are cleaned.

ANSWER SHEET--UNIT VIII-6

GENERAL CLEANING

SUBJECT: Caring for Window Treatments

1. They collect dust and dirt from both the windows and the inside of the room.
2. Hospital. To minimize spread of dust particles.
3. Pull blinds to the top of the frame. Mark the blind. Place on a truck and take to area for washing.
4. shower
5. garden hose
6. Damp wipe with a sudsy cloth, then rinse.
7. Dry cleaning fluid.
8. They may rot or stain.
9. Up and down, then side to side.
10. Those finished with a permanent stiffness.
11. Place them in a pillow case or net bag.
12. hot; hot
warm; cool
13. a. Hang to drip dry.
b. Dry in dryer.
14. About 15 minutes.
15. Do not twist, wring, or rub.
16. No. They will fall into shape while they finish drying.
17. Cover the tips of the rods with a clean piece of cloth or tape.
18. Use a whisk broom or vacuum cleaner.
19. Up and down.
20. To insure that the draperies are returned to the same window.
21. The wrong side.
22. b. center and work toward the edge.

ANSWER SHEET--UNIT VIII-7

GENERAL CLEANING

SUBJECT: Removing Stains

1. a. The source of the stain.
b. The kind of surface to be cleaned.
c. The mildest cleaning agent to do the job.
2. To remove loose soil.
3. A chemical reaction between the surface and air or liquids that touch it
4. a
5. b
6. b
7. a
8. a
9. b
10. b
11. Test cleaning method on an inconspicuous area or a small portion of the stain.
12. a. Physical action: Such as scraping, hardening, or absorbing.
b. Detergent action: To soften, loosen and suspend soil.
c. Solvent action: The cause of the stain is dissolved and carried away.
d. Chemical action: The cause of the stain is changed to a new chemical which either can't be seen or can be dissolved.
13. a. Act quickly.
b. Get the facts.
c. Remove the excess staining agent.
d. Sponge the surface with clear cold water.
14. Work from the edges toward the center to avoid spreading the stain.
15. (Any four of the following.)
paper towel corn starch
face powders sponges
tissues blotters
cotton diapers

16. White or colorfast.
To prevent staining of the material being treated.
17. a. They may catch fire very easily.
b. They may be poisonous.
c. They may dissolve the material being treated.
18. No. Metal may hasten the action of the bleach and increase the chance of fabric damage.
19. a. Try a mild treatment.
b. Do not let the remover dry on the fabric or surface.
c. Rinse the remover from the area.
d. If stains don't come out with a mild treatment, try a stronger treatment.
20. b
21. d
22. c
23. d
24. a
25. d
26. c
27. a
28. a

ANSWER SHEET--UNIT VIII-8

GENERAL CLEANING

SUBJECT: Controlling Pests

1. They may be carried in packages or in sacks of food; they may enter through an open window; they may be brought in by patients and visitors
2.
 - a. eggs
 - b. larva
 - c. pupa
 - d. adult
3. (Any six of the following)
Flies
Mosquitoes
Cockroaches
Ants
Bed bugs
Moths
Lice
Fleas
Termites
4.
 - a. Lack of orderliness in storage of food and other materials
 - b. Carelessness in failing to seal all cracks, crevices and spaces
 - c. Carelessness in allowing insects to come into the institution with food deliveries
 - d. Carelessness in using insecticides
5. General cleanliness.
6.
 - a. Follow strictly the directions for their use.
 - b. Store insecticides in a safe place away from food.
 - c. Label insecticides properly and keep them in their original containers.
 - d. Never place insecticides in empty food containers where they can be mistaken for food or drink products.
7. (Any three of the following)
Sprays
Dusts
Aerosols
Fumigants
8. (Any three of the following)
Screen all openings.
Remove food wastes, rubbish, and paper immediately.
Remove or treat pools of water.
Treat leaks and other wet or damp areas.
Watch for places where insects could breed or gather.

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9. (Any three of the following)
They destroy food.
They destroy property.
They cause fires.
They spread disease.
10. a. Rat proof building.
b. Cut off food and water supply.
c. Destroy nests and other shelters.
d. Attack by poisoning, trapping, and fumigating.
e. Learn habits and characteristics of rodent.
11. At least equal to the human population
12. a. Sight
b. Sound
c. Droppings
d. Gnawing
e. Nests
13. a. Rats carry fleas on their bodies which can transmit bubonic plague and typhus fever.
b. Rat urine and feces infect food, causing salmonella food poisoning and jaundice.
c. Rat tissues may carry trichina, a type of worm that in the larva state can be transmitted to man and lives as a parasite in the intestines.

ANSWER SHEET--UNIT IX-1

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS

SUBJECT: Bathrooms

1. a. To keep germs from spreading from one person to another.
b. To avoid unpleasant odors.
c. To keep from attracting insects and other household pests.
2. No. They dull and pit the surface.
3. c
4. a
5. b
6. a
7. c
8. b
9. a. bathtub
b. sink
c. toilet
10. To prevent water-spotting and growth of bacteria.
11. Remove cardboard or torn sheets. Clean inside and out. Refill. Start first sheet.
12. Clean and replenish supplies in the bathroom in the following order:
 - a. Medicine cabinet
 - b. Lights
 - c. Windows and window areas
 - d. Shelves
 - e. Sink, bathtub, or shower
 - f. Fixtures
 - g. Dispensers
 - h. Supplies
 - i. Walls
 - j. Mirrors
 - k. Floors
13. (Any five of the following)

Towels	Manicure sets
Cakes of soap	Small packs of soap flakes
Drinking glasses	Toilet tissue
Plastic bags	Shoe cloths
Shower caps	

14.
 - a. Dust inside the bathroom door and frame.
 - b. Scrub the floor.
 - c. Replace the floor rug.
 - d. Turn off the lights and close the door.

ANSWER SHEET--UNIT IX-2

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS

SUBJECT: Restrooms and Shower Rooms

1. Soil and bacteria are present.
By thorough cleaning
2. Wipe inside and outside of dispenser with cleaning solution. Take care to touch only the wrapper when installing tissue and towels.
3. Pick up waste paper. Empty receptacles, if required. Replenish toilet paper, sanitary napkins, soap and towels. Spot-mop problem areas. Spot-clean walls, doors, and partitions. Spot-clean mirrors and other glass surfaces, as needed.
4. Work around the room systematically; begin at the bottom and work up, one section at a time.
5. This motion makes the spot you are cleaning blend into the rest of the wall and does not leave a ring.
6. Abrasive cleaners cause small scratches which dull the finish.
7. To check under the rim to be sure that all stains and soil are removed
8. 2 to 3 tablespoons of household vinegar in a gallon of hot water
9. Every two weeks.
10. Locker and shower rooms provide ideal conditions for the growth of bacteria and the spread of germs.
11. floor

ANSWER SHEET--UNIT X-1

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Sorting Laundry

1. a. Sorting.
b. Mending
c. Treating spots and stains
2. (Any five of the following)
Fiber content
Special finishes
Shrinkage control
Colorfastness
Care instructions
Special precautions
3. a. Color
b. Colorfastness
c. Construction
d. Amount of soil
e. Washing method
4. c
5. a
6. b
7. c
8. a or b
9. c
10. a
11. c
12. c

13.

I

Blue denim jeans
Black broadcloth blouse
Brown cotton slacks

II

Pink percale curtains
Tan broadcloth blouse
Light grey oxford-cloth shirt
Beige cotton skirt

III

White muslin sheets
White nylon slip

IV

Red flannel shirt

14. a

15. a

16. a

17. b

18. a

19. b

20. a

21. b

22. The dark colors pick up lint from the light fabrics and may cause the light fabrics to discolor or appear dingy.

23. c, a, b, d

24. Articles varying in size and shape provide better circulation of pieces during washing and decreases the amount of tangling that is likely to occur.

25. If washed together, the no-iron linens may attract lint and dirt.

26. a. Soaking
b. Applying detergent or bar soap
c. Special methods

27. Ripped or torn places may ravel or tear more during the washing process.

28. a. Inspect pockets.
b. Turn down cuffs; shake.
c. Zip zippers.
d. Remove unwashable trims.
e. Tie belts loosely.
f. Place delicate items in mesh bag.

ANSWER SHEET--UNIT X-2

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Using Laundry Supplies

1. a. Size of load.
b. Amount of water in wash cycle.
2. Detergent. Soap reacts with hard water minerals, forming an insoluble film that makes clothes appear gray and dingy.
3. Dilute them to avoid staining or discoloring fabrics.
4. b.
5. a.
6. c
7. c
8. a
9. c
10. a
11. b
12. a
13. b
14. a. Reduces wrinkling.
b. Reduces fading.
15. To combine minerals in hard water to boost the cleaning power of the soap.
16. a. Disinfects
b. Deodorizes
c. Eliminates stains and dirt
17. a. Silk
b. Wool
c. Rayon
d. Spandex
e. Non-colorfast fabrics
f. Delicate fabrics
18. Rinse

19.
 - a. Makes fabric soft; static free.
 - b. Reduces wrinkling.
 - c. Aids in ironing.

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ANSWER SHEET--UNIT 8-3

MANAGEMENT OF LAUNDRY PROCEDURES

1. Using laundry equipment

1. Low or medium sudsing detergent.
2. a. Causes uneven cleaning
Creates extra friction and wear on clothing
b. Wastes power
wastes detergent.
3. a. Amount of soil
b. Kind of fabric
c. Garment construction
d. Color of material
e. Equipment used
4. a, c, d, f
5. Detergent and soiled water
6. Less soap is required
7. Dringing and spinning
8. Agitator and cylinder
9. 4 minutes
10. Lower
11. a. Temperature setting and air circulation of dryer
b. Size of load
c. Amount of moisture in articles
d. Type of fabric
12. Group I: c, a, e, d, b
Group II: b, e, a, c, f, d
Group III: c, a, d, b
13. c. your supervisor.
14. c. read the attached instructions.

15. A laundry that washes and irons only flat pieces such as sheets, tablecloths, and towels.
16. Heavily soiled items.
17. a. Removes water from the laundry.
b. The spin cycle of the washing machine.
18. Ironing
19. No. An ironer destroys the permanent press finish.
20. e
21. a
22. d
23. c
24. b

ANSWER SHEET--UNIT X-4

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Washing Special Articles

1. Soak them in disinfectant solution.
2. a. Betty should use hot water (140°F. or above) and a mild soap or detergent.
b. She should set the dial for 10 minutes.
c. If she adds bleach, she should be sure that any residue is removed to protect the baby's tender skin from irritations. An extra rinse with a full tub of water is advisable.
3. Tie them loosely in a washcloth or small towel to confine them during the process.
4. a. True
b. False: Put the electric blanket through a wringer since spinning does not damage fine wires.
c. False: Disconnect removable electrical parts before washing.
d. False: Fill washer with warm water before adding the blanket.
e. False: Dry blanket 10 minutes in the automatic dryer to insure uniform drying.
5. Oily soil and perspiration hasten deterioration of rubber or spandex articles.
6. Chlorine bleaches cause yellow discoloration.
7. Warm. Warm water keeps the plastic pliable and easy to handle.
8. Use warm water at level required for load. Add small amount of nonprecipitating water conditioner. Use slow agitation and spin speed. Agitate 5 minutes and spin out water. Fill tub and rinse again. Add water conditioner to second rinse water also, to completely remove soap film. Hang curtain back in shower to dry.
9. Helps prevent water spots.
10. a. a written guarantee that they are washable.
b. specific washing directions.
11. a, c, e, g
12. a. Turn garments inside out.
b. Place them inside a mesh bag.
13. Trace the outline of the sweater on a piece of heavy paper.
14. While still damp after washing.

ANSWER SHEET--UNIT X-5

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Ironing and Pressing

1. Ironing involves removing moisture by using a gliding motion, whereas pressing involves adding moisture with a lifting motion.
2. lowest
3. Dacron, nylon, wool, cotton, linen
4. (Any six of the following)
Work in area with good light.
Follow lengthwise threads to prevent excessive stretching of knits.
Press on wrong side.
Use a press cloth.
Use a steam iron.
Press with care around plastic buttons and zippers.
Carefully set temperature control.
Test temperature on seam allowance.
Press darts over a curved surface.
Avoid ironing in sharp creases.
5. d
6. b
7. c
8. c
9. a. No wrinkles present.
b. Original shape and texture retained.
c. No inside details outlined on right side.
d. Long seams pressed open inside.
10. (Check sketch of utility room floor plan)

ANSWER SHEET--UNIT X-6

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Folding and Storing Linens and Clothing

1. a. Proper laundering to assure maximum life
b. Proper handling in use to avoid damage
2. Steam and moisture left in the fabric may cause wrinkles.
3. The size of the shelf on which it is to be placed.
4. To prevent the waste caused by using them as rags.
5. Wash them to remove starches and chemicals which may attract insects or cause linens to become brittle or turn pink; then wrap them in dark paper to protect them from sunlight.
6. Best Method: B

(Any three of the following reasons.)

Textiles should be stored in ventilated room.

Room should be cool and dry.

Linens should be protected from sunlight, insects, and chemical fumes.

Blankets should be protected from sunlight and dust by wrapping.

ANSWER SHEET--UNIT X-7

MANAGEMENT OF LAUNDRY PROCEDURES

SUBJECT: Managing a Linen Room

1.
 - a. Storage center
 - b. Distribution center
 - c. Sewing center
 - d. Information center

2.
 - a. Storage for clean linen
 - b. Storage for cleaning supplies and gratis items
 - c. Locked closet for linen needing mending
 - d. Sewing and mending center

3.
 - a. Standard supply
 - b. Patient
 - c. Check-out

4.
 - a. Standard requirements set.
 - b. Daily census taken.

5. Each housekeeping assistant receives one set of clean linens for each set of dirty linens returned.

6. At the close of the day when the linen is not moving.

7. Approximately three years.

UNIT TESTS

UNIT I TEST

WHAT IS A HOUSEKEEPING MANAGEMENT ASSISTANT?

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. The demand for clean, sanitary buildings is
 - a. less now than ever before.
 - b. about the same now as before.
 - c. greater now than ever before.

- ___ 2. The need for executive housekeepers throughout the country is
 - a. limited.
 - b. slowly expanding.
 - c. endless.

- ___ 3. A person employed in the field of housekeeping management needs new information on housekeeping practices
 - a. rarely.
 - b. occasionally.
 - c. constantly.

- ___ 4. The role of the housekeeping management assistant in public and commercial establishments is
 - a. unimportant.
 - b. somewhat important.
 - c. important.

- ___ 5. The number of full-and part-time housekeeping positions in private homes is
 - a. decreasing.
 - b. remaining about the same.
 - c. increasing.

- ___ 6. Which of the following is not one of the major categories of tasks and responsibilities of the housekeeping management assistant?
 - a. Working with the guests and/or patients
 - b. Using equipment and supplies properly
 - c. Cleaning assigned areas to meet specified standards

- ___ 7. Housekeeping jobs today have
 - a. lower salaries, more physical work.
 - b. higher salaries, more physical work.
 - c. higher salaries, less physical work.

- ___ 8. Most vacancies for executive housekeepers are filled by
 - a. promoting maids already employed by the establishments.
 - b. hiring an executive housekeeper from a smaller establishment.
 - c. hiring a college graduate with a degree in housekeeping management.

- ___ 9. Building custodians are
 - a. about equally males and females.
 - b. mostly males.
 - c. mostly females.
- ___ 10. Private household workers are employed
 - a. mostly in rural areas.
 - b. equally in rural and urban areas.
 - c. mostly in urban areas.
- ___ 11. In most housekeeping jobs,
 - a. uniforms are not required.
 - b. some type of uniforms are required.
 - c. white uniforms are required.
- ___ 12. If you have a complaint regarding your job, you should first discuss the problem with
 - a. your co-workers.
 - b. your supervisor.
 - c. the manager or principal.

Which of the following housekeeping management assistants behaved in an ethical manner? In the blank, write "A" if the employee behaved ethically. Write "B" if the employee behaved unethically.

- ___ 13. James, who is employed in a school, believes the sixth grade boys should be allowed to smoke if they want to. Therefore, James allows the boys to smoke in the custodian's storeroom.
- ___ 14. Mary, a housekeeping management assistant in a motel, found fifty dollars on the night stand in a guest room after the guest had checked out. She knew this was larger than a normal tip, so she turned it in as a lost and found item.
- ___ 15. Joe, who works for a commercial cleaning firm, encountered an angry man in the building he cleans. The man claimed his desk had not been dusted in the months he has worked for the company. Joe explained briefly that he had been instructed not to dust the desks in this building and referred the man to the office of the cleaning firm.



UNIT II TEST

USE OF EQUIPMENT AND SUPPLIES

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ____ 1. Brushes which are used to clean corners and baseboards should be stored

 - a. in a hanging position.
 - b. so the weight is on the bristles.
 - c. upside down.

- ____ 2. Which of the following statements about the use and care of vacuum cleaners is true?

 - a. The filter should be cleaned once a week.
 - b. The bag should be emptied into a wastebasket.
 - c. The tank should be cleaned and disinfected once a month.

- ____ 3. Which of the following vacuum cleaner attachments should be used for cleaning along baseboards?

 - a. Wide mouth all-purpose tool
 - b. Round dusting tool
 - c. Crevice tool

- ____ 4. For which of the following tasks would the floor machine not be used?

 - a. Vacuum cleaning
 - b. Buffing
 - c. Rug shampooing

- ____ 5. If an extension cord is needed, the cord should not be

 - a. smaller than the cord on the machine.
 - b. the same size as the cord on the machine.
 - c. larger than the cord on the machine.

- ____ 6. In deciding the amount of time a cleaning product should be in contact with the surface, which suggestion should be followed?

 - a. Use a weak product for a long time to prevent damage to the surface.
 - b. Use a good cleaning product for a short time to prevent damage to the surface.
 - c. Use a strong product to reduce the amount of effort required.

- ____ 7. An apple pie spilled over during baking. Which type of cleaner should be used?

 - a. Abrasive
 - b. Alkali
 - c. Synthetic

8. The most effective cleaner to combat germs in a hospital room is a
- synthetic detergent.
 - drycleaning solvent.
 - germicide.
9. Brass or copper objects should be cleaned with
- metal polish.
 - an abrasive cleaner.
 - a glass cleaner.
10. The responsibility for accident prevention in any establishment is up to
- the manager and supervisor.
 - all employees and management.
 - the supervisor and specified employees.
11. The housekeeping management assistant can help to prevent accidental falls by
- picking up litter or other objects on the floor.
 - using self-polishing wax on the floors.
 - waiting until time to mop the floors to clean up spills.
12. Which of the following is not a hazard of handling trash improperly?
- Fire
 - Muscle strain
 - Cuts
13. Ash trays should be emptied into
- the wastebasket.
 - the toilet.
 - a metal container.
14. Which of the following practices would help to prevent muscle strain and fatigue?
- Use the back muscles when lifting heavy objects.
 - Carry small heavy objects in front of the body rather than to the side.
 - Bend the knees and kneel when performing a task near the floor.
15. Collisions on stairways can be reduced by walking
- in the center.
 - to the left.
 - to the right.
16. Which of the following causes the most fires?
- Smoking and matches
 - Improper rubbish disposal
 - Spontaneous ignition

- ___ 17. Some paper and rags in a wastebasket caught fire when a cigarette was dropped in the container. Which type of fire extinguisher should be used?
- Dry chemical
 - Carbon dioxide
 - Soda-acid
- ___ 18. The cord of an electric vacuum cleaner caught fire. The three fire extinguishers below were available to use. Which one would put out the fire?
- Dry chemical
 - Pressurized water
 - Soda-acid
- ___ 19. When operating electrical equipment, it is important that hands be kept
- dry.
 - wet.
 - covered.
- ___ 20. Cleaning fluids should be used in
- small quantities in a well-ventilated room.
 - large quantities in a closed room.
 - medium quantities in a semi-ventilated room.
- ___ 21. When plugging a cord into an appliance, it should be
- plugged into the outlet first and then into the appliance.
 - plugged into the appliance first and then into the outlet.
 - plugged into the appliance and outlet at the same time.
- ___ 22. Which of the following is not a principle of storage?
- Store frequently used items at the place where they are first used.
 - Store items so they are easy to see, reach, grasp, and replace.
 - Place items so you will get needed exercise in reaching for them.
- ___ 23. A supply cart should be placed
- in the center of the hall near the room being cleaned.
 - in the room being cleaned.
 - out of the way near the room being cleaned.

Labels on cleaning supplies provide valuable information for using the product. For questions 24-27, in the blank write "A" if the information is usually on the label. "B" if the information is not usually on the label.

- ___ 24. Types of surfaces which may be cleaned with the product
- ___ 25. Amount of the product to use
- ___ 26. Directions for using of the product
- ___ 27. Length of time the solution should be in contact with the surface being cleaned

In questions 28-32, match the type of vacuum cleaner with the task to be performed.

<u>Task</u>	<u>Vacuum Cleaner</u>
<u>28.</u> Stains	a. Light-upright
<u>29.</u> Carpets and rugs	b. Hand
<u>30.</u> Surface dirt on floors	c. Upright
<u>31.</u> Walls	d. Tank
<u>32.</u> Car interior.	

Classify each of the following activities as

"A" physically fatiguing

"B" mentally fatiguing

"C" not fatiguing.

33. Begrudgingly washing dishes by hand
34. Standing to mop floors all afternoon
35. Waxing a floor, then dusting in another area

UNIT III TEST
CLEANING GUEST ROOMS

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- _____ 1. Mary is working at a large hotel. Each day when she reports for work, she goes to the linen room to pick up all but one of the following:

 - a. cart of supplies.
 - b. list of rooms.
 - c. uniform.

- _____ 2. The morning report is used for all but one of the following purposes:

 - a. to insure that the hotel receives proper payment for the room.
 - b. to determine which rooms cannot be cleaned because guests are still asleep.
 - c. to determine if guest left.

- _____ 3. When Mary starts pushing her cart down the hall toward the rooms she is to clean, she should

 - a. walk softly down the hall.
 - b. sing or hum a happy tune.
 - c. carry on a conversation with her friend Sue.

- _____ 4. Items found in the room after the patient or guest has left should be tagged and turned in to the lost and found department. Information on the tag should include

 - a. the room number.
 - b. the date and the room number.
 - c. the room number and a description of the item.

- _____ 5. If a "Do Not Disturb" sign has been on a door all day, the housekeeping assistant should

 - a. check the room to see if anything is wrong.
 - b. report it to the housekeeper.
 - c. report it to the manager.

- _____ 6. One should knock on the doors only with the knuckles because this

 - a. protects the finish on the door.
 - b. protects the fingers.
 - c. provides a softer noise.

- _____ 7. Mary knocked on the door of a room and heard no response. She unlocked the door, opened it, and saw a man using the telephone. Mary should

 - a. call another maid to enter the room with her.
 - b. enter the room and begin cleaning it.
 - c. leave quietly, closing the door behind her.

8. Mary noticed that the television set is missing from a guest room when she opened the door. She should
- make a notation in the "comments" column of her Room Check Sheet.
 - report it to her supervisor immediately.
 - call the police and stay in the room until they arrive.
9. Mary needs to indicate on her Room Report Sheet that she found a guest in a room. Beside the room number she should write
- bagged.
 - filled.
 - occupied.
10. Mary keeps her supplies easily accessible when she is working in a room by placing the
- cart in the room.
 - cart across the door.
 - cart along the wall next to the door.
11. If the letters "CO" were written next to a room on a Room Check Sheet, the room should be cleaned
- immediately.
 - after the guest leaves.
 - the next day.
12. When emptying the wastebasket, Mary should
- reach into the wastebasket and remove the contents.
 - empty the wastebasket onto the floor and then sweep up the contents.
 - seal the contents in newspaper or a plastic liner.
13. As linens are removed from a bed, they should be
- folded carefully toward the center.
 - shaken over the bed.
 - shaken over the floor.
14. Which of the following is not a reason for stripping beds soon after entering rooms?
- Allows time for the bed to air
 - Allows time for repair of the mattress, if necessary
 - Allows time for the mattress to disinfect
15. Furniture in the guest room should be
- placed where the guest left it.
 - left where it is when you are finished cleaning.
 - returned to positions recommended by the housekeeper.
16. Dry-dusting furniture
- scratches the finish.
 - saves time.
 - polishes the surface.

- _____ 17. The last thing the housekeeping assistant should do before leaving the room is to
- a. clean and disinfect the telephone.
 - b. close the curtains and turn off the lights.
 - c. be sure the room is in good condition.
- _____ 18. At the end of the day, pass keys should be
- a. taken home.
 - b. left on the cart.
 - c. returned to the housekeeper.

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UNIT IV TEST

CLEANING PATIENT ROOMS

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. Hospital sanitation is most essential because

 - a. visitors may pick up germs.
 - b. a sick person's resistance to disease is low.
 - c. hospital employees may become ill.
- ___ 2. Bacteria grow most rapidly in areas that are

 - a. well-lighted.
 - b. semi-lighted.
 - c. dark.
- ___ 3. The temperature range in which bacteria grow most rapidly is

 - a. 30° to 50° F.
 - b. 50° to 110° F.
 - c. 110° to 130° F.
- ___ 4. The form of bacteria carried on the skin is called

 - a. toxin.
 - b. botulism.
 - c. staphylococci.
- ___ 5. Which of the following is not true about bacteria?

 - a. They can move long distances by themselves.
 - b. They can be carried from one area to another by a person.
 - c. They are distributed when dust is scattered during dusting and sweeping activities.
- ___ 6. Clean surfaces in a hospital

 - a. increase bacterial growth.
 - b. retard or halt bacterial growth.
 - c. have little effect on bacterial growth.
- ___ 7. The most effective method of disinfection against spores is

 - a. boiling.
 - b. using chemicals.
 - c. using disinfectants.
- ___ 8. Disinfectants should not be mixed with other detergents or chemicals because

 - a. the mixture may be explosive.
 - b. disinfectants should not be diluted.
 - c. detergents neutralize disinfectants.

- ___ 9. Which of the following is not a necessary step in disinfecting a surface?
- Treat with a fogging machine.
 - Destroy germs with a disinfectant.
 - Remove all visible and invisible soil.
- ___ 10. Which of the following procedures would help to control the spread of infection?
- Use the same mop water for rooms in the same vicinity.
 - Use the same cloth for various cleaning tasks.
 - Use different cloths for cleaning different rooms.
- ___ 11. The method of disinfection selected for a particular job will depend upon
- the amount of money available.
 - the kind of bacteria.
 - the amount of time for cleaning.
- ___ 12. Hospital furniture should be washed with
- soap and hot water solution.
 - a disinfectant-detergent solution.
 - a syndet and lukewarm water solution.
- ___ 13. The floor of the occupied hospital room should be cleaned using which method?
- Damp-dust
 - Wash and dry
 - Wet-mop and rinse
- ___ 14. The bedside table should be cleaned using which method?
- Damp-dust
 - Wash and dry
 - Wet-mop and rinse
- ___ 15. An unoccupied unit is one
- which has been vacant for more than a day and has been thoroughly cleaned.
 - from which a patient has departed and which needs to be cleaned.
 - which has been vacant for more than a week and needs to be disinfected.
- ___ 16. How often do the floors in unoccupied rooms need to be dusted with a treated mop?
- Periodically
 - Weekly
 - Daily
- ___ 17. Which surfaces in a discharge unit need to be disinfected?
- Those with which the patient came in contact
 - The bed, bedside table, and bathroom
 - All surfaces in the room

18. The first step in cleaning a discharge unit is to
- remove the linens.
 - ventilate the room.
 - empty the wastebaskets.
19. When removing bed linens from a bed in a discharge unit, one should
- shake them to check for articles left behind by the patient.
 - fold them toward the center and put them in the soiled linen hamper bag.
 - pull them from the bed and put them near the doorway.
20. The purpose of regular isolation is to prevent
- the spread of infectious organisms from the room.
 - infectious organisms from reaching the patient.
 - infectious organisms from entering the hospital.
21. When the isolation technique is used,
- visitors may enter the room only at specified times.
 - articles used by the patient are washed with hot, soapy water.
 - all personnel entering the unit must wear a gown.
22. An occupied isolation unit should be disinfected
- daily.
 - weekly.
 - when the patient checks out.
23. The most important thing to remember when removing an isolation gown is not to touch
- the isolation gown with your hands.
 - your uniform with your hands.
 - your face with your hands.
24. When using a mask in an isolation unit, one should
- change masks every ten minutes.
 - wear the mask from one room to the next.
 - cover the nose and mouth with the mask.
25. Which of the following is not a method of terminal disinfection?
- Spray disinfection
 - Manual cleaning
 - Boiling
26. When cleaning a discharge isolation unit, you should make the bed
- before the floors and furniture are dusted.
 - after the floors and furniture are dusted.
 - after the entire room has been cleaned.
27. Which of these tasks should be performed first when cleaning an occupied isolation room?
- Fill dispensers.
 - Remove soiled linen.
 - Damp-dust furniture.

28. When dust-mopping a room

- a. begin at the door and work toward the center.
- b. begin at the back and work toward the door.
- c. begin in the center and work toward the sides.

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UNIT V TEST

CLEANING THE PRIVATE HOME

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. Which of the following is not a way to reduce cleaning?
 - a. Keep out as much soil as possible.
 - b. Set high standards for cleanliness.
 - c. Select equipment and supplies which eliminate labor.

- ___ 2. Plans for cleaning should include
 - a. daily and weekly cleaning.
 - b. spring and fall cleaning.
 - c. thorough once-a-year cleaning.

- ___ 3. In general, proceed from the top down and from the outside in, except when washing
 - a. floors.
 - b. walls.
 - c. ceilings.

- ___ 4. The chief principle of good room cleaning is to
 - a. remove soil from one surface and distribute it on another.
 - b. remove soil from one surface without distributing it unnecessarily on another.
 - c. remove soil from all surfaces by sterilizing them.

- ___ 5. When working in a private home, if a door is closed to a room, the housekeeping management assistant should
 - a. open the door to see if anyone is in the room.
 - b. open the door and say, "Housekeeper."
 - c. knock before opening the door.

- ___ 6. Occasional tasks should be done
 - a. during spring and fall cleaning.
 - b. as time permits.
 - c. on a rigid schedule.

- ___ 7. When cleaning the private home, the housekeeping management assistant should begin in the
 - a. living room.
 - b. bathroom.
 - c. kitchen.

- ___ 8. A supply carrier is
 - a. a convenient way to transport supplies.
 - b. not needed if supplies are duplicated.
 - c. not used in the private home.

- ___ 9. Begin cleaning a room by
- vacuuming rugs or carpets thoroughly.
 - moving furniture out from the walls.
 - straightening the room.
- ___ 10. Which of the following is an example of storing at the point of first use?
- Storing utensils which require water at the mixing center
 - Storing utensils which require heat immediately at the cooking center
 - Storing utensils needed in combining ingredients at the sink
- ___ 11. Which of the following would not be used to locate storage within your sight and reach?
- Turn your head as far as possible up, down, and to the side.
 - Make a circular motion with your elbows bent and your upper arms close to your body.
 - Make a circular motion with your arms out straight.
- ___ 12. Placement in terms of use means placing frequently used items
- outside your full-arm reach.
 - inside your bent-arm reach.
 - outside your bent-arm reach.
- ___ 13. Heavy articles should be stored as
- high as possible.
 - close to elbow reach as possible.
 - low as possible.
- ___ 14. Tall items should be placed
- behind other tall items.
 - in front of short items.
 - behind short items.
- ___ 15. Mary is rearranging items in Mrs. Brown's cupboard. Unlike items should be
- placed near the front of the cupboard.
 - stacked inside one another, when possible.
 - stored individually.
- ___ 16. In a closet, items which are used most often should be stored
- near the front.
 - on the top shelves.
 - to one side.
- ___ 17. Paneled wood cabinets should be cleaned with a
- detergent solution.
 - paste wax.
 - polish.

- ___ 18. The outside enameled surface of a range should be cleaned when it is
- hot.
 - warm.
 - cool.
- ___ 19. The reason for the answer you selected for question 18 is that
- enameled surfaces chip easily when hot.
 - grease film is removed best from a cool surface.
 - warm surfaces do not cause steam burns.
- ___ 20. A fresh grease spill in the broiler should be
- allowed to burn off.
 - wiped up with a paper towel.
 - wiped up with a damp cloth.
- ___ 21. Which of the following statements about use of a commercial oven cleaner is not correct?
- The oven should be heated after it has been cleaned.
 - A detergent solution should be used to rinse the oven.
 - Rubber gloves should be worn when the cleaner is applied.
- ___ 22. What is used when cleaning the interior of refrigerators to remove odors?
- Ammonia
 - Detergent
 - Baking soda
- ___ 23. Ice cube trays should be cleaned by
- rinsing in warm water.
 - washing with hot water and soap.
 - rinsing in cold water.
- ___ 24. The defrosting process in a refrigerator can be speeded up by
- placing a pan of hot water in the freezer.
 - scraping the ice off with a knife.
 - using an ice pick.
- ___ 25. If a kitchen utensil falls into the food-waste disposer,
- reach in quickly to retrieve it.
 - turn off the disposer immediately.
 - let the disposer grind it into small pieces.
- ___ 26. The part of the exhaust fan which should be cleaned frequently is the
- fan.
 - "on-off" switch.
 - filter.
- ___ 27. Coffee grounds should not be put down ordinary drains because they
- make the drain smell.
 - plug up the drain.
 - rot in the drain pipe.

- ___28. Cooking utensils covered with fat should be soaked in
a. hot water.
b. warm water.
c. cold water.
- ___29. The work flow for handwashing dishes for right-handed people should be from
a. left to right.
b. right to left.
c. either "a" or "b."
- ___30. Which of the following is not a reason for scraping dishes before putting them in the dishwasher?
a. Food particles may clog the strainer.
b. Food particles may interfere with water spray action.
c. Food particles may cause spotting.
- ___31. When washing dishes by hand, you should be sure that you use
a. sufficient amounts of detergent.
b. hot rinse water.
c. a clean dish towel for drying.

For each of the following statements about a storage plan, on your answer sheet, write "A" if you agree with the statement. Write "B" if you disagree with the statement.

- ___32. A storage plan reduces the time spent finding items.
- ___33. A storage plan increases the time spent putting items away.
- ___34. A storage plan is likely to help in keeping items in better condition.

UNIT VI TEST

PROVIDING BUILDING SERVICES

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. A visitor usually forms his first impression of a building from the appearance of the.

 - a. public restrooms.
 - b. lobby.
 - c. rooms.

- ___ 2. Cleaning public areas would not depend on which of the following?

 - a. The amount of cleanliness needed in the area
 - b. The amount of traffic
 - c. The number of housekeeping personnel

- ___ 3. Which of the following areas of a building would be least likely to require spot checking during the day?

 - a. Meeting rooms
 - b. Lobby
 - c. Stairs and stairwells

- ___ 4. In bad weather, the lobby should

 - a. not be cleaned until the weather clears.
 - b. be cleaned daily as usual.
 - c. be cleaned more than once a day.

- ___ 5. Drinking fountains should be cleaned

 - a. once a week.
 - b. once a day.
 - c. at least twice a day.

- ___ 6. Metal parts of a drinking fountain should be dried with a

 - a. damp cloth.
 - b. dry clean cloth or paper towel.
 - c. oily cloth.

- ___ 7. Small trash should be removed from the sand-type urn by

 - a. hand.
 - b. sifting through a sieve.
 - c. changing the sand.

- ___ 8. Set up "Wet Floor" signs and rope off the area

 - a. before wet-mopping or doing other floor care that might affect traffic.
 - b. after wet-mopping or doing other floor care that might affect traffic.
 - c. only when traffic in the area is heavy.

- ___ 9. When cleaning stairs, begin at the
a. top landing.
b. middle step.
c. bottom landing.
- ___ 10. Which of the following is not a security precaution in opening buildings?
a. Check for signs of unauthorized entry.
b. Check for missing items.
c. Check with the police for an alarm report.
- ___ 11. Entrance ways should be cleaned
a. once a week.
b. once a day.
c. several times a day.
- ___ 12. When dusting offices, you should
a. leave the desk undisturbed.
b. dust only around any papers laying on the desk.
c. dust the desk according to the wishes of the occupant.
- ___ 13. An office worker is likely to notice how thoroughly his office is cleaned because
a. office workers are highly observant.
b. he spends eight hours a day in his office.
c. office workers generally dislike housekeeping personnel.
- ___ 14. If the housekeeping management assistant notices that repairs are needed in an office, he should
a. make them immediately.
b. leave a note for the office occupant.
c. report them to his supervisor.
- ___ 15. At noon the school custodian is usually expected to
a. stay on duty in the cafeteria.
b. have lunch in the custodian's storage room.
c. leave the school grounds for an hour.
- ___ 16. Beds in a church nursery should be changed
a. after each use.
b. once a week.
c. when they show soil.
- ___ 17. When cleaning the dining area of a cafeteria or restaurant, which of the following should be cleaned first?
a. Table tops
b. Chair seats
c. Floor

- 18. Dust mops used in the gymnasium should not be used in any other area because
 - a. they will not be available when needed.
 - b. wax, which is harmful to gym floors, may get on the mops.
 - c. the floor treatment used in the gym is harmful to other floors.

- 19. An oily cloth should not be used on chalkboards because
 - a. chalkboards are self-oiling.
 - b. oil is harmful to chalkboards.
 - c. oiled chalkboards cannot be washed.

- 20. The shavings holder of a pencil sharpener should be emptied
 - a. daily.
 - b. weekly.
 - c. monthly.

UNIT VII TEST

MAINTENANCE OF FLOORS

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. The most common type of floor is resilient. Which of the following statements is true about care for this type of floor?

 - a. Solvent-base waxes and finishes should be used.
 - b. Resilient floors usually require sealing.
 - c. Cleaning solutions should be left on for only a short time.
- ___ 2. Wood floors should be cleaned with

 - a. products other than water.
 - b. small amounts of water.
 - c. large amounts of water.
- ___ 3. In what areas of a hospital are conductive floors used?

 - a. In patient rooms
 - b. In corridors
 - c. In operating rooms
- ___ 4. Conductive floors are used because they

 - a. minimize the danger of explosion.
 - b. are easy to keep free from bacteria.
 - c. stand up well under hard wear.
- ___ 5. Which of the following is not an example of a resilient floor?

 - a. Linoleum
 - b. Vinyl
 - c. Ceramic tile
- ___ 6. Which of the following is an example of a masonry floor?

 - a. Hardwood
 - b. Terrazzo
 - c. Asphalt tile
- ___ 7. Before a floor is scrubbed, it should be

 - a. dry-dusted.
 - b. disinfected.
 - c. wet-mopped.
- ___ 8. The motion recommended for mopping floors is

 - a. circular.
 - b. a figure "8."
 - c. an "S" movement.
- ___ 9. Mopping differs from scrubbing in that mopping

 - a. removes ground-in dirt.
 - b. removes loose, surface dirt.
 - c. involves rubbing and scouring.

- ___ 10. The most important reason for finishing (waxing) a floor is to
- protect the floor with a thin film.
 - reduce infection-causing bacteria on the floor.
 - provide a gloss on the floor.
- ___ 11. The purpose of sealing a floor is to
- remove loose, surface dirt.
 - fill pores in the floor surface.
 - remove a coat of finish.
- ___ 12. Water-base waxes can be identified by this statement on the label:
- "Do not use on asphalt or rubber."
 - "Caution, combustible."
 - "Do not shake."
- ___ 13. Solvent-base waxes can be used on all but one of the following floors:
- wood.
 - asphalt.
 - cork.
- ___ 14. Floors which have been waxed with a heavy coat are usually
- shiny.
 - slippery.
 - resistant to soil.
- ___ 15. Regular cleaning of carpets
- helps to make them last longer.
 - has little effect on the length of time they last.
 - causes them to wear somewhat faster.
- ___ 16. Carpets are most commonly used in
- motels.
 - hospitals.
 - nursing homes.
- ___ 17. The most thorough method of cleaning carpet is
- vacuuming.
 - dry shampooing.
 - wet shampooing.
- ___ 18. Soaking carpets during shampooing
- helps to get them clean.
 - may cause them to shrink.
 - is likely to cause spotting.
- ___ 19. If your supervisor told you to heavy vacuum a carpet, how many times would you go over the same spot?
- 3
 - 5
 - 7

20. When shampooing heavily soiled spots on a carpet, you need to
- use more cleaning solution.
 - increase the amount of scrubbing.
 - leave the solution on the carpet longer.
21. Overlapping each stroke when shampooing carpets
- wastes shampoo.
 - avoids streaking.
 - lengthens drying time.
22. Drycleaning carpet
- is not as effective a method of cleaning as wet shampooing.
 - takes longer than wet shampooing.
 - is less expensive than wet shampooing.

The following cleaning tasks need to be performed. Which procedure should be used for each of the tasks listed in questions 23-27?

<u>TASK</u>	<u>PROCEDURE</u>
23. Light, accumulated soil in patient's room	a. Damp mopping
24. Spill on hall floor	b. Spot mopping
25. Wax removal	c. Stripping
26. Dusty floor	d. Daily wet-mopping
27. Tracks on kitchen floor	

UNIT VIII TEST
GENERAL CLEANING

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. "Once-around" method of bedmaking is more efficient because

 - a. two housekeepers work together.
 - b. fewer bed linens are used.
 - c. less time and energy is used.

- ___ 2. When sheets, blanket, and spread are placed on the bed, they should be

 - a. flipped and tossed in the air over the bed.
 - b. unfolded with long, even strokes.
 - c. shaken to remove wrinkles.

- ___ 3. In commercial establishments, mattresses are usually turned

 - a. daily.
 - b. weekly.
 - c. monthly.

- ___ 4. When mattresses need to be turned, the housekeeping assistant should

 - a. do it alone.
 - b. ask for help.
 - c. report it to the supervisor.

- ___ 5. Turning a mattress frequently helps it

 - a. to stay clean longer.
 - b. smell fresher.
 - c. wear more evenly.

- ___ 6. Which of the following is not a rule to follow when dusting?

 - a. Use a circular motion.
 - b. Dust with the grain.
 - c. Use a cloth in each hand.

- ___ 7. Plastic and laminated surfaces should be dusted with

 - a. a treated dust cloth.
 - b. a damp cloth.
 - c. an oiled cloth.

- ___ 8. Wood finishes with a high luster should be polished with

 - a. non-oil cream-type wax.
 - b. non-oil base furniture polish.
 - c. boiled linseed oil.

- ___ 9. The most effective care that can be given upholstered furnishings is

 - a. thorough monthly cleaning.
 - b. weekly brushing or vacuuming.
 - c. thorough semi-annual cleaning.

- ___ 10. Upholstered furniture should not be cleaned with a
- soap solution.
 - detergent solution.
 - commercial cleaner.
- ___ 11. Which of the following is not a cause of streaked glass?
- Use of too much cleaning solution
 - Use of hard water
 - Use of woven material for rinsing cloths
- ___ 12. Which of the following is not suitable as a window cleaning agent?
- Alcohol
 - Scouring powder
 - Vinegar
- ___ 13. The motion recommended for washing windows is from
- top to bottom.
 - side to side.
 - side to side then top to bottom.
- ___ 14. Metal furniture should be cleaned with
- a damp cloth.
 - saddle soap.
 - a strong abrasive.
- ___ 15. When cleaning light fixtures, you should
- leave the electricity on.
 - turn off the electricity at the room switch.
 - turn off the electricity at the main switch.
- ___ 16. Light bulbs should be cleaned
- while they are still warm.
 - while they are hot.
 - after they have cooled.
- ___ 17. When washing a chandelier, you should remove the crystals
- one at a time.
 - a few at a time.
 - all at one time.
- ___ 18. Venetian blinds in hospitals are usually vacuumed instead of dusted because vacuuming
- takes less time.
 - does a better job of cleaning.
 - cleans without scattering dust particles.
- ___ 19. Which of the following is not a reason for keeping screens clean?
- To filter the light rays
 - To keep windows clean
 - To provide better light
- ___ 20. During warm weather, screens need to be cleaned
- daily.
 - weekly.
 - monthly.

21. Which of the following procedures in wall washing does not help avoid streaking?
- Dusting or vacuuming before washing
 - Starting at the bottom and working up
 - Spotting before washing
22. Which of the following is not a method of treating scratches in paneling?
- Commercial stain
 - Crayons
 - Nutmeats
23. Cobwebs should be removed with
- a downward motion.
 - a circular motion.
 - an upward motion.
24. The reason for the procedure selected in Question 27 is to prevent
- streaking the walls.
 - scattering the cobwebs.
 - promoting the return of cobwebs.
25. The addition of ammonia to wall washing solutions helps to
- soften the water.
 - cut grease.
 - increase shine.
26. Which of the following would be least effective for cleaning seams in a tile bathroom?
- Chlorine bleach solution
 - Detergent solution
 - Mild scouring powder
27. Marble should be cleaned with
- water and ammonia.
 - scouring powder.
 - an abrasive.
28. Wall washing machines are best for use on
- tile walls.
 - brick walls.
 - rough, painted walls.
29. Walls should not be dry-dusted on hot, humid days because
- the walls tend to streak.
 - it is more tiring for the employee.
 - the brush becomes too damp.
30. Window treatments require frequent dusting and cleaning
- because they can be seen from both sides.
 - because they collect soil on both sides.
 - because they would droop otherwise.

31. Which of the following finishes on cotton curtains should not be washed with chlorine bleach?
- Permanent stiffness
 - Permanent press
 - Permanent color
32. The recommended direction for vacuuming draperies is from
- top to bottom.
 - bottom to top
 - side to side.
33. In order to remove a stain, one must first
- sponge it with cold water.
 - clean the surrounding area.
 - know what kind it is.
34. Using bleach to remove a stain is an example of
- detergent action.
 - solvent action.
 - chemical action.
35. Which of the following would not be considered in determining a safe and appropriate method for removing a stain?
- The source of the stain
 - The kind of surface to be cleaned
 - The strongest cleaning agent available for the job
36. If a procedure for removing a stain is not satisfactory on a small area,
- the stain cannot be removed.
 - a stronger solution should be used for a longer time.
 - another method for removing the stain should be tested.
37. Good housekeeping
- eliminates all pests.
 - does not prevent pests from entering.
 - destroys insect eggs.
38. Pest control
- is an occasional housekeeping task.
 - should be done by professionals.
 - requires constant effort.
39. Chemical insecticides are
- not poisonous.
 - poisonous to insects and animals.
 - poisonous to human beings as well as to insects and animals.
40. The first step in controlling rats and mice is
- rat proofing the building.
 - poisoning.
 - trapping.

UNIT IX TEST

CLEANING BATHROOMS, RESTROOMS, AND SHOWER ROOMS

Select the letter of the phrase which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ____ 1. What is the most important reason for keeping a bathroom clean and sanitary?
- To prevent the spread of infection
 - To remove unpleasant odors
 - To please the supervisor
- ____ 2. Sinks and tubs should not be cleaned with
- harsh abrasives.
 - detergent solutions.
 - disinfectants.
- ____ 3. After they are cleaned, bathroom fixtures should be
- allowed to air dry.
 - wiped dry.
 - rubbed with polish.
- ____ 4. The number of guest supplies to be furnished in a hotel or motel bathroom depends on
- the price of the room.
 - how many guests the room accommodates.
 - the number requested by the guests.
- ____ 5. In cleaning a bathroom, which task is done last?
- Washing the toilet bowl
 - Cleaning the mirror
 - Cleaning the floor
- ____ 6. In hospital bathrooms, dispensers should be cleaned with
- a detergent solution.
 - a disinfectant solution.
 - clear, warm water.
- ____ 7. When cleaning a toilet, use a hand mirror to inspect
- behind the tank.
 - the trap.
 - the inner rim of the bowl.
- ____ 8. If possible, open bathroom windows while cleaning to
- provide more light for cleaning.
 - air out the room.
 - check the cleanliness of the window.

- ___ 9. The toilet bowl brush
- may be used for many cleaning tasks.
 - may be used to clean the tub, sink, and toilet.
 - should never be used on anything else.
- ___ 10. To remove heavy scum from a shower curtain, use
- a detergent solution.
 - a disinfectant solution.
 - a water conditioner.
- ___ 11. If odors remain after the restroom or shower room has been cleaned,
- cleaning was not thorough enough.
 - a deoderizer is needed.
 - the toilets should be flushed again.
- ___ 12. When cleaning a restroom or shower room, first
- collect and empty the trash.
 - sweep the floor and look for areas needing special care.
 - place an "Out-of-Order" sign on the door.
- ___ 13. Which of the following would not be done during periodic spot checks of restrooms during the day?
- Emptying receptacles
 - Spot-mopping
 - Cleaning toilets and urinals
- ___ 14. If the stoppage cannot be removed from a toilet,
- place an "Out-of-Order" sign on the door.
 - report it to your supervisor.
 - both a and b.
- ___ 15. During periods such as holidays, when toilets are not used daily, toilets
- should be cleaned and flushed weekly.
 - should be drained.
 - do not need to be cleaned.
- ___ 16. Offensive odors remaining in a urinal or drain traps after cleaning, may be eliminated by
- flushing with a water hose.
 - pouring vinegar and hot water into the trap.
 - flushing once a week.
- ___ 17. Good sanitation practices are essential in locker and shower rooms because
- they provide ideal conditions for the growth of bacteria.
 - Athlete's foot is a serious disease.
 - people who use these rooms are extremely careless.
- ___ 18. When lockers are vacated, they should be cleaned with a
- damp cloth.
 - detergent solution.
 - germicidal cleaner.

19. The greatest source of contamination in locker and shower rooms is probably the

- lockers.
- showers.
- floor.

20. Proper sanitation in public restrooms and shower rooms is important because sanitation

- guards the health of their users.
- improves their appearance.
- eliminates unpleasant odors.

UNIT X TEST

MANAGEMENT OF LAUNDRY PROCEDURES

Select the letter which correctly completes the statement. Place the letter in the blank next to the statement. Choose only one answer for each item.

- ___ 1. In sorting clothes, which of the following would most likely be classified in the heavily-soiled group?

 - a. Ladies' orlon sweaters
 - b. Ladies' cotton slacks
 - c. Children's play clothes
- ___ 2. According to color and fabric, which of the following items would not be washed in the same load with others?

 - a. Pink percale sheets
 - b. Red flannel shirt
 - c. Tan broadcloth blouse
- ___ 3. Which of the following is not a pretreatment method?

 - a. Soaking
 - b. Applying detergent
 - c. Applying undiluted bleach
- ___ 4. Which of the following items should be washed in warm water?

 - a. Colorfast shirt
 - b. Dacron blouse
 - c. Linen tablecloth
- ___ 5. Which of the following wash temperatures reduces fading, preserves permanent press finishes, and reduces wrinkling and shrinkage?

 - a. Hot water
 - b. Warm water
 - c. Cold water
- ___ 6. Which of the following reacts with the minerals in hard water to form a film which makes clothes look gray and dingy?

 - a. Fabric softener
 - b. Detergent
 - c. Soap
- ___ 7. Which of the following should not be diluted before being added to the wash or rinse water?

 - a. Bleach
 - b. Fabric softener
 - c. Liquid detergent
- ___ 8. A mild synthetic detergent, warm water, and short washing time would be used for

 - a. linens.
 - b. lingerie.
 - c. colorfast cottons.

9. Non-colorfast fabrics can best be laundered with
- light-duty, unbuilt soaps.
 - heavy-duty, built soaps.
 - light-duty, unbuilt synthetic detergents.
10. Which of the following would be least effective for use with normal or heavily soiled fabrics?
- Light-duty, unbuilt soaps
 - Heavy-duty, built soaps
 - Heavy-duty, unbuilt synthetic detergents.
11. Less soap is needed in hard water when you use
- bleach.
 - a detergent.
 - a water softener.
12. Which of the following would not be found on the operation panel of the automatic washer?
- Water temperature
 - Size of load
 - Speed of washing and spinning
13. It is recommended that articles in the same wash load vary in
- size and shape.
 - size but not shape.
 - shape but not size.
14. Chlorine bleach is not safe for use on
- Dacron and nylon garments.
 - white cotton garments.
 - spandex-based garments.
15. Which of the following is not a method of extracting water from clothes in washing machines?
- Agitating
 - Wringing
 - Spinning
16. Cold water rinsing
- leaves clothes stiff and dull looking.
 - minimizes wrinkles in permanent press items.
 - helps remove static electricity from items.
17. When line drying a blanket, you should hang the blanket over two lines to
- speed drying.
 - reduce strain on the threads.
 - prevent it from touching the ground.
18. Overdrying clothes in an automatic dryer causes
- shrinkage.
 - excessive wrinkling.
 - shrinkage and excessive wrinkling.

19. The drying process takes more time if you forget to clean the
- drum.
 - lint filter.
 - vent.
20. Which of the following items should not be put through the ironer?
- Permanent press tablecloth
 - Percale sheets
 - Linen napkins
21. Which of the following pieces of commercial equipment is used to remove water from the laundry?
- Cylinder
 - Centrifuge
 - Tumbler
22. Which of the following does not apply to the laundering of baby's diapers?
- Soak in a disinfectant solution until wash time.
 - Wash with mild soap or detergent in warm water.
 - Rinse thoroughly to remove any residue of laundry agents.
23. In the laundering process of electric blankets, you should
- tie dangling parts in a washcloth.
 - agitate the blanket for 10 minutes.
 - wash the blanket in hot water.
24. Plastic items should be washed in
- hot water.
 - warm water.
 - cold water.
25. To prevent water spots when washing plastic items, you should add
- fabric softener to the rinse water.
 - precipitating water conditioner to the rinse water.
 - non-precipitating water conditioner to the rinse water.
26. The loss of elasticity in rubber or spandex-based garments is not due to
- heat
 - soil
 - chlorine bleach
27. Which of the following would not help to reduce pilling of wash-and-wear garments during laundering?
- Turning the garments inside out
 - Putting the garments in a mesh bag
 - Washing the garments in a separate load
28. Which of the following factors would contribute least to convenience and conservation of energy while you iron?
- Using spray starch
 - Sitting while ironing
 - Having clothes uniformly dampened

29. Which of the following parts of a man's shirt would be ironed first?
a. Back
b. Collar
c. Sleeve
30. When ironing a variety of fabrics, start with ones that need to be ironed at
a. low temperatures.
b. medium temperatures.
c. high temperatures.
31. Which of the following would be ironed at the highest temperature?
a. Nylon
b. Cotton
c. Polyester
32. Linens should be stored in
a. a well-ventilated, cool room.
b. an air-tight, warm room.
c. a cool, damp room.
33. Which of the following statements about the care of linens is true?
a. Keep damp linens separated to prevent stain.
b. Pour bleach directly on linens to keep them white in appearance.
c. Use linens for quick wipe-up tasks because linens are so absorbent.
34. Sheets, tablecloths, and other large items should be folded
a. crosswise first and then lengthwise.
b. in half either lengthwise or crosswise and then in thirds.
c. lengthwise first and then crosswise.
35. Which of the following centers is not found in the linen room?
a. Storage center
b. Alteration center
c. Information center
36. In hospitals, which of the following is not a way to determine the number of linens to be distributed to each area?
a. Patient check-out records
b. Set, standard requirements
c. Daily census
37. Which of the following is not included in an inventory count?
a. Linens in reserve
b. Linens in the rooms
c. Linens in the disposal room
38. With the proper care, linens last
a. 1 year.
b. 3 years.
c. 5 years.

39. Which of the following does not apply to the laundering of wash-and-wear fabrics?

- a. Allow to rest in dryer 10 minutes after drying process.
- b. Wash with moderate agitation speed.
- c. Wash with warm water.

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ANSWER KEYS
FOR
UNIT TESTS

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ANSWER KEYS
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT UNIT TESTS

UNIT I

- 1. C
- 2. C
- 3. C
- 4. C
- 5. C
- 6. A
- 7. C
- 8. A
- 9. B
- 10. C
- 11. B
- 12. B
- 13. B
- 14. A
- 15. A

UNIT II

- 1. A
- 2. C
- 3. C
- 4. A
- 5. A
- 6. B
- 7. B
- 8. C
- 9. A
- 10. B
- 11. A
- 12. B
- 13. C
- 14. C
- 15. C
- 16. A
- 17. C
- 18. A
- 19. A
- 20. A

- 21. B
- 22. C
- 23. C
- 24. A
- 25. A
- 26. A
- 27. A
- 28. B
- 29. C
- 30. A
- 31. D
- 32. B
- 33. B
- 34. A
- 35. C

UNIT III

- 1. C
- 2. B
- 3. A
- 4. B
- 5. B
- 6. A
- 7. C
- 8. B
- 9. C
- 10. B
- 11. B
- 12. C
- 13. B
- 14. C
- 15. C
- 16. A
- 17. C
- 18. C

ANSWER KEYS
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT UNIT TESTS

UNIT IV

1. B
2. C
3. B
4. C
5. A
6. B
7. A
8. C
9. A
10. C
11. B
12. B
13. C
14. A
15. A
16. C
17. C
18. B
19. B
20. A

UNIT V

1. B
2. A
3. B
4. B
5. C
6. B
7. A
8. A
9. C
10. B
11. A
12. B
13. B
14. C
15. C
16. A
17. C
18. C
19. A
20. B
21. B
22. C
23. C
24. A
25. B
26. C
27. B
28. A
29. B
30. C
31. B
32. A
33. B
34. A

ANSWER KEYS
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT UNIT TESTS

UNIT VI

1. B
2. C
3. A
4. C
5. C
6. B
7. B
8. A
9. A
10. C
11. C
12. C
13. B
14. C
15. A
16. A
17. A
18. B
19. B
20. A

UNIT VII

1. C
2. A
3. C
4. A
5. C
6. B
7. A
8. B
9. B
10. A
11. B
12. C
13. B
14. B
15. A
16. A
17. C
18. B
19. C
20. B

UNIT VIII

21. B
22. A
23. D
24. B
25. C
26. A
27. B

1. C
2. B
3. B
4. B
5. C
6. A
7. B
8. B
9. B
10. A
11. C
12. B
13. C
14. A
15. B
16. C
17. B
18. C
19. A
20. A
21. C
22. B
23. C
24. A
25. B
26. B
27. A
28. A
29. A
30. B
31. A
32. A
33. C
34. C
35. C
36. C
37. B
38. C
39. C
40. A

ANSWER KEYS
FOR
HOUSEKEEPING MANAGEMENT ASSISTANT UNIT TESTS

UNIT IX

- 1. A
- 2. A
- 3. B
- 4. B
- 5. C
- 6. B
- 7. C
- 8. B
- 9. C
- 10. C
- 11. A
- 12. C
- 13. C
- 14. C
- 15. A
- 16. B
- 17. A
- 18. C
- 19. C
- 20. A

UNIT X

- 1. C
- 2. B
- 3. C
- 4. B
- 5. B
- 6. C
- 7. C
- 8. B
- 9. A
- 10. A
- 11. C
- 12. B
- 13. A
- 14. C
- 15. A
- 16. B
- 17. B
- 18. C
- 19. B
- 20. A

- 21. B
- 22. B
- 23. A
- 24. B
- 25. C
- 26. B
- 27. C
- 28. A
- 29. C
- 30. A
- 31. B
- 32. A
- 33. A
- 34. C
- 35. B
- 36. A
- 37. C
- 38. B
- 39. A

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