



HOUSEKEEPING & GENERAL ENGLISH

For Executive Hybrid Class



Tim Penulis:

Dewa Ngakan Kadek Wahyu Utama, S.Tr.Par

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Wayan Andy Satria Suparjaya S.Tr.Par



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Kata Pengantar

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Akan tetapi pada akhirnya kami mengakui bahwa tulisan ini terdapat beberapa kekurangan dan jauh dari kata sempurna, sebagaimana pepatah menyebutkan *“tiada gading yang tidak retak”* dan sejatinya kesempurnaan hanyalah milik tuhan semata. Maka dari itu, kami dengan senang hati secara terbuka untuk menerima berbagai kritik dan saran dari para pembaca sekalian, hal tersebut tentu sangat diperlukan sebagai bagian dari upaya kami untuk terus melakukan perbaikan dan penyempurnaan karya selanjutnya di masa yang akan datang.

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Februari, 2024

Penulis

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CHAPTER 1

GROOMING

Every employee is appropriately and professionally groomed to suit the job function.

Procedures:

1. Uniforms are complete, clean, well pressed and properly tailored at all times. No pens in pockets are visible.
2. Underclothes should be white, without picture and not visible.
3. Name badge must be worn as a part of uniform at all times. The badge must be readable, correct and in a good condition.
4. Shoes must be well polished, clean and in a good condition.
5. Socks must be clean without holes. Colour goes with shoes.
6. Hair:
 - Male: original colour, tidy, neat, above the collar, does not touch the ears, away from face. No long sideburns or facial hair.
 - Female: original colour, tidy, neat, away from face. Long hair is rolled with black hair accessories neatly.
7. Face must be clean shaven. Beard is not allowed.
8. Ears must be clean at all times.
9. Teeth must be clean at all times.
10. Guests are not offended by employee's body odour. Bad breath or perfume.
11. Jewellery and accessories:
 - Male employees may wear watch, not more than two rings, design should be simple.
 - Female employees may wear one ring on each ear, simple necklace, a watch and not more than two rings, design should be simple.

CHAPTER 2

DEFINITION OF HOUSEKEEPING

In the context of a hotel or cruise, "housekeeping" refers to the department or set of services responsible for maintaining cleanliness, order, and overall tidiness of guest rooms, public areas, and other spaces within the establishment. The primary goal of the housekeeping department is to ensure a comfortable and clean environment for guests.

In English housekeeping means *house* means home, guesthouse, place to stay or hotel, while *keeping* is keeping, caring for, managing, maintaining. Housekeeping in Indonesian is called *housekeeping*, which comes from the word *Tata* means to maintain, care for, organize, maintain, while *graha* is a building, house, guesthouse, hotel. The definition of housekeeping is part of the department that is responsible for managing or arranging equipment, maintaining cleanliness and comfort, repairing damage and decorating with the aim that the hotel looks neat, clean, attractive and enjoyable for its residents.

The function of housekeeping in the operation of a hotel is very important in addition to maintaining cleanliness and comfort and repairing damage and providing a touch of decoration in a room. Housekeeping is also required to have short-term or long-term planning in order to arrange replacement furniture or other equipment such as vacuum cleaner, brushing machine etc.

The functions of management in general *planning, organizing, staffing, leading and controlling* must be applied consistently, as well as the dimensions of *Total Quality Management* and *Total Quality Service* applied as a tool to achieve the goals of the company's organization.

CHAPTER 3

HOUSEKEEPING DEPARTMENT

RESPONSIBILITIES

The responsibilities of the housekeeping department in a hotel and cruise are extensive and crucial for ensuring a positive guest experience. Here is a detailed list of the key responsibilities:

Cruise Housekeeping Responsibilities:

1. Cabin Cleaning:

- Cleaning and maintaining guest cabins regularly.
- Ensuring cabins are ready for new guests.

2. Common Area Maintenance:

- Keeping dining areas, lounges, and recreational spaces clean.
- Cleaning and sanitizing common-use items and surfaces.

3. Laundry and Linen Services:

- Managing the laundry services for both guests and crew.
- Ensuring an adequate supply of clean linens.

4. Inventory and Supplies:

- Monitoring and replenishing cleaning supplies and amenities.
- Coordinating with other departments for inventory needs.

5. Safety and Compliance:

- Adhering to safety and hygiene standards.
- Complying with maritime regulations and guidelines.

6. Crew Training:

- Training and supervising housekeeping staff.
- Conducting regular drills for emergency procedures.

CHAPTER 4

HOUSEKEEPING SECTION

In both hotels and cruises, the housekeeping department is typically divided into various sections or areas of responsibility. The specific sections may vary depending on the size and structure of the establishment. Here are common housekeeping sections found in hotels and cruises:

Cruise Housekeeping Sections:

1. Cabin Cleaning Section:

- Focuses on cleaning and maintaining guest cabins.
- Ensures cabins are prepared for new guests.

2. Common Area Maintenance Section:

- Responsible for cleaning and maintaining common areas like dining rooms, lounges, and recreational spaces.

3. Laundry and Linen Section:

- Manages laundry services for both guests and crew.
- Ensures an adequate supply of clean linens.

4. Inventory and Supplies Section:

- Monitors and replenishes cleaning supplies and amenities.
- Coordinates with other departments for inventory needs.

5. Safety and Compliance Section:

- Ensures adherence to safety and hygiene standards.
- Complies with maritime regulations and guidelines.

6. Crew Training Section:

- Provides training to housekeeping staff, including safety drills.
- Ensures crew members are knowledgeable about emergency procedures.

CHAPTER 5

ORGANIZATION CHART

Cruise Housekeeping Organizational Department:

1. Housekeeping Manager/Director:

- Responsible for overseeing the entire housekeeping department on the cruise ship.
- Manages budgets, sets standards, and ensures the overall cleanliness and maintenance of the ship's interior.

2. Assistant Housekeeping Manager:

- Assists the housekeeping manager in daily operations and management tasks.
- Takes on responsibilities in the manager's absence.

3. Floor Supervisors/Executive Housekeepers:

- Supervise and coordinate the work of housekeeping staff on specific floors or sections of the ship.
- Ensure that cleaning standards are met and maintain inventory levels.

4. Room Attendants/Housekeeping Attendants:

- Responsible for cleaning and maintaining guest cabins.
- Replenish amenities, change linens, and ensure overall tidiness.

5. Linen and Laundry Supervisor:

- Oversees laundry operations for both guests and crew.
- Manages the cleaning, ironing, and folding of linens and towels.



6. Public Area Cleaners:

- Clean and maintain common areas, including dining rooms, lounges, and recreational spaces.

CHAPTER 6

HOUSKEEPING

CHEMICALS & EQUIPMENTS

EQUIPMENT	NAME & FUNCTION
	<p>CEILING BROOM</p> <p>A broom used to clean the ceiling of the room</p>
	<p>FLOOR BROOM</p> <p>Brooms are used to clean the surface of the stone / ceramic floor from dust, dirt and garbage</p>

CHAPTER 8

HOUSEKEEPER RESPONSIBILITY

Housekeeper Responsibilities Inside a Cruise Ship:

1. Room Preparation:

- Ensuring guest rooms are cleaned, sanitized, and well-prepared for new arrivals.
- Arranging amenities and ensuring everything is in order for guest comfort.

2. Daily Cleaning and Maintenance:

- Conducting daily cleaning routines to maintain the cleanliness of guest rooms, corridors, and public areas.
- Addressing any maintenance issues promptly or reporting them to the appropriate department.

3. Turndown Service:

- Providing evening turndown service to enhance the guest experience.
- Setting up the room for a comfortable and welcoming atmosphere.

4. Linen and Towel Management:

- Managing the inventory of linens, towels, and other room supplies.
- Ensuring the timely replacement of worn-out or soiled linens.

5. Guest Requests and Communication:

- Responding promptly to guest requests for additional amenities or special services.
- Communicating effectively with guests to address any specific needs or preferences.

CHAPTER 9

ENTERING GUEST ROOM

Every employee enters a guest room in an appropriate and courteous manner.

Procedures:

1. It is not allowed to enter a guest room when there is a DND sign in occupied room.
2. The employee presses the bell or knocks on the door three times and announces the department.
3. If the guest does not respond within 10 seconds, the procedures repeated again.
4. If the guest does not respond after bell is pressed twice or two knocks, the employee may enter the room with the key, announcing department.
5. The guest is greeted with “Good Morning, Afternoon, Evening” and guest name stated clearly. The purpose of visit is explained and permission to enter the room is requested.
6. Upon completing the tasks, employee offers extra assistance and checks for satisfaction.
7. When leaving the guest room, employee bids the guest farewell and wishes the guest “ have a nice day, evening”.

CHAPTER 10

TURN DOWN SERVICE

Procedures:

1. Staffs do not enter a guest room if DND sign is on.
2. If room is occupied staff enter the room follow the procedure of "Entering guest room"
3. If room is occupied, then greeted the guest using global standard. Permission to service room is requested. If guest agrees, employees proceed with service. If guest does not agree, employee agrees to return later at an agreed time that is convenient for the guest.
4. If room is not occupied employees proceeds to service the room with care. The bed is tidy up, flower and chocolate cake are placed on the pillow.
5. Clothes and personal belongings are neatly folded or arranged.
6. Furniture is lightly dusted and the carpet or floor is cleaned or vacuumed if necessary.
7. Rubbish bins are emptied and cleaned, replace rubbish bag if necessary.
8. Balcony curtain are closed and the balcony door is locked.
9. Bathroom is lightly cleaned and wiped.
10. Wet or used towels are replaced with fresh ones as per environmental standard.
11. Guest supplies, and bathroom amenities are replenished if necessary.
12. Inform the guest when the turn down service is finished.
13. Inform the guest when the turn down services is finished.

CHAPTER 11

LOST AND FOUND

Procedures:

1. Describe the article found, including serial number and / or brand name as well as other identifying characteristics. If the item is a container such as a pocket book or suitcase and it unlocked, the contents should also be recorded.
2. State the location where the article was found.
3. List when the item was found, including the day, time and date.
4. Name of the person who found it.
5. Record the details of any item being returned to the guest: Name, date, method by which the article is being returned.
6. Record the date and method of disposition for any item that is not claimed.
7. The lost and found log book must be kept in the Housekeeping Department and all calss regarding lost items should be referred to the Housekeeping Office.
8. All items left in Lost and Found must be labeled and stored.
9. When inquiries are received about an item, the person should be asked for specific description of the item as well as details to verify where it was lost. Details should never be provided to the caller from the log book description to avoid wrong claimer.
10. The item should be retrieved from the lost and found storage area for actual verification according to the caller's description.

CHAPTER 12

HANDLING GUEST REQUEST

Every employee handle guest queries or requests face to face via telephone courteously and enthusiastically with quick follow through.

Procedures:

1. Guest queries or requests are listened to attentively without interruption.
2. Appropriate options are offered with clear explanation where choices are available.
3. Guest queries or requests are reconfirmed.
4. Approximate delivery time is stated were appropriately.
5. The queries or requests are followed up immediately.
6. The queries or requests are followed trough to ensure is completion.
7. If requests cannot be met, suitable alternative is proposed.
8. Guest satisfaction is confirmed or checked.

CHAPTER 13

DO NOT DISTURB SING (DND)

Procedures:

1. All employees should avoid making a loud noisy nearby DD room.
2. Any service which are delivered to DD rooms before 14.00 hrs. should be delayed and the employee should inform the guest for their attendance by inserting a "service sig'" under DD sign room's door.
3. In case the request of service is made by guest from DD rooms, the staff should call the guests to get guests confirmation.
4. All DD room should be called at 14.00 hour by housekeeping to confirm when they want their rooms to be cleaned. If there is no answer, the room will be left untouched until 18.00 hour. If housekeeping doesn't understand the guest language, housekeeping cans ask GRO to assist.
5. All DD room should be called again for the second time at 18.00 hour for offering required service to the guest. If there is still no answer, housekeeping evening supervisor accompanied by assistant manager and security officer have to inspect the room physically.
6. On the inspection of the room, we are only checking the well-being of guests but no cleaning or other services will be organized and the DD rooms will be left untouched.

CHAPTER 14

HANDLING GUEST COMPLAINT

Every employee handle guest complaints face to face or via telephone appropriately and courteously with a quick follow through.

Procedures:

1. Guest complaints are listened to attentively without interruption.
2. The employee handles his/her own emotion and takes great care not to feel defensive or to be offensive.
3. The employee apologizes for the guest's inconvenience.
4. Employee empathizes with the guest complaints.
5. The queries or requests are followed up immediately.
6. Employee clarifies the situation by asking for information on the problem and paraphrase to check understanding.
7. Reach a deal, ask if there is anything else to assist.
8. Solve the problem and follow through

CHAPTER 15

BASIC CLEANING TECHNIC/METHOD

1. Damp Dusting

Cleaning dust on surface by using dusting cloth.

2. Glass wiping

Cleaning glasses surface equipment

3. Sweeping

Floor cleaning by using broom

4. Moping

Floor cleaning by using mop equipment

5. Brushing

Floor cleaning by using manual brush

CHAPTER 16

ROOM ATTENDANT

A room attendant on a cruise ship, often referred to as a cabin steward or cabin attendant, is a hospitality professional responsible for maintaining the cleanliness, order, and overall comfort of guest cabins or staterooms. The primary focus of a room attendant is to ensure that guest accommodations meet or exceed the established standards of the cruise line, providing a pleasant and welcoming environment for passengers throughout their voyage.

Key responsibilities of a room attendant on a cruise ship include:

1. Cleaning and Housekeeping:

- Regularly cleaning and tidying guest cabins, including making beds, vacuuming or sweeping floors, and dusting surfaces.
- Ensuring that bathrooms are thoroughly cleaned, sanitized, and stocked with necessary amenities.

2. Linen and Towel Service:

- Changing bed linens and towels regularly, maintaining a high standard of cleanliness and presentation.
- Coordinating with the laundry department for the timely replacement of linens.

3. Restocking Amenities:

- Checking and replenishing guest amenities such as toiletries, tissues, and stationery.
- Ensuring that in-room items are well-stocked and readily available to guests.

CHAPTER 17

ROOM AMENITIES AND SUPPLIES

Here's a simplified list of common room amenities and supplies:

1. Bedroom Essentials:

- Bed Linens
- Pillows
- Blankets
- Comforter or Duvet
- Mattress Protector

2. Bathroom Essentials:

- Towels (Bath, Hand, Face)
- Shampoo and Conditioner
- Body Wash or Soap
- Hair Dryer
- Toilet Paper
- Tissues

3. Toiletries:

- Toothbrush and Toothpaste
- Shower Cap
- Vanity Kit (Cotton Swabs, Cotton Pads)
- Sewing Kit
- Shaving Kit

4. Room Comfort:

- Air Conditioning
- Television
- Telephone
- Wi-Fi
- Coffee/Tea Making Facilities

CHAPTER 18

LINEN TYPES IN BEDROOM

Here's are common types of linens found in a bedroom:

1. Bed Sheets:

- Fitted Sheets: Elasticized corners to fit snugly around the mattress.
- Flat Sheets: Rectangular sheets that are typically tucked under the mattress.

2. Pillowcases:

- Protect and cover pillows, available in various sizes and designs.

3. Duvet Covers:

- Protective covers for duvets, often decorative and easily washable.

4. Comforters:

- Thick, quilted blankets filled with synthetic fibers or down.

5. Blankets:

- Additional layers for warmth, can be woven or knit.

6. Quilts:

- Stitched blankets made of layers of fabric, typically with a decorative pattern.

7. Bedspreads:

- Cover the entire bed and often reach the floor.

8. Throws:

- Small blankets used for added warmth or decorative purposes.

9. Mattress Protectors:

- Waterproof or hypoallergenic covers to protect the mattress.

CHAPTER 19

ROOM STATUS

O	Occupation	A room that is being occupied by someone legally and registered as a hotel guest.
OC	Clean Occupeid	A room that is currently occupied by someone legally and registered as a hotel guest in a clean room
OD	Occupation of the Dirty	A room that is being occupied by someone legally and registered as a hotel guest in a dirty room. This is due to the change in status from OC to OD after passing one night stay.
V	Vacant	A name for an empty room
VC	Vacant Clean	The empty room is clean
VD	Vacant Dirty	An empty room with dirty conditions. dirty rooms can occur because guests who have checked out or cleaning programs from housekeeping

CHAPTER 20

ROOM CLEANING STEPS

Cleaning public areas on a cruise ship involves a systematic and thorough process to maintain high standards of cleanliness and guest satisfaction. Here's a step-by-step guide for cleaning public areas:

1. Before knocking the door or press the bell, ensure the room number is correct and there is no DO NOT DISTURB sign. Display "Cleaning Sign" or hang on the entrance door knob, ensure **"wiping the door knob/handle and door-bell with disinfectant cleaner"**.
2. When permitted by guest, hang the "Cleaning Sign" on the door knob and then open the sheer curtain, turn off the lamp, collect the dirty glasses and ashtray and put them in wash basin. Collect rubbish and remove the room service trolley if any.
3. Then continue with stripping the bed, starting from open the pillow cases, stripping duvet cover, inner duvet and first sheet one by one. Be remember to sway every single linen that we are stripping to ensure guest belonging.
4. Put pillows, throw pillow and inner duvet at clean area (sofa or other bed).
5. Take the soiled linen out and put them in soiled linen hamper at trolley.
6. Pick up the fresh linen needed into the room and start to make up the bed as per hotel standard.
7. Continue to clean bathroom area (**ensure all major surfaces wiped with disinfectant cleaner after cleaning**). First of all rush the toilet bowl and spray the inside toilet with toilet bowl cleaner.

CHAPTER 21

DAMP DUSTING

Procedures:

1. Take the cleaning cloth and bucket provided in the service area.
2. Fill half of the bucket with clean water.
3. Dip the cleaning cloth into the clean water in the bucket, then squeeze it until damp.
4. Fold the cleaning cloth twice or into quarters.
5. Begin damp dusting.
6. Move the cleaning cloth evenly in one direction.
7. Flip the folded cleaning cloth if the used side is dirty.
8. Rinse the cleaning cloth with clean water when all folds have been used or when finished damp dusting.
9. Return the bucket and cleaning cloth to the service area.
10. Dispose of the dirty water from the bucket in the designated disposal area in the service area.
11. Clean the bucket, dry the cleaning cloth, and neatly place them in their designated spots.

CHAPTER 22

CONVERSATION EXAMPLE

Guest Requesting Extra Bed:

Guest (G): Good evening! I hope you're doing well. I'm calling from Cabin 305, and I was wondering if it's possible to request an extra bed for our room?

Front Office (FO): Good evening! Of course, I'd be happy to assist you. May I have your name, please?

G: Certainly, it's Mr. Johnson.

FO: Thank you, Mr. Johnson. Let me check the availability for you. Yes, we can arrange an extra bed for you. I'll make a note of your request. Would you like the bed brought in tonight?

G: That would be perfect, thank you! We have a friend joining us for the remainder of the cruise, and we want to make sure they're comfortable.

FO: Noted, Mr. Johnson. I'll inform Housekeeping immediately. They'll ensure the extra bed is set up in your cabin by this evening. Is there anything else I can assist you with?

G: No, that should be it. Thank you so much for your help!

FO: You're very welcome, Mr. Johnson. If you need any further assistance, feel free to call us. Enjoy the rest of your cruise!

Front Office Communicating with Housekeeping:

Front Office (FO): Good evening, Housekeeping. This is the Front Office. I have a guest in Cabin 305, Mr. Johnson, who has requested an extra bed for tonight. Can you please arrange for the delivery and set up?

CHAPTER 23

PUBLIC AREA

The public area department on a cruise ship refers to the operational unit responsible for the maintenance, cleanliness, and overall guest experience in the shared spaces that are accessible to all passengers and visitors. These public areas include lounges, dining areas, entertainment venues, recreational spaces, and other communal facilities. The primary goal of the public area department is to ensure that these spaces are well-maintained, aesthetically pleasing, and conducive to a positive guest experience throughout the cruise.

Key responsibilities of the public area department on a cruise ship include:

1. Cleaning and Maintenance:

- Regularly cleaning and maintaining public spaces to meet high cleanliness standards.
- Conducting routine inspections to identify and address maintenance issues promptly.

2. Set-Up and Arrangement:

- Arranging and setting up public areas for various events, activities, and daily operations.
- Ensuring that furniture, decor, and amenities are appropriately arranged for maximum guest comfort and enjoyment.

3. Decoration and Ambiance:

- Contributing to the overall ambiance of public areas through appropriate decorations, lighting, and design elements.
- Coordinating with other departments for themed events and special occasions.

CHAPTER 24

PUBLIC AREA COVERAGE

Places categorized as public areas

In a cruise ship, public areas refer to various spaces accessible to passengers and visitors for shared use and enjoyment. These include communal areas designed to provide services and facilities for the general public on the ship. Some examples of places commonly categorized as public areas on a cruise ship include:

1. Lounge and Bars:

- Relaxation areas and bars providing spaces for passengers to unwind, socialize, and enjoy beverages.

2. Restaurants and Cafes:

- Public dining areas, including main restaurants, themed eateries, and cafes where passengers can enjoy meals and beverages.

3. Theater and Auditorium:

- Large entertainment venues such as theaters or auditoriums for stage performances, music, dance, and presentations.

4. Recreation Centers:

- Recreational spaces where passengers can engage in various activities, including sports, games, and fitness.

5. Swimming Pools and Decks:

- Outdoor areas with swimming pools, sun decks, and lounging spaces for passengers to enjoy the open air and sunshine.

6. Atrium and Promenade:

- Central gathering areas, often with grand atriums, shops, and promenades, serving as focal points for passenger activities and events.

CHAPTER 25

CLEANING FRONT OFFICE/LOBBY AREA

Hotel lobby should be clean 24 hours of the day. All lobby and front office areas like flooring, ceiling, furniture, glass windows, ashtrays, fixtures etc. should be clean at any given time.

Cleaning ashtrays:

- Check all the ashtrays and the main porch area.
- While emptying the ashtrays make sure cigarette are not burning.
- Empty ashtrays and ash runs into the trash.
- Clean the ashtrays and return them to the correct spot.

Clear all trash bins:

- remove garbage from dustbins and clean them if required.
- It is also a good practice to separate the recyclable items from the trash and place them separately.
- If any trash found on the lobby area, then pick them up immediately.
- Replace the cleared dustbins to original spot.

Clear and disinfect telephone, Kiosk touch screen:

- Spray disinfectant on a dry cloth and clean telephone mouth piece, ear piece and telephone instrument.
- Repeat the same procedure on all house phones and telephone receivers on the fax machine.
- Wipe the kiosk touch screen and remove finger print marks using recommended micro fibre cloth.

CHAPTER 26

CLEANING RESTAURANT/DINING AREA

The cleaning and up keeping of areas like tables, chairs, changing linen and some light vacuuming is generally done by the restaurant staff during restaurant operational hours, and the housekeeping staffs are responsible for the thorough cleaning of restaurants and all dining areas after working hours.

Procedures:

- Restaurants and dining areas have to be cleaned daily before their opening time and as requested by the restaurant staffs.
- Collect all the cleaning items required for particular outlets.
- Collect the dining area keys from the security department.
- Turn on the lights so you know what you are doing clearly.
- During morning time open the drapes and blinds to allow the natural light.
- Observe the entire area to plan the work.
- Before starting to clean the restaurant, the public area attendant should move all the chairs from the table and make room for proper cleaning.
- If any food spills are found on the carpet, then follow the do the spot cleaning as per standard procedure.
- If the floor is not carpeted, sweep and mop the floor.
- Clear the garbage from service station.
- Dust all the furniture in the restaurant.
- Polish the furniture if required.

CHAPTER 27

PUBLIC AREA CLEANING STEPS

Cleaning public areas on a cruise ship involves a systematic and thorough process to maintain high standards of cleanliness and guest satisfaction. Here's a step-by-step guide for cleaning public areas:

1. **Gather Cleaning Supplies:**

- Collect all necessary cleaning supplies, including cleaning solutions, disinfectants, mops, brooms, vacuum cleaners, and cleaning cloths.

2. **Review Cleaning Schedule:**

- Review the cleaning schedule to prioritize areas that require immediate attention and ensure that all public spaces are cleaned regularly.

3. **Safety Check:**

- Conduct a safety check of the area, identifying any potential hazards or safety concerns. Take appropriate precautions and address issues promptly.

4. **Clear the Area:**

- Clear the public area of any movable objects, furniture, or obstacles that may hinder the cleaning process.

5. **Trash Removal:**

- Empty trash bins and dispose of waste in designated areas. Replace trash liners as needed.

6. **Dust Surfaces:**

- Dust all surfaces, including furniture, fixtures, and decorative items. Use appropriate cleaning tools to reach high and low areas.

CHAPTER 28

CLEANING ELEVATORS/LIFTS

Procedures:

- Elevator is cleaned on daily basis because of their volume to use.
- The best time to schedule the elevator cleaning is either during late night or very early morning in order to avoid high usage.
- Take the elevator out of service as per the properties policies.
- The elevator / lift door should stay open until you have finished cleaning and then place the elevator back to service.
- According to interior design and materials used on elevator, the appropriate cleaning elevator for an effective cleaning.
- Start cleaning from the top to down in order to avoid resoling areas already cleaned.
- Use a step ladder to reach the ceiling and clean ceiling with a feather duster.
- Wipe the ceiling and lights with a damp cloth followed by a dry cloth.
- Clean the mirrors and step back and check the surface for streaks.
- Wipe button with damp duster, don't spray cleaning solution on buttons as this may damage them.
- Dust around edges in the elevators.
- Mop floor eliminating stain.
- Vacuum carpets using a high-power vacuum cleaner.
- Report loose or ripped carpeting to your supervisor and note in your assignment sheet.
- Use dry cloth for high polish.
- Mirrors should be stained free, wooden surface polished and dust free, floors spotlessly clean.

CHAPTER 29

BUFFING PARQUET

in order to maintain long life parquet in the rooms, all room attendant should aware of any moving furniture which is infecting the parquet scratch/damage should be avoided

Procedures:

1. Prepare cleaning equipment
 - Lobby duster, dry vacuum cleaner, floor machine and pad white colour.
2. Prepare cleaning supplies
 - Chemical for buffing should be prepared in a bottle sprayer
3. Start buffing
 - Move furniture to balcony by lifting them carefully.
 - Vacuum the parquet thoroughly.
 - Spray buffing chemical on parquet surface part by part.
 - Buffing start at longest point from entrance door.
 - Sweep the parquet using lobby duster.
 - Vacuum the parquet to ensure free from dust by using dry vacuum cleaner.
 - Reset up all furniture in it's position base on previous standard.
4. Storage
 - Always clean all tools/cleaning equipment before putting them in storage.

HOUSEKEEPING FORMS

Lost and Damage Report

[illegible]

Checked by,

Reported by,

1. **Roomboy Control Sheet** Is a form used by Roomboy when cleaning rooms to record the use of guest amenities and guest supplies.
2. **Room Report** Is a form used to record and report on the status of rooms. This report was submitted by supervisor.
3. **Housekeeping Report** Is a report on the status of the room as an office file for housekeeping
4. **Lost and Found Report** Is a report made by a supervisor regarding the discovery of guests' belongings.
5. **Lost and Damages Report** Is a form for recording and reporting items or room equipment that are lost, carried or damaged.
6. **Repair and Maintenance Report** Is a report that is used notifying requests for repair in the engineering department because there is equipment damaged.
7. **Inventory Report** Is a form used to record and control guest equipment and housekeeping parts, which include:
 - Linen
 - Guest supplies

CHAPTER 31

COLLABORATION

In a cruise ship, effective collaboration and communication between departments are essential for providing a seamless and enjoyable experience for passengers. Here is an overview of the relationship between the Housekeeping department and other key departments onboard:

1. **Front Office/Guest Services:**

- **Collaboration:** Works closely to manage room assignments, handle guest requests, and address special needs or preferences.
- **Communication:** Regular communication to ensure smooth check-in/check-out processes and resolve guest concerns promptly.

2. **Food and Beverage:**

- **Room Service Coordination:** Collaborates with the culinary team for efficient room service deliveries, ensuring timely and accurate orders.
- **Dining Events:** Coordinates with Food and Beverage for the setup and cleaning of dining venues and event spaces.

3. **Culinary/Kitchen:**

- **Dishware Management:** Works with the culinary team to efficiently manage the cleaning and storage of dishware, cutlery, and kitchen equipment.
- **Shared Spaces:** Collaborates on the maintenance of shared crew spaces, including the crew mess and galley areas.

4. **Engineering/Marine Operations:**

- **Maintenance Requests:** Communicates maintenance needs within guest cabins and public areas to the Engineering department.

CHAPTER 32

LAUNDRY

The laundry department on a cruise ship constitutes an integral operational entity dedicated to the comprehensive management of all laundering-related activities, encompassing the cleansing, ironing, and meticulous maintenance of diverse shipboard textiles. Equipped with state-of-the-art industrial-grade washing machines, dryers, and precision ironing apparatus, the laundry facilities are adeptly staffed by a team of proficient laundry attendants and supervisors who meticulously execute an array of tasks, including the laundering of bed linens, towels, tablecloths, and various shipboard textiles. This department further undertakes the responsibility of administering the laundering, pressing, and maintenance of crew uniforms spanning diverse ship departments, such as housekeeping, dining, and entertainment. Communication with guests regarding laundry services, associated fees, and procedural nuances, coupled with seamless collaboration with other ship departments, such as housekeeping, food and beverage, and entertainment, further underscores the multifaceted and indispensable nature of the laundry department's role in ensuring a hygienic, aesthetically pleasing, and functionally efficient environment on the cruise ship.

Laundry is part of housekeeping that is in charge of washing all linen, both internal and external, which aims to increase revenue.

The main task is to help operations of hotel laundry related to the linen washing process for guest rooms, restaurants and meeting rooms and uniforms for employees. this is a very mandatory provision of laundry facilities, in addition to facilities for guests and to meet linen needs - clean

CHAPTER 33

MACHINES

1. Machines

- **Washing Machine**

Washing machine are machines for washing with a capacity of 23-125 kg of linen



- **Presser**

Presser is the machine functions to smoothen the linen



CHAPTER 34

FABRIC TYPES

Type of Laundry Material

Based on the source can be classified into:

- Derived from animals
 1. Wool : Derived from animal skin, this type is very soft, elastic.
 2. Silk : Derived from silkworm cocoons, this type is smooth, soft.
- Derived from plants sources
 1. Cotton: Derived from plants
- Derived from synthetic materials.
 1. Rayon : Derived from plant fibers, this fiber easily absorbs water but its strength decreases if it is wet.
 2. Polyester : This fiber is generally difficult to absorb water and will melt at a temperature of 260°C.
 3. Acrylic : This type is wet when it is difficult to absorb water, it will stronger fibers and will change easily when exposed to the sun.

Note:

Polyester / Rayon : When the thread is burned it will melt and leave a small black circle at the end.





Wool / Silk : When burned it will cause a smell like

Nylon hair : When burned it smells distinctive.

CHAPTER 35

ECOLAB

Ecolab for Laundry Cruise Line Standard

	Ecolab Product	SKU	Green Seal™ Certification
	Solid Surge Plus Ideal for hospitality or healthcare linens, this premium one-shot phosphate free detergent combines alkalinity, water conditioners, a wetting agent, a new fabric brightening system and a light fragrance.	6117905 4-9 lb	GS-51 
	Solid Oxy-Brite Provides color-safe laundry destaining in a safe and stable solid formula. Ideal for shirt laundries and other applications where destaining of fabrics that are incompatible with chlorine is mandatory. Especially effective in alkaline environments.	6116016 2-3 lb	GS-51 
	Solid Navisour w/ Iron Control Problem solving laundry sour contains a unique blend of powerful ingredients that provide maximum protection against yellowing of linen in high iron water conditions.	6116005 2-6 lb	GS-51 
	Solid Navisoft Highly concentrated mixture of fabric softener and sour leaves linens with a soft hand. Ensures proper pH level is achieved to help prevent skin irritation.	6116001 2-6 lb	GS-51 

CHAPTER 36

SYMBOLS

1. Symbol of Washing Clothes for Washing Machines



- Washed by machine
- Washed by machine, medium cycle
- Washed by machine, light cycle
- Washing using hands
- Not allowed to be washed



Don't Squeeze it

2. Temperature Symbol



Water temperature must not exceed

- 30 ° C
- 40 ° C
- 50 ° C
- 60 ° C
- 70 ° C
- 95 ° C

CHAPTER 37

LAUNDRY CYCLE



CHAPTER 38

LAUNDRY SOP

The Standard Operating Procedure (SOP) for the laundry department on a cruise ship is a comprehensive set of guidelines and protocols designed to ensure efficient and standardized operations. While specific procedures may vary between cruise lines, the following outlines a generalized SOP for a cruise ship's laundry department:

1. Preparation for Laundry Operations:

- Staff members initiate the day by conducting a pre-shift briefing to discuss the day's workload, prioritize tasks, and address any specific instructions or challenges.

2. Sorting and Pre-treatment:

- Laundry attendants receive soiled linens, towels, and uniforms and systematically sort them based on fabric type, color, and cleaning requirements.
- Stains are pre-treated using appropriate stain removers to enhance the effectiveness of the washing process.

3. Loading Washing Machines:

- Textiles are loaded into industrial-grade washing machines, ensuring that each load is appropriately balanced to maximize cleaning efficiency.
- Eco-friendly detergents and disinfectants are used based on fabric type and established cleaning standards.

4. Machine Operations:

- Laundry attendants operate washing machines and monitor the cleaning process.

CHAPTER 39

DETERMINING WASHING FACTORS

Determining Washing Factors in the Laundry Department Inside a Cruise Ship:

1. **Type of Fabric:**

- Identifying the fabric composition of each item to determine the appropriate washing method.
- Sorting linens, uniforms, and guest clothing based on fabric types (cotton, polyester, linen, etc.).

2. **Colorfastness:**

- Checking for colorfastness to prevent color bleeding or fading during washing.
- Separating colored items from whites and light-colored fabrics to maintain color integrity.

3. **Soil Level:**

- Assessing the degree of soil or stains on laundry items.
- Adjusting the washing cycle and detergent strength based on the level of dirtiness.

4. **Temperature Requirements:**

- Considering the temperature requirements for different fabrics.
- Selecting appropriate wash temperatures (e.g., cold, warm, hot) based on fabric care labels.

5. **Special Care Instructions:**

- Identifying special care instructions provided by guests or specific handling requirements for certain fabrics.
- Handling delicate or specialty items separately and following any provided guidelines.

CHAPTER 40

STEP BY STEP DELIVERING GUEST LAUNDRY

- Prepare laundry equipment
 - Trolley Valet
 - Laundry Basket
 - Skirt and Trousers Hanger
 - Valet delivery sheet

Step by step:

1. Checking guest laundry which should be return by checking guest laundry sheet.
2. Checking all guest laundry should be returned in that shift + according to room member and working member.
 - Hang out all guest laundry at the trolley valet for those guest laundry on hangers
 - Put all folded guest laundry in the basket laundry and write down room number at the laundry basket.
3. Listing all guest laundry should be delivery on the guest laundry delivery form.
4. Ensure all guest laundry for the condition and total for the laundry are matching with valet laundry sheet.
5. Push trolley laundry to guest room carefully
6. Ensure room number is correct and no “Do Not Disturb” sign hang on the door knob.
7. Greeting the guest if they were inside the room and ask to check their laundry correctly, when all terms and policy were correct, ask the guest to sign delivery sheet.

CHAPTER 41

MECHANICAL

Mechanical Action

A process bleaching (agitation) in the washing machine. When rubbing cloth against each other because of the speed of the engine in a solution of water and detergent that occurs repeatedly then there is the release of dirt and the spread of chemicals to increase effectiveness. This process does not function to wash with a mild level of impurities, but serves to level heavy impurities. Without a mechanical process, it will be difficult to lose the weight of dirt from clothing.

The effectiveness of mechanical action depends on 5 factors, namely:

a. Duration (Time)

The longer the bleaching process, the greater the mechanical action on the clothes means that 10 minutes of bleaching is better than 5 minutes.

b. Water level (water level)

Mechanical action will decrease when the water level increases. When there is too much water, then washed clothes will float until this process is not effective.

c. Weight and volume load (washing weight and volume)

During loading will limit the mechanical action in the washing process while Under Loading will cause waste of energy, water and chemicals. Excessive mechanical action under load is the second main cause of damage that holds in the linen after SATAL use of bleach.

d. Fabric type (fabric type)

Each has a different weight fabric. A washing machine that washed 200 kg of dry cotton cloth still only can be filled with 65/35 polyester /

CHAPTER 42

CHEMICAL

Chemical Action

Chemical action is the interaction between cloth, dirt and the concentration of chemicals to remove dirt from the fabric. In laundry operations, when the concentration of chemicals is added, other components can be reduced as well. However, when the concentration decreases too much it will result in poor laundry even though the process is mechanical, time and temperature increases.

Chemicals needed in the washing process include:

- Detergents
- wetting agents
- optical brightener
- anti-redeposition agents.
- alkali
- bleach
- acid
- softener fabric bacteria
- mold prevention and starch.
- Enzymes

Chemicals Spott Remover

In operational laundry many chemicals are used to remove stains on clothing, both produced by factories (brands) and products that are common and already on the market. Materials used in the market are stain removers.

CHAPTER 43

TEMPERATURE

The water temperature must match the color of the laundry and also the type of chemical used. Example: To wash white can be used very high temperatures, dark colored laundry that is used low temperature or cold and bright colors use warm water laundry. But it must also be seen from the color and type of material. In determining the temperature of the water depending on the condition of the dirt, the type of fabric, the colors and chemicals used.

Flushes : 20-60 'c

Foam : 40-70 'c

Any increase in temperature will cause the -10 'C chemical reaction to be twice as fast, but there is no way to find that the heat will provide better. Energy is wasted because detergents and bleach have a temperature limit, will be effective on enzymes such as low temperature.

CHAPTER 44

TIME/DURATION

The right time will give maximum results, especially when washing (syndrome). Enough time for chemicals to react with dirt. It also takes time for dirt to escape into the sea of fiber cloth detergent. In an effort to increase productivity, remember the following guidelines can be used.:

- rinse flushes / rinsing in 2-3 minutes.
- Foam is usually 5-15 minutes depending on the type and level of dirtiness.
- Bleaching is usually 7-10 minutes
- Sours range from 5-6 minute



ENGLISH

CHAPTER 1

ALPHABETH

ALPHABET

A	B	C	D	E	F	G	H	
ei	bi	si	di	i	ef	ji	eic	
I	J	K	L	M	N	O	P	Q
ay	jei	kei	el	em	en	ow	pi	kyu
R	S	T	U	V	W	X	Y	Z
ar	es	ti	yu	vi	dablyu	eks	wai	zed/zi

Here's an example related to the cruise ship environment for each letter of the alphabet:

A. Atrium Decor:

- The atrium is often a central and visually striking area on cruise ships. Decor elements like grand staircases, artwork, and lighting contribute to the overall ambiance.

B. Buffet Brunch:

- Many cruise ships offer extravagant buffet brunches with a wide variety of breakfast and lunch options. Passengers can enjoy a leisurely meal with ocean views.

C. Cabin Cleanliness:

- Housekeeping ensures cabins are spotless, with neatly made beds, fresh linens, and tidy bathrooms, providing a comfortable and clean-living space for passengers.

CHAPTER 2

INTONATION

Intonation Definition:

Intonation refers to the variation in pitch (the highness or lowness of a sound) when speaking. It plays a crucial role in conveying meaning, attitude, or emotion in spoken language. Changes in intonation can indicate questions, statements, excitement, surprise, or other nuances in communication.

Example:

Consider the sentence "I didn't say she stole my money." The meaning of this sentence can change based on the emphasized word due to intonation:

1. "I didn't say she stole my money." (Someone else said it.)
2. "I didn't say she stole my money." (Implies she might have taken someone else's money.)
3. "I didn't say she stole my money." (Denying the accusation that she stole money; perhaps it was something else.)

In each case, the emphasis on a different word changes the meaning, showcasing the role of intonation in conveying subtle nuances and clarifying the speaker's intent.

CHAPTER 3

BASIC LANGUAGE

Definition of Basic Language:

Basic language refers to a simplified form of communication that typically includes fundamental vocabulary, simple grammatical structures, and essential expressions. It is often used for introductory or foundational communication, especially in language learning or when addressing individuals with limited language proficiency.

Example of Basic Language:

Consider a basic conversation between two people who are learning a new language:

Person A: Hello! My name is A. What is your name?

Person B: Hi! I'm B. Nice to meet you.

Person A: How are you?

Person B: I'm good, thank you. How about you?

Person A: I am fine, too. Where are you from?

Person B: I am from Country X. And you?

Person A: I am from Country Y. What do you do?

Person B: I am a student. How about you?

Person A: I am a teacher. Do you like this city?

Person B: Yes, I like it. It's beautiful.

CHAPTER 4

PHRASE FOR INTRODUCING & CONVERSATION

A "phrase for introducing and conversation" refers to expressions or sentences used to initiate and carry on a conversation when meeting someone new or engaging in social interactions. These phrases are often employed to establish a connection, convey friendliness, and facilitate a smooth conversation flow.

Example Phrases for Introducing:

1. "Hi, I'm **[Your Name]**. Nice to meet you!"
2. "Hello there! My name is **[Your Name]**. What's yours?"
3. "Hey, I don't think we've met. I'm **[Your Name]**."
4. "Good **[morning/afternoon/evening]**! I'm **[Your Name]**."

Example Phrases for Conversation:

1. "So, what brings you here today?"
2. "Have you been on a cruise before? This is my first time!"
3. "What do you think of the **[event/place]** so far?"
4. "I couldn't help but notice your **[interest/hobby]**. I'm into that too!"
5. "Do you have any exciting plans for the day?"

These phrases are versatile and can be adapted to various social situations. They aim to create a friendly and welcoming atmosphere, making it easier for people to engage in conversation.

CHAPTER 5

PUBLIC PLACES AND DIRECTIONS

"Places and directions" refer to vocabulary and expressions used to identify locations, describe positions, and provide guidance in a geographical context. This language is essential for giving or receiving directions, talking about where things are located, and understanding spatial relationships.



Example Vocabulary for Places and Directions:

1. Places:

- Street, avenue, road
- Park, square, garden
- Building, house, apartment
- Office, store, restaurant
- City, town, village

CHAPTER 6

PHRASES FOR FIRST MEETING

Definition:

"Phrases for first meeting" refer to expressions and sentences used when meeting someone for the first time. These phrases are designed to establish a positive and friendly initial interaction, making the encounter more comfortable and enjoyable.

Example Phrases for First Meeting:

1. "Hello! It's a pleasure to meet you."
2. "Hi there! I'm **[Your Name]**. Nice to meet you!"
3. "Good **[morning/afternoon/evening]**! I'm delighted to make your acquaintance."
4. "Hey! I'm **[Your Name]**. What's your name?"
5. "Hi! I don't think we've met before. I'm **[Your Name]**."
6. "Greetings! I'm **[Your Name]**. How are you today?"
7. "Hello, it's so nice to finally meet you in person!"
8. "Hey! I've heard so much about you. I'm **[Your Name]**."
9. "Good to see you! I'm **[Your Name]**."
10. "Hi, I'm **[Your Name]**. Looking forward to getting to know you!"

Conversation Example for First Meeting:

Person A: "Hello! It's a pleasure to meet you."

Person B: "Hi! Likewise, the pleasure is mine. I'm **[Their Name]**."

Person A: "Nice to meet you, **[Their Name]**! How's your day going so far?"

Person B: "It's been good, thanks! How about yours?"

CHAPTER 7

PHRASES FOR TRAVELLING

Definition:

"Phrases for traveling" refer to expressions and sentences used in the context of travel. These phrases help convey information, express excitement, and facilitate communication during various travel situations, including planning, arriving, and exploring new destinations.

Example Phrases for Traveling:

1. "I'm planning a trip to **[destination]**."
2. "I'm looking forward to exploring **[city/country]**."
3. "I booked my flight/hotel for **[date]**."
4. "I'm going on a business trip next week."
5. "Do you have any travel tips for **[place]**?"
6. "I love the adventure of discovering new places."
7. "I enjoy meeting people from different cultures when I travel."
8. "I need to check the departure time for my flight."
9. "Traveling allows me to broaden my perspective."
10. "I'm excited about the upcoming vacation."

Conversation Example for Traveling:

Person A: "I'm planning a trip to Paris next month."

Person B: "Oh, that sounds amazing! I've always wanted to visit Paris.
What made you choose that destination?"

Person A: "I've heard so much about the culture, cuisine, and architecture. It's been on my bucket list for a while."

Person B: "That's fantastic! Do you have any specific places you want to visit?"

CHAPTER 8

POPULAR DESTINATION

Definition:

"Popular tourism destinations" are places that attract a significant number of visitors due to their unique attractions, cultural significance, historical landmarks, natural beauty, or recreational activities. These destinations are often well-known and sought after by travelers seeking diverse and enriching experiences.

Example Phrases for Popular Tourism Destinations:

1. "Paris is a popular tourism destination known for its iconic landmarks such as the Eiffel Tower and Louvre Museum."
2. "The Great Barrier Reef in Australia is a world-renowned tourism destination for its stunning coral reefs and marine life."
3. "Kyoto, Japan, is a popular tourism destination, offering a blend of traditional temples, beautiful gardens, and historical charm."
4. "New York City is a bustling tourism destination with attractions like Times Square, Central Park, and Broadway shows."
5. "Machu Picchu in Peru is a must-visit tourism destination, showcasing ancient Inca ruins amid breathtaking mountain landscapes."

Example Sentences:

1. "Barcelona is a popular tourism destination, attracting visitors with its unique architecture, vibrant street life, and delicious cuisine."
2. "The Maldives is a popular tourism destination, known for its overwater bungalows, crystal-clear waters, and coral reefs."
3. "Santorini, Greece, is a famous tourism destination, celebrated for its white-washed buildings, stunning sunsets, and volcanic landscapes."

CHAPTER 9

HANDLING COMPLAIN

Definition:

"Handling complaints" refers to the process of addressing and resolving concerns or dissatisfaction expressed by customers or individuals. Effective complaint handling involves listening to the complaint, understanding the issue, taking appropriate actions to resolve it, and ensuring customer satisfaction.

Example Phrases for Handling Complaints:

1. "I'm sorry to hear about the issue you encountered. Let me investigate and resolve it for you."
2. "Thank you for bringing this to our attention. We will work to address your concerns promptly."
3. "I apologize for any inconvenience. Please share more details, and we'll work on finding a solution."
4. "Your feedback is valuable to us. We will investigate the matter and take corrective measures."
5. "I understand your frustration. Let's work together to find the best resolution for this situation."

Here are examples of handling complain for Housekeeping

Guest (G): Excuse me, I'm not satisfied with the cleanliness of my room. There are some issues.

Housekeeping Staff (H): I apologize for the inconvenience, and I appreciate you bringing it to my attention. Can you please share the specific issues you've encountered?

CHAPTER 10

SAFETY & EMERGENCY PROCEDURE

Definition:

"Safety and emergency procedures" refer to established protocols and guidelines designed to ensure the well-being of individuals and the effective response to emergencies or hazardous situations. These procedures are crucial in various settings, including workplaces, public spaces, transportation, and recreational activities, to prevent accidents and respond promptly to unexpected events.

Example Phrases for Safety and Emergency Procedures:

1. "In case of a fire, please follow the emergency exit signs to the nearest exit and assemble at the designated meeting point outside the building."
2. "During a flight, familiarize yourself with the location of the nearest emergency exits and listen to the safety instructions provided by the cabin crew."
3. "In the event of an earthquake, 'Drop, Cover, and Hold On' until the shaking stops, then evacuate the building calmly and follow designated evacuation routes."
4. "For workplace safety, always wear the appropriate personal protective equipment (PPE) when handling hazardous materials or operating machinery."
5. "If you witness any suspicious activity, report it immediately to security personnel to ensure the safety of everyone in the area."

CHAPTER 11

PHRASES IN WORKPLACE

Definition:

"Phrases in the workplace" refer to expressions commonly used in professional settings to communicate effectively, maintain a positive work environment, and interact with colleagues, supervisors, and customers. These phrases contribute to clear communication, teamwork, and customer service in various work roles, including housekeeping, cooking, and waiter/waitress positions.

Phrases in the Workplace for Housekeeping:

1. Greeting Guests:

- Example: "Good morning! Is there anything specific you'd like us to focus on during today's cleaning?"

2. Checking Room Status:

- Example: "Are there any special requests from guests in room 302? I want to make sure everything is perfect for their stay."

3. Coordinating with Team:

- Example: "Let's divide the tasks for today's shift. I'll take care of the public areas, and if anyone needs assistance, please let me know."

4. Reporting Issues:

- Example: "I noticed a maintenance issue in the hallway. I'll report it to maintenance, so it can be addressed promptly."

5. Seeking Feedback:

- Example: "How was your experience with the cleanliness of the rooms? Any feedback can help us improve our service."

CHAPTER 12

TEAM COMMUNICATION

Definition:

"Team communication" refers to the exchange of information, ideas, and updates among members of a team to ensure a smooth workflow, collaboration, and successful completion of tasks. Effective team communication is essential in the hospitality industry, fostering coordination and cooperation among different roles such as housekeeping, cooking, and waiter/waitress positions.

Team Communication for Housekeeping:

1. Morning Briefing:

- **Example:** "Good morning, team! Today's priorities include deep cleaning in the public areas, focusing on the lobby and corridors. Let's ensure all guest rooms are refreshed, and please report any maintenance issues you come across."

2. Task Assignment:

- **Example:** "Maria, could you please take care of the guest rooms on the fifth floor? Carlos, let's work on the common areas together. And remember, communication radios are essential if you need assistance or encounter any challenges."

3. Coordination with Other Departments:

- **Example:** "The front desk has informed us of early check-ins today. Let's make sure those rooms are prioritized for cleaning, and please inform me if you need extra support."

CHAPTER 13

MEETING

Definition:

A "meeting" on a cruise ship involves a gathering of team members within specific departments, such as housekeeping, cooking, and waiter/waitress roles. These meetings serve as a platform for communication, coordination, and the exchange of important information to ensure smooth operations and deliver excellent services to passengers.

Meeting for Housekeeping on a Cruise Ship:

1. Morning Briefing:

- Definition: A daily meeting to discuss the day's tasks, priorities, and any special requests or events.
- Example: "Good morning, housekeeping team! Today, we have a full house, and there's a special event in the evening. Let's prioritize guest rooms and ensure the event space is set up to perfection. Any specific issues or concerns, please raise them now."

2. Task Assignment Meeting:

- Definition: A meeting to allocate tasks, assign cleaning responsibilities, and discuss any maintenance issues.
- Example: "Team, we have several check-ins today. Maria, you'll be responsible for refreshing the suites on Deck 8. Carlos, please focus on the common areas, and let's meet back here in two hours for a status update."

3. Guest Feedback Session:

- Definition: A meeting to review guest feedback, discuss any recurring issues, and strategize improvements.

CHAPTER 14

PRESENTATION SKILL

Definition:

"Presentation skill" refers to the ability of individuals in various roles on a cruise ship, such as housekeeping, cook, and waiter/waitress, to effectively convey information, products, or services in a clear, engaging, and visually appealing manner. Strong presentation skills contribute to enhancing the guest experience, showcasing the ship's offerings, and ensuring a high standard of service.

Presentation Skill for Housekeeping on a Cruise Ship:

1. Room Preparation Showcase:

- Definition: The ability to present a guest room in a visually appealing manner during ship tours or for special events.
- Example: "As part of our ship tour, I'll showcase a sample of our guest rooms. Notice the attention to detail in bed-making, amenities arrangement, and cleanliness. It's our commitment to providing a comfortable and welcoming atmosphere for our guests."

2. Demonstrating Cleaning Techniques:

- Definition: Effectively demonstrating proper cleaning techniques during training sessions or team briefings.
- Example: "In today's training, we'll focus on advanced cleaning techniques. Watch closely as I demonstrate the proper way to sanitize high-touch surfaces. This ensures we maintain the highest standards of cleanliness for our guests."

CHAPTER 15

CULTURAL DIVERSITY

Definition:

"Cultural diversity" on a cruise ship refers to the presence of individuals from various cultural backgrounds, ethnicities, and nationalities working together harmoniously and respectfully to create a rich and inclusive environment. It acknowledges and values the differences among crew members and passengers, fostering a sense of unity and celebration of diverse perspectives, traditions, and customs.

Cultural Diversity in a Cruise Ship:

1. Multinational Crew Representation:

- Definition: The inclusion of crew members from different countries and cultures, contributing to a diverse and global team.
- Example: "Our cruise ship has a truly multinational crew. We have staff members from over 30 countries, each bringing unique skills, languages, and cultural perspectives. This diversity enriches our onboard community."

2. Cultural Events and Celebrations:

- Definition: Organizing and participating in events that celebrate various cultural festivals, holidays, and traditions.
- Example: "As part of our commitment to cultural diversity, we host monthly events celebrating different cultural festivals. For instance, this month, we're organizing a Diwali celebration with cultural performances, traditional cuisine, and decorations."

CHAPTER 16

CULTURA ETHICS IN CRUISE SHIP

Definition:

"Cultural ethics" in a cruise ship context refers to the principles, values, and guidelines that govern the respectful and responsible behavior of both crew members and passengers in the diverse cultural environment of the ship. It involves understanding, appreciating, and upholding ethical standards that promote inclusivity, tolerance, and positive interactions among individuals from various cultural backgrounds.

Cultural Ethics in a Cruise Ship:

1. Respect for Cultural Differences:

- Definition: Recognizing and respecting the diverse customs, traditions, and practices of fellow crew members and passengers.
- Example: "In our crew handbook, there's a section that emphasizes the importance of respecting cultural differences. It encourages us to be mindful of religious practices, dietary preferences, and other cultural nuances to ensure a harmonious environment."

2. Inclusive Communication:

- Definition: Engaging in communication that is inclusive, sensitive, and avoids stereotypes or cultural biases.
- Example: "During training, we were advised to use inclusive language and avoid assumptions about cultural backgrounds. For instance, instead of asking 'Where are you from?' we might ask 'What brings you to work on a cruise ship?' to be more open and respectful."



HOUSEKEEPING & GENERAL ENGLISH

For Executive Hybrid Class

Selamat datang di modul inovatif kami, 'Housekeeping + General English for Executive Hybrid Class,' yang dirancang khusus untuk siswa latih di LPK Rhapsody Hospitality Development Center. Modul ini merupakan panduan komprehensif yang mengintegrasikan keterampilan housekeeping dengan pengembangan keterampilan Bahasa Inggris umum, dengan fokus pada kebutuhan dan tantangan unik yang dihadapi oleh calon profesional di industri perhotelan dan kapal pesiar. Dalam bagian housekeeping, siswa akan dibimbing melalui dasar-dasar manajemen kebersihan, teknik tata letak yang efisien, dan praktik-praktik terbaik dalam lingkungan rumah tangga dan bisnis perhotelan. Kami menyajikan materi ini dengan bahasa yang sederhana dan mudah dipahami, disertai dengan latihan-latihan praktis yang dirancang khusus untuk meningkatkan keterampilan sehari-hari yang dibutuhkan dalam operasional hotel. Sementara itu, bagian General English didesain untuk meningkatkan keterampilan berbahasa Inggris siswa secara menyeluruh. Dengan fokus pada kosakata dan frasa yang sering digunakan dalam konteks housekeeping, perhotelan, dan kapal pesiar, siswa akan dapat berkomunikasi dengan percaya diri baik lisan maupun tertulis.

Keunggulan modul ini adalah fleksibilitas belajar yang tinggi, memungkinkan siswa untuk mengakses materi baik melalui sesi tatap muka di kelas maupun secara daring. Kami yakin, kombinasi unik ini akan memberikan landasan yang kuat bagi siswa latih di LPK Rhapsody Hospitality Development Center untuk memasuki dunia kerja dengan percaya diri, pengetahuan yang mendalam, dan keterampilan yang relevan dalam industri perhotelan dan kapal pesiar yang dinamis.