

THE WESTIN GOA

(MARRIOTT)



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Roll No. : 2013

Batch No. : 2020

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INTRODUCTION

THE WESTIN GOA OPENS IN GOA

The new hotel boasts 171 spacious guestrooms and suites, as well as deluxe patio rooms

Westin Hotels & Resorts, part of Marriott Bonvoy's portfolio of 30 extraordinary brands, announced the opening of The Westin Goa, marking the brand's debut in the coastal state. Committed to delivering on the brand's foundational pillars of Sleep Well, Move Well, and Eat Well, the new hotel features signature brand programs that enable guests to maintain and enhance their wellbeing while traveling.

"We are excited to open The Westin Goa in one of India's premier leisure destinations expanding the brand's signature wellbeing offering to more locals and travelers. The opening marks the 9th Westin property in India, indicative of

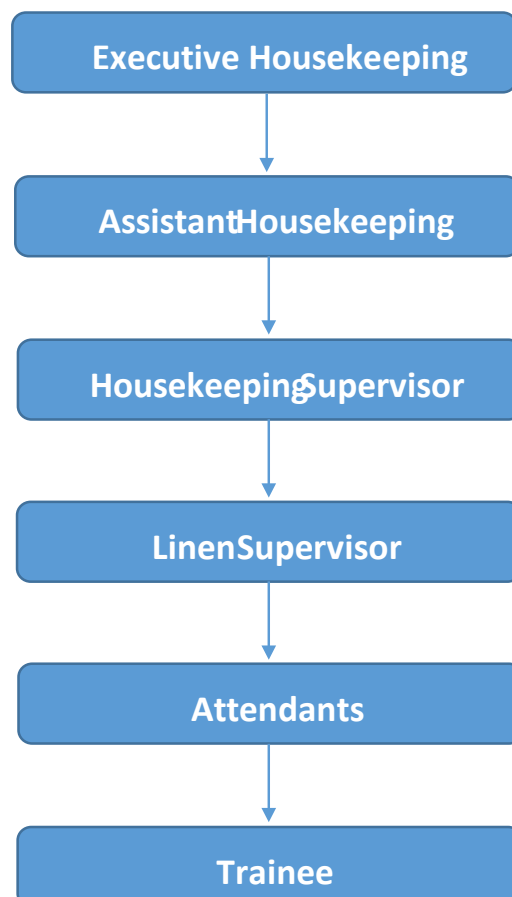
the market's appetite for the brand and its growing presence in key leisure and resort destinations across Asia Pacific," said Neeraj Govil- Senior Vice President , Operations APEC, Marriott International.

Located within easy access of the main tourist attractions, The Westin Goa is perfect for beachgoers who enjoy a healthy dose of pampering, matched with holistic wellbeing offerings and access to a fun-filled nightlife. The beach is home to big and small eateries offering local delicacies, as well as water sports and great beach parties. The Goa International Airport – Dabolim is located approximately 40-minutes' drive away from the hotel, making it easily accessible from other regional and international destinations.

The new hotel boasts 171 spacious guestrooms and suites, as well as deluxe patio rooms where guests can relax over a dip in the outdoor pool accessible directly from the rooms. All the rooms are equipped with the brand's iconic Heavenly Bed, which is uniquely designed to revitalize the body and mind with a night of restorative sleep. The sleek bathroom featuring the Heavenly Bath redefines the shower experience with a revitalizing rain shower and features luxuriant White Tea Aloe bath amenities, extra-large bath sheets and plush bathrobes to help guests start the day feeling pampered and invigorated.

20 MAY 2022 TO 20 JULY 2022

Hierarchy of Housekeeping



ENTERING GUESTROOMS:

Ring the doorbell of the guest room thrice. Then announce "Housekeeping". Wait for two minutes. Afterwards, we open the door using the master keys. Finally, we announce ourselves and enter the room. If guest are there then we greet the guest depending on the time of the day along with a smile.

DUSTING

Firstly, we need to open the curtains, and then remove trash and change garbage liner. And then spray R3 (glass cleaner) directly on a dry cloth and apply it to surface of mirror, glass and frames and clean in a circular motion, wipe left to the right bottom to bottom and then

buff dry with a clean dry lint free cloth. (Furniture polish) R4 spray on soft dry cloth then apply it to the surface and start buffing. R3 (Hygienic hard Surface cleaner) spray is use for mopping and as well as scrubbing then mop we have to mop the entire floor and then vacuum the floor.



BED MAKING

Remove the soiled linen from the bed

Look at the mattress protector to see if it's stained, torn or damaged. If it's not stained then put it nicely. And if protector is stained then remove it.

- And get a clean mattress protector and place it.
- And after that I have to make sure correct size sheets.
- Take 2 sheets and 4 pillow covers as per the respective size.

1 learned that each room status has different service i.e. if:

Room is vacant and clean:

- Knock the door
- Switch on all lights
- Open curtains
- Remove turndown service
- Do dusting

- Vacuum the carpet if necessary
- Close the curtains
- Put off the lights
- Give final look and shut the door

VACANT AND DIRTY:

- Knock and enter the room
- All drawers and cupboards are checked for any lost and found of guest
- All dustbins are cleared of garbage
- Solid linen to be removed
- Bed is made according to the procedure
- And dusting should be done
- Vacuum the carpet
- All glassware's and ashtrays have to be cleaned
- All guest amenities in room have to be replenished ➤ Bathroom should be cleaned according to the procedure ➤ Inform room status to the housekeeping department.

OCCUPIED ROOM:

- All occupied rooms are serviced twice daily and as and when requested by the guest.
- Enter the room according to the procedure
- Clear the garbage
- Collect soiled linen and
- bring fresh ones
- Make the bed as per the procedure
- Dust the room

- Vacuum the carpet if necessary
- Clean Bathroom
- After servicing following facilities to be checked
- Television
- Telephone
- Bulbs

also allocated at floors. And my duties were:

- Carpet vacuum
- Carpet spotting
- Dust the light
- Staircase sweep and mop

OTHER WORK:

- Patios cleaning
- Setup pantry

Housekeeping department was full of learning. I learnt various types of cleaning. I assisted the house keeping associate with room making. So I learnt to use different type's chemicals. I learnt how to decorate bed with rose petals, and also learnt towel folding art which enhances the beauty of the room and attracts guests. And I believe that this department, is perhaps responsible to bring back a guest to the hotel again.



HOUSEKEEPING

Housekeeping is a department Of a hotel Which provides 24 hours service to the guests. In the Housekeeping department I got an opportunity to work in the rooms.

ROOMS

All the rooms are cleaned for each shift. There are total 140 rooms including the villa's, One housekeeper with a trainee has to clean fourteen rooms per shift and the linen is also changed if requested by the guest.

It mostly takes 20 to 25 minutes to make one room,10 minutes to make bed and 10 minutes for the bathroom and the other 5 minutes for moping. And if the linen is changed then it takes 25 to 30 minutes to make a room.

The actual time took to clean a room is written on the housekeeping report after cleaning every room

One mop trolley is taken with a mop inside it and a caddy with a R6,R2,good sense, two scrubbers inside it.

Two note pad and two pencil is kept in the guest room the ash tray is also cleared if it is full, two sleepers, one magazine, two mineral water bottles two glasses, tea bags and sugar sachets are kept .In the bathroom two soapstone shower cap, one disposal bag, one for your care, one shaving kit, two dental kits, one shampoo, hair conditioner, One bath and shower gel, hand and body lotion, two face towels ,two hand towels, three bath towels, one bath met, two Bath ropes and sleepers are kept. On the cart ,soaps, shower caps, disposal bags, for your care, shaving kits, dental kits, shampoos, hair conditioners, Bath and shower gel's hand and body lotions, face towels , hand towels, bath towels, bath mets, Bath ropes, pillow covers ,Bad sheets, writing pads, pencils ,tea bags sugar sachets, are kept.

All the checks of the room (for eg. telephone, channel music, A/C, T. V. etc) and also the woodwork, brass work are made clean and polished by the maintenance department. The soiled linen are directly kept in the trolley and the fresh ones are kept in the room wherever required.

For the day to day cleaning first all the supplies are put in the bathroom and the guestroom whichever are used moping is done, The linen is also changed if requested by the guest.

Turndown Service

For the turndown service the garbage from the room is collected and the blanket is folded half and the bath met is kept on the ground.

Super Clean Rooms

For making the super clean room it takes more than 40 minutes. The room is charged slightly higher than the actual rate. It is mostly made for VIP guests on the request of the general manager. While making the room all the area of the room is cleaned with the vacuum cleaner every corner to corner of the room is cleaned. The room is cleaned making sure that no dust particles are left inside the room .

Laundry service

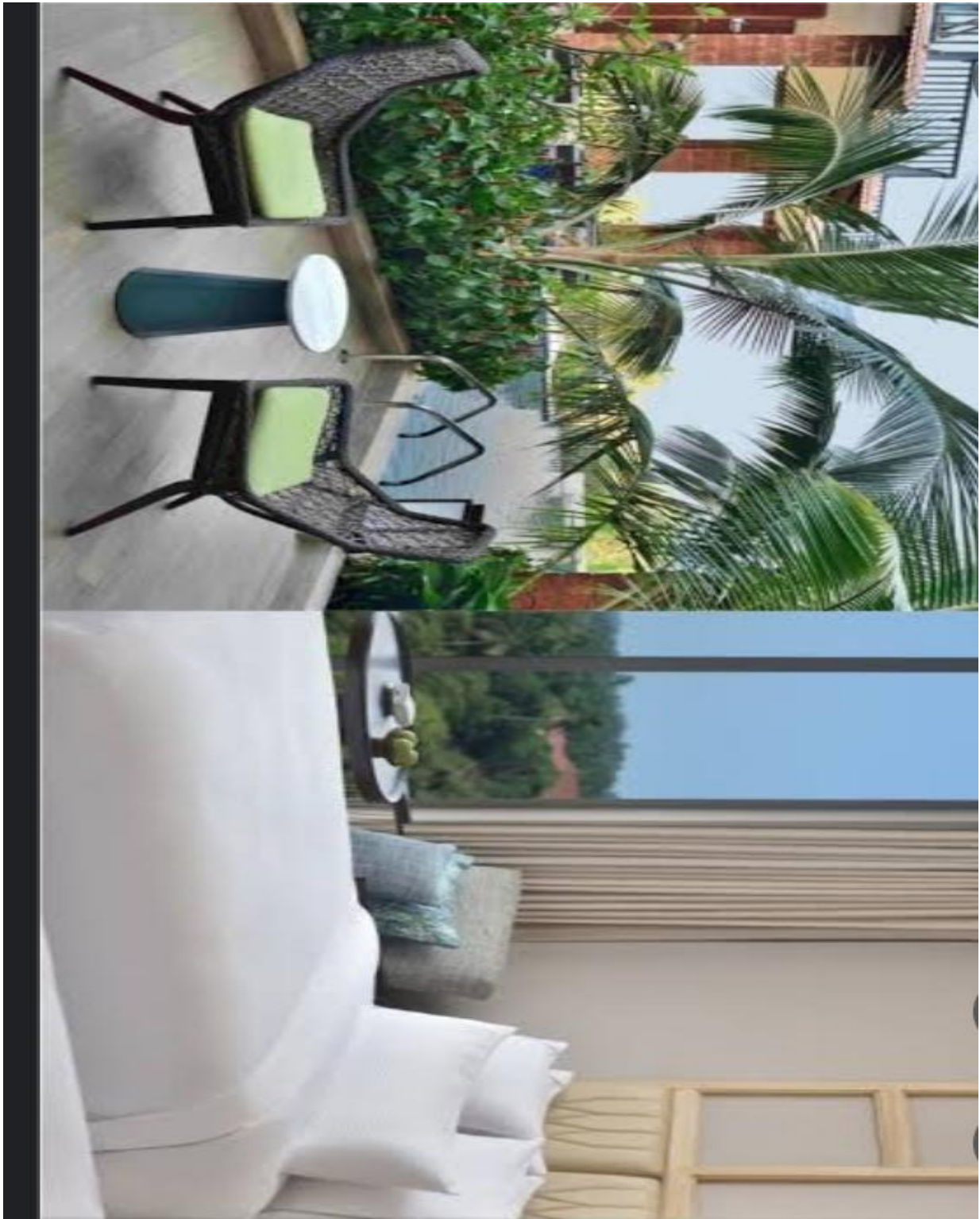
Two laundry bags are kept inside the guest room and they are checked every day at the time of servicing the room, if the guest wants the laundry services the guest will keep his clothes inside it, then it is sent to the laundry with the details written on it and if the guest wants it urgently done then the guest has to give a call on the housekeeping desk.

Stain removal method

If any of the linen are found with a stain on it, it is changed, For removal of stains from the bath tub R2 is sprayed and it is scrubbed with a scrubber. For removal of stain from the WC R6 is sprayed and it is scrubbed with a brush. **Different Registers maintained on The Housekeeping desk**

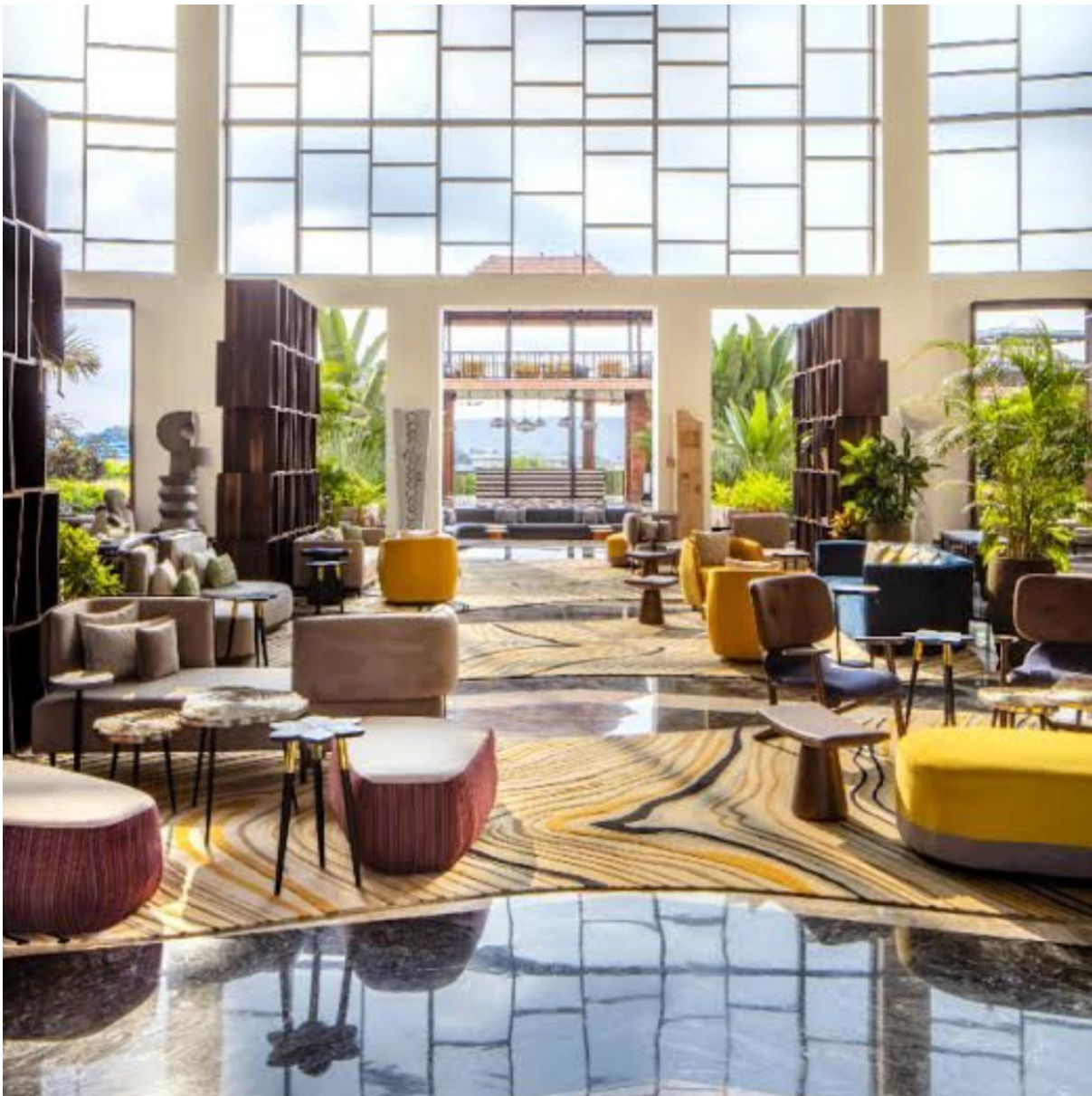
- | | | |
|----------------------------|---------------------------------|---------------------|
| 1.Log book | 2.Key control | 3.Breifibregister |
| 4.Message Register | 5.Lost & Found Register | |
| 6.Valuable Register | 7.Non-Valuable Register | |
| 8.Departure clear register | 9.Night Log Book | 10. Cusion Register |
| 11.Missing items register | 12.Name tag Register | |
| 13.Grooming register | 14. Trainee Attendance register | |

My experience in housekeeping was very good, I came to know how to service the rooms for the guests and the very important thing I learned was difference between the categories of rooms.



HOUSEKEEPING

Housekeeping is the department that deals essentially with cleanliness and all ancillary service attached to that. The standard plays an important role in the reputation of the hotels. Accommodation in hotels tend to be the largest part of the hotel. It is the most revenue generating department, the housekeeping department take care of all rooms is often largest department in hotels. Some interconnected rooms are also made which will be helpful to the guest and families.



WHAT KIND OF WORK PEOPLE DO IN HOUSEKEEPING IN A HOTEL?

Housekeeping in a hotel is a very physically demanding job that includes many, varied tasks. Typically, in this case study housekeepers were responsible for cleaning 16 rooms per shift. The actual amount of work depends on the size of the room and number of the beds. A housekeeper needs between fifteen and thirty minutes to do one room. A housekeeper carries out the following tasks:

- Removing garbage from the room
- Checking the supplies
- Making beds
- Tidying rooms
- Dusting the table area

- Cleaning toilets, sinks, bathtubs
- Vacuuming the floor of the room
- Removing stains from the floor
- Moping the floor

MY RESPONSIBILITIES

I was allocated in floor section and my duties were:

Cleaning and moping the patios of the south wing.

Dusting and vacuuming the corridor. (morning and evening)

Swiping and moping the 4 staircase and lift landing area. I

Get the linen trolley from the laundry.

Setting up the pantry.

Dusting of the entire room.

Vacuuming the carpets

Replenishing the tea amenities, bathroom supplies.

Taking out the soiled linen from the room.

Helping in making bed.

Helping in making towel art in occupied rooms.

Keeping the water bottles.

Folding and keeping all the bath linen in their proper places.

Cleaning the bathrooms.

Wet moping of the floor to remove stains and dirt.

I learnt how to clean and moping the patios, I learnt how to make bed, I learnt how to make towel art, how to vacuum the carpet, how to mop, how the supplies to be kept in the bathroom, and in TCM (tea coffee maker) I also learnt the different chemicals used for different surfaces. How to do dusting, how to clean bathroom, toilets, bathtubs,

sinks, shower area. Overall housekeeping was a total learning experience



MY EXPERIENCE IN HOUSEKEEPING

DURING MY TRAINING: I was able to improve my skills from hands on experience in housekeeping department. I learnt various techniques and art that attract guests and lend them a better stay experience. Things I learnt to enhance my skills were as follows like, how to clean and moping the patios, how to make bed, make towel art, vacuum the carpet, how supplies are arranged in the bathroom, and prepare tea in TCM (tea coffee maker), received the knowledge on different chemicals used for different surfaces. How to do dusting, how to clean bathroom, toilets, bathtubs, sinks and shower area. It was overall a successful learning experience.

CONCLUSION

Training at Goa Marriott resort and spa was very great and the type of training that one gets in this hotel would not get anywhere else. I did enjoy my work every day. I am confident that the experience I gained over the training will be beneficial to me in the future.

But I will like to see Marriott as hotel to improve their standards and see the managers following the basics which will help the hotel and also help serving the guest better. Marriott has to see that their staffs are happy and they are retained because most of their staffs is leaving the hotel.

SUGGESTION

- Hotel has to improve the standard of service. Should hire staff and not be completely depend on trainees.
- Should appreciate current staff and give them bonus to motivate them.



THE WESTIN GOA

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21st July 2022

To Whomsoever It May Concern

This is to certify that **Rahul Rajesh Govekar** has successfully undergone his Internship at **The Westin Goa** in the **Housekeeping** from 20th May 2022 to 19th July 2022.

During his tenure, he was found to be honest and hardworking.

We take this opportunity to wish him all the success in his future endeavors.

Yours Sincerely,
For The Westin Goa

Vinjamuri Sriram
Training Manager