

HOUSEKEEPING MODULE 1 & 2



Polo & Tweed
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First Edition - Sample Module 1 & 2

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Module 1

Housekeeping Tools

History

Since the dawn of time, the place where humans reside will over time become dirty. To prevent a buildup of dirt and to ensure that a standard of cleanliness is achieved (and everyone differs on their standards!), housekeeping has been part of life.

Wealthy families have typically hired housekeepers or sought help in order to achieve this, particularly when the house, yacht, hotel or chalet is a large space!

No matter what the task, the housekeeper can only be as good as her tools. Incorrect use of tools will shorten the lifetime of them, poorly executed skills will result in damage to property, sometimes at a great cost to the principal.

Manufacturers since the Victorian times, have recognised the value of household appliances and today we are continually advertised the latest product in order to make housekeeping easier and more effective. Don't always be seduced by a high price tag. Instead do your research and ensure you know the best tools to offer the best advice to your clients.

Etymology

Tools

Old English *tōl*, from a Germanic base meaning 'prepare'; compare with *taw*¹. The verb dates from the early 19th century.

Tools of the Trade

By having good quality, well cared for tools, you will have reduced effort in the cleaning task, better time productivity, environmentally friendly and a long life span of the tool.

Manual Cleaning Equipment:

Abrasives: Sharpening stones, grit paper

Brushes: Handheld flat brushes

Trolley: Often found in hotels and used to store all the housekeeping tools

Dustbins: Used to collect rubbish

Dusting Cloths: Soft cloths used for dusting

Dustpans: Collecting by hand dirt and rubbish from the floor

Mops: String mops, dust mops, synthetic mops. Different mops will have different absorbing properties and must be kept clean.

Spray Mop: Trigger spray gives a fine mist spray of cleaning solution to the floor in front of the mop head

Mop Wringer: Bucket (with wheels in more industrial cleaning environments) allowing for the mop to be wrung without the hands getting dirty.

Spray Bottles: Used to spray solutions to aid cleaning. Should be clearly labelled if home made.

Ironing Board and Accessories: Used to help with ironing

Small brush/ Toothbrush: Used for cleaning hard to reach areas, such as around the base of taps and small areas such as grout between tiles.

Electric Cleaning Equipment

Vacuum Cleaner/Hoover: Used to suck from the floor, with different settings and attachments. Thousands of models exist and depending on the environment will affect the style and model best used.

Box Sweeper: Brush cleaning of floor and carpets

Polishing machine: Shine floors

Scrubber: Scrubbing floors

Vapour Cleaning: Used in commercial industries to help destroy chemical odours and eradicate pest problems (such as bed bugs)

Iron/Steamer/Press: Used to iron, press, present clothes without wrinkles

Window Cleaner: Used to clean windows quickly and easily

Steam Mop: A steam mop is a mop that uses steam to clean floors and carpets. Unlike a regular mop, which requires cleaning agents such as bleach or detergent, a steam mop uses heat from steam to disinfect the floors. A microfibre pad is often placed right underneath the steam jet to trap dirt.

Chemical Agents:

Water: Can be used in most cleaning situations

Vinegar: Can be added for homemade cleaning solution

Baking Soda: Can be used as a deodoriser in the fridge, on carpets/upholstery, in the bottom of a bin and down drains

Bathroom Cleaners: Clean, descale and remove limescale

Clean Air Sprays: Freshening the air.

Degrease: Used commercially to help clean glasses and bowls

Floor cleaners: Wooden floor cleaners and sealers

Laundry Cleaners: Detergent, conditioner and specialist treatment for stains

Anti-bacterial: Used for multiple cleaning purposes

Bleach: Used for bathrooms, but should be used sparingly as very non environmentally friendly

Toilet blocks: Placed inside the toilet to add smell and cleaning each time the toilet is flushed

Toilet Cleaners: Remove stains and unblocks

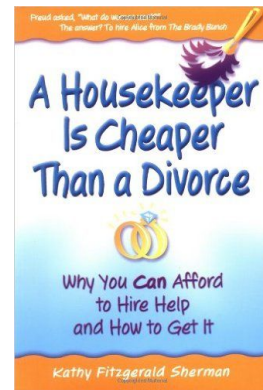
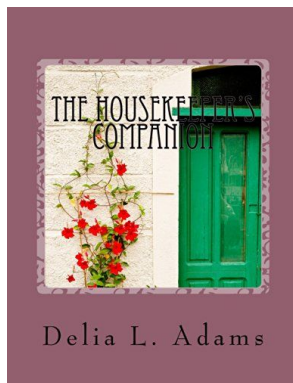
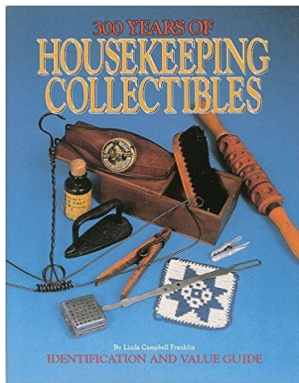
Carpet Cleaners: Helps with stains and removing general dirt build up

Swimming pool cleaners: Used to clean the water and ensure bacteria and algae growth is destroyed.

Suggested Videos



Further Reading



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Module 2

Housekeeping Techniques

History

Housekeeping is the skill and duty of managing a house. 'Keeping house' is a phrase often associated. From cleaning, cooking, home maintenance, shopping and laundry. The tasks can be performed by the owners of the house, but typically in wealthy families, large estates, hotels, yachts, chalets and corporate establishments this work will be done by specific housekeeping staff.

The housekeeper becomes an integral part of the household, ensuring the home is run to the highest level - reporting to other staff members if required or directly to the principals.

Etymology

Technique

Early 19th century: from French, from Latin *technicus* (see *technic*).

Dusting Tips:

1. Baby wipes are useful items for dusting. Some baby wipes have alcohol in and can be used for deodorising and antibacterial purposes
2. Items which produce static and thus collect more dust such as computer screens and some TVs continually gather dust. If you dust using [dryer softener sheets](#) they are designed to reduce static cling so remove dust and stop dust gathering for a few days.
3. Use white gloves when working to help you protect items from smearing and also allow you to dust delicate objects.
4. Use a small paintbrush for dusting nooks and crannies and difficult to reach spots. Soft bristles are key for delicate objects.
5. You can place a sock over your hand and use some commercial spray to help before you dust blinds or shutters
6. You can also use air to dust tight corners, a squirt with air from an empty spray bottle can do the trick

Hoovering/Vacuum Tips

1. Encourage guests to take outside shoes off or have an indoor shoe policy so that dirt and debris is not brought inside.
2. Always vacuum in multiple directions to ensure the most amount of debris is collected from the floor.
3. Depending on the amount of traffic in each room should affect the regularity of the hoovering.
4. Regularly clean the filters of bagless hoovers and change the bag/empty the main section of the hoover. A good approach is to empty before each use as a full container will mean that maximum impact is made with the hoovering.
5. Steam cleaning/professional cleaning can help reduce dirt and will allow for deeper hoovering and removal of grime.
6. Always clear clutter off the floor, anything larger than normal dirt and hairs might cause damage to the hoover.

7. Don't always vacuum around furniture. You should regularly Hoover under, but take care when moving heavy/valuable items both to protect your own body and the item from damage.
8. Read the manual of the vacuum and ensure you follow the manufacturer's guidelines for settings, cleaning and maintenance.
9. Dust first - dusting will dislodge dust and this often ends up on the floor. Then the Hoover should pick up the dust.

Mopping Tips

1. Regularly change the mop head/removable pads to ensure a clean mop is in use.
2. There are many commercial products on the market depending on the floor you are mopping. Pay particular attention to sensitive surfaces such as real wood, marble etc (see specific modules on these surfaces)
3. A trick to help natural wood floors shine naturally is to add some hot tea to your mopping liquid, make sure the tea is warm.
4. On real wood don't use too much water as it can warp the wood over time.

Ironing/Pressing/Steaming Tips

1. White vinegar mixed with water in a spray bottle is excellent at removing or producing creases. Be very careful depending on the material you are ironing.
2. Placing shiny-side-up foil on your board will allow you to iron linen, cotton quicker as it will iron them from both sides.
3. Use paper clips to hold pleats together (make sure they aren't plastic as they will melt!)
4. A pair of hair straighteners (!) can be used for hard to reach places between buttons - will do the trick very well!

Polishing Tips

1. Less is more - always be stringent with how much polish you apply.
2. Do your research with the products to use - particularly if the item is vintage or antique. If in doubt ask a professional.
3. Keep an eye out for damage on natural wood floors, small marks and scuffs can be polished out, but you should prevent more damage occurring.
4. Never polish laminate flooring as it will remove the image - best to replace it.

Scrubbing Tips

1. Laminate flooring is easy to scrub, but never polish.
2. Cork flooring should not be scrubbed with too much water as it is very absorbent.
3. Hardwood floor can be scrubbed but again try not to use too much water
4. Bamboo floor needs to be treated with care when being scrubbed as it can be damaged easily, again do not use too much water.
5. Linoleum floor should be treated like you would cork.
6. Vinyl flooring can get good results with steam cleaning rather than scrubbing.

7. Natural Stone flooring should be treated according to the type of stone and if it has been sealed or not.

Sweeping

1. Always sweep the areas, including under the furniture.
2. Use the broom for hard to reach ceiling areas, cobwebs etc.
3. Use slow sweeping motion as fast movement can spread dirt, dust and hair into the air.
4. Perform a tap at the end of each sweep, this will create a pile of debris/dust/hair where you want it to be
5. Plan a route for the sweeping it will help you cover all the areas.
6. Use a dustpan and brush to collect the dirt piles. Do this slowly and carefully so you don't lose it into the air or surrounding areas
7. Sweep down the stairs.

Suggested Videos



Further Reading

