



## **HOTEL INNOVATION CHALLENGE 2019 – HOUSEKEEPING LEARNING TRIP**

**Capri by Fraser, Changi City**

**Park Avenue Hotel**

**12<sup>TH</sup> APRIL 2019**

The following are some questions and corresponding answers which have been raised during the Housekeeping learning trips, conducted on 12<sup>th</sup> April 2019:

### **Q) A lot of time and effort is required for bed making. Can hotels use fitted sheets instead?**

Fitted sheets are not commonly used by hoteliers as it is challenging for the rubber in fitted sheets to go through the washing process. Also, fitted sheets typically have a shorter lifespan as it cannot be used once the elastic band of fitted sheets lose its elasticity.

### **Q) What is the typical thread count of bed sheets used by Hotels?**

The thread count of bed sheets used by hotels varies according to each hotel. However, hotels typically use bedsheets of approximately 300 or more, in order to ensure comfort and provide a good guest experience.

### **Q) How often do hotels vacuum the room floor?**

Vacuuming of room floor is a fundamental chore in the cleaning of the room, and is carried out on a daily basis. Housekeepers will bring a vacuum cleaner together with their housekeeping cart to carry out vacuuming of the room floor. Vacuuming is an important step after making a room due to the dust that arises from the room cleaning process.

### **Q) How often are the sinks, toilet bowls and bathtubs cleaned? Why is the cleaning of bathtubs such a pain point surfaced by hotels?**

The concave surfaces mentioned are cleaned on a daily basis. The cleaning of bathtub requires a lot of effort by the housekeepers, and can be physically taxing as it consists of a lot of bending and squatting. On top of cleaning the bathtubs, housekeepers also need to manually dry the surfaces before handing the room over to guests.



Fig 1. Current Conventional Vacuum Used by Housekeepers



Fig 2. Demonstration of Manual Vacuuming of Room Floor



Fig 3. Demonstration of Cleaning of Bathtub



Fig 4. Demonstration of Bed Making