



# ROOM ATTENDANT



# Accessing rooms

Module 6

Every establishment will have its own standard procedures for accessing and entering a guest room. Even if there are not provided in writing, they will nonetheless exist in practice. You must find out what applies where you work and adhere to their protocols.

The process for entering a room listed on your work sheet as a Vacant room to a Departed room should be the same as for entering a Stay room. Just in case someone is in the room: we don't want to disturb or embarrass anyone in any room just by entering without notice or entering with almost no notice.

## Standard procedure to access rooms

The following describes the procedures for entering a guest room:

- Knock on door (quite loudly) - use knocks not keys or any other item as it could mark the door and call out, "Housekeeping"!
- Count to five.
- In no answer, knock again, and then use your key to enter.
- Take one step into the room and announce out "Good morning / afternoon, Housekeeping to service your room."

- If the guest is still in bed, undressed or distressed, quickly and quietly leave the room.
- If the guest is awake and up, say “Housekeeping, would you like your room serviced?”
- Comply with their request - you may be invited to service the room, just do a quick tidy, replace the towels, soap and leave, or asked to come back at a later time.
- Once you have gained access to the room, the door should be left wide open - to provide notice to a returning guest that someone is in their room.
- The trolley should be parked across the entrance, or near the entrance to the room (according to house policy). This allows the Floor Housekeeper or other management staff to identify where room attendants are and makes it easier to obtain items from the trolley.
- It is standard procedure in the majority of establishment for trolleys to be left outside the room being cleaned, and never to be taken inside a guest room.
- Where the trolley is allowed to be taken into the room, a large sign should be placed outside the door, reading “Cleaning in Progress”. This prevents the guest from returning to their room and been startled to find an employee in there and again to angle easy location or staff by management.

## Report suspicious items or situations

Accommodation establishments are the setting for many illegal activities and all room attendants must be alert for signs this is happening or may take place.

The role of a room attendant in this regard is only to “report” - it is not to intervene, take action or put themselves in harm’s way.

Members of the public can target floors and rooms with a view to breaking and entering. If the thief has watched their target leave the property to go on a three-hour tour they know the target's room will be "safe" for that period and it is relatively easy target.

Other guests will use their room for illegal activities that they do not want to undertake at home.

## Is the activity illegal or immoral?

Individual establishment can have different approaches to this.

Most properties are not prepared to allow illegal activity and also from on immoral activity.

Some turn a bling eye to immoral activities deeming that what guests do in the privacy of their own room is their business.

You need to speak your supervisor to determine what applies where you work and accept the position taken by the establishment: if you ever have any concerns about differentiating between "illegal" and "immoral" seek guidance on the distinctions from your supervisor and be guided by them and their experience.

## Taking action

If you notice an item that looks unusual or suspicious, or see an occurrence that is suspicious, appropriate action should be taken immediately.

The appropriate action may be spelled out in the standard Emergency Procedures for your venue.

This action may be:

- Advise to floor supervisor, the Floor Housekeeper or the Executive Housekeeper.
- Contact venue security.

Always adhere to workplace policies and procedures when dealing with such matters, as they are potentially dangerous and serious.

### **An unusual item or situation may include**

- A package left unattended in corridor or stairwells
- An item that is heavily bloodstained
- A package left in a check-out room
- A weapon found in a room - whether the room is a stay room or departed room
- Drugs - or packages thought to contain drugs
- Explosives
- Evidence of drug taking in a room - including the presence of drug paraphernalia

### **Suspicious occurrences or people may include:**

- Person behaving nervously or anxiously in a corridor, stairwell, near a store room, in the guest laundry etc.
- Person in the area they shouldn't be in - such areas members of the public in areas restricted for "Staff only" access.
- Person using excessive force against another person.
- Loud voices and swearing.
- Sound that indicate damage is being done.
- Person seen to loiter on a floor, along corridors, in public areas.

- Person asking you to let them into a room.



### If you see or hear anything that is suspicious, unusual or appears illegal you should

- Not say anything to the persons involved
- Try not to alert the, to the fact you have noticed something suspicious or unusual.
- Try to remember as much details as possible - write down notes when safe to do so.
- Alert the relevant person as soon as possible in such a way that others (those involved and other guests) cannot hear what is being said.

It is rare for you to have the authority to call police so you should refrain from. Doing this in all but the most extreme cases of actual or imminent danger.