

# Training & Services



## Hygiene Specialist Training

A continuing-education training program for Environmental Services Teams



## Operating Room Processing Training Program

A specialized focus within our Hygiene Specialist Training that includes our series of processing checklists and high performance, color-coded OR-Hygiene products



## Hygiene Specialist Excellence Award

Established by UMF Corporation to acknowledge the invaluable contribution of the unsung heroes staffing Environmental Service Departments across the country




# ABC'S of HOUSEKEEPING®



**A**  
Away with the Old Continued


- In the bathroom – first, shake shower curtain vigorously. Pick-up towels and put in laundry bag. Remove any litter. Avoid contact with any guest personal items. For stay-over guests, carefully move items to one side of the vanity.  
*For shower glass swing door or glass sliding door see miscellaneous below.*
- Check condition of shower curtain and curtain hooks. Use a dry PerfectCLEAN 12" Orange Flatmop on bathroom floor to remove any hair and dust. If mophead is covered in hair, remove mop at the door and place in soiled-laundry bag.

**B**  
Bed & Bedding



- Strip bed: First check both sides of the duvet cover – if stained remove (according to brand policy).
- Check the sheets and pillowcases for stains or spills. Check sheets carefully to make sure there are no wet spots.
- If you suspect urine or other bodily fluids, go to cart and get a plastic bag. Carefully fold sheets and mattress protector (if used) so as to not make contact with fluids, place in plastic bag and seal the bag. Call manager for pickup.
- If there are no wet spots, remove sheets. Carefully fold corners to middle, ball up and remove, avoiding contact with your clothing. Take all linens to cart.
- Check the mattress pad and/or mattress for any stains and/or odors. Evidence of any type of body fluid or unusual odor should be immediately reported to your manager. Reposition the mattress as necessary.
- Make the bed(s).

**C**  
Cleaning Chemicals



- Clean coffeepot, basket, and ice bucket using dishwashing liquid and a PerfectCLEAN Gray Sponge. Thoroughly rinse, dry with a 16" Grey PerfectCLEAN Wiper, and return to proper location. Clean and check hair dryer.
- Return to bathroom:** Start by misting bathroom surfaces using disinfectant of choice. Start high (shower head & walls) and move low (base of toilet). Mist faucets (sink & shower), sink & tub drains, soap dish, towel holders, etc.
- Do not flush the toilet at this time!** Toilet plume creates a bio-aerosol which can make you and the Guest sick) – must allow disinfectant to achieve dwell time.  
*NOTE: The room attendant should be familiar with the dwell time and any precautions for the disinfectant used.*
- Spray disinfectant on toilet covering: tank, tank base, flusher, seat & seat cover, toilet base, inside of toilet.
- Mist doorknobs with disinfectant.
- Do not wipe down bathroom at this time!** must achieve disinfectant dwell time.
- Check level of hand sanitizer and disinfectant wipes – refill/replace as required (if applicable).  
*ONE per ROOM METHODOLOGY: All cleaning products used in a Guest Room go into the soiled laundry bag and NEVER into another Guest Room.*

## ABCs of Housekeeping

- A detailed guest room processing SOP for a standardized cleaning process
- UMF will revise, re-title, and edit as required to meet each customer's specific requirements
- Can be adapted for any industry



## Guest Room Attendant Excellence Award

- Established by UMF corporation to acknowledge the critical role GRAs play in ensuring hotel guest safety, satisfaction, and loyalty in the COVID-19 era and beyond