

SAFE GUEST HOUSE

Guidelines for guest house
managers and staff



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The manual is based on the tools and templates available at

www.riskmanagement4tourism.org

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In modern conditions of world tourism, the safety of travelers should come first. One of the key roles in ensuring the safety of tourists is played by accommodation enterprises. Hotels and guest houses must comply with a large list of requirements: fire and food safety, general sanitary norms and rules, labor protection and other rules.

This manual is intended for owners and managers of guest houses. It includes the basic national and international requirements necessary to ensure a safe and comfortable stay for tourists. The developed security systems should become an integral element of the work of each guest house in Kyrgyzstan and can be adapted to various types of accommodation enterprises.

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Introduction

In the modern world, tourist trips are an integral part of a person's life related to the realization of his right to rest and leisure, freedom of movement, the right to access cultural values, as well as other generally recognized rights and freedoms of man and citizen. Tourism performs important socio-economic, cultural and environmental, international and other functions.

International tourism is developing rapidly and has covered almost all areas of the globe. This provokes the issue of ensuring the safety of tourists. During the trip, the tourist most often finds himself in an unusual environment, which can be dangerous.

The development of tourism in our country directly depends on how comfortable (safe) a tourist feels here, how much he can be confident in protecting his life, health and property. Sights, routes, comfortable transport cannot be attractive on their own, if the tourist is not guaranteed safety.

Using this manual, owners and managers of small and medium-sized accommodation enterprises will be able to effectively build a safety and labor protection system for their employees, as well as solve all issues related to a comfortable stay of guests. All recommendations and requirements are given in the form of tables and lists. Clear, comprehensible advices, recommendations and rules are accompanied by detailed explanations so that the material can be adapted for all types of accommodation enterprises. This material is not only a manual, but rather a guide - a guide to action to improve service, quality of service and increase the safety level. The authors aimed to create a truly useful and necessary manual with which guest house employees can check daily, monitoring their work according all international requirements.

Who is this manual for?

First of all, it is worth saying that **each employee** of the enterprise is responsible for following the rules of labor protection, food safety and personal hygiene. Mid-level managers - chefs, senior administrators or senior maids bear **increased responsibility** for compliance with these standards. **Full responsibility** for overall risk management is unconditionally assigned to the owner and chief executive of the guest house / hotel.

In addition, the owners and managers of guest houses are responsible for compliance with the requirements of state laws in the territory entrusted to them, the health protection rules, safety and well-being of their employees, customers, third-party suppliers and other visitors. Caring for the well-being of staff and customers is not only a legal responsibility of managers, but should also be considered as their personal civil liability.

This manual presents the basic requirements for ensuring the safety and well-being of tourists and employees. Following important issues are discussed:

- **fire safety in rooms and on the territory of the guest house;**
- **employees' actions in case of fire;**
- **food safety in the kitchen;**
- **hygiene and sanitary standards;**
- **safety of guests on site;**
- **creating conditions for people with disabilities.**

Each topic in this manual refers to the laws of the Kyrgyz Republic. The authors cite only excerpts from legislative documents, therefore this work cannot be considered as a replacement for the legislative framework of the Kyrgyz Republic in matters of ensuring safety.

This literature is recommended for all accommodation enterprises of Kyrgyzstan to improve safety and service standards.

"Safe guest house" manual has been prepared in the framework of international project initiated by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH (German Society for International Cooperation) in partnership with the international tour operator Explore Worldwide.

01.

Fire safety in guest houses

- / Mandatory signs and plates on the territory
- / Primary fire extinguishing means
- / Responsibilities of guesthouse staff to ensure fire safety
- / Actions in case of fire

Fire safety in guest houses

Mandatory signs and plates on the territory:



Designate smoking areas with special signs and inscriptions.



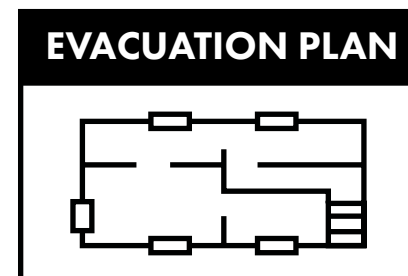
If there is an elevator in the guest house, at the entrance to it, place the inscription «Do not use in case of fire».



Fire hydrants are marked with a ПК signs.



EXIT signs in the corridors, on the landing and on the doors leading to the emergency exits or directly outside. EXIT signs should be illuminated.



Evacuation plans both in common areas and in each room. Designate meeting points for evacuation throughout the entire guest house.

Emergency numbers in a visible place.

Fire alarms:

It is advisable to equip the guest house with the following fire alarms:

- 🔥 smoke detectors;
- 🔥 temperature sensors;
- 🔥 fire alarm (if this is not possible, then purchase a loudspeaker).

Evacuation routes:

- 🔥 Provide free access to the building.
- 🔥 Do not clutter evacuation routes with foreign objects.
- 🔥 Make sure that there are no slippery floors and coatings in the area.
- 🔥 Ensure unimpeded opening of emergency doors from the inside.
- 🔥 If it is possible, make a fire escape and light it up.



Fire escape



Access to the escape door must be free



Emergency assembly point

Other requirements:

- 🔥 Always keep the area clean. Combustible waste, industrial waste, fallen leaves, packaging materials must be removed immediately.
- 🔥 Put bins at smoking areas. It is desirable to put bins with grate for collecting cigarette butts. So, cigarette butts will not cause the burning of other debris in the tank, nor will they be carried by the wind.
- 🔥 Keep technical rooms, switchboards locked.
- 🔥 If there is an elevator, then set the elevator to automatically get down to the first floor and lock in case of fire.
- 🔥 Electric irons, electric stoves, electric kettles and other electric heaters purchased for the guest house must have protection against overheating.



Bin with a grate for collecting cigarette butts



Fire extinguisher placement



Fire alarm button for self-activation

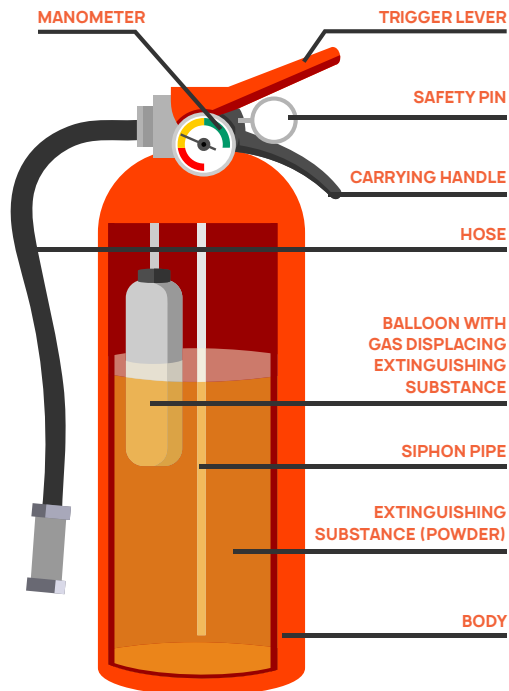
Primary fire extinguishing means



The guest house must have fire extinguishers.

- The distance between the fire extinguisher and a possible source of ignition (kitchen, power sockets and other potential sources of fire) should not exceed 20 meters. This means that the guest house must be provided with a sufficient number of fire extinguishers.
- Place fire extinguishers in a visible place, provide free access to them.
- Inspect powder extinguishers once a year.

A working fire extinguisher must comply with the following standards:



- No dents, scratches on the body.
- Intact seal on the safety pin.
- Serviceable manometer: the indicator must be in the **green zone**. This means that a fire extinguisher is ready to use. If the indicator is in the **red zone**, then the fire extinguisher is unusable and must be refueled. **Yellow zone** means that the extinguisher must undergo technical inspection. Most often this occurs as a result of improper storage of the fire extinguisher.
- Good condition of the lever and hose (no cracks, rust).

- The guest house must be equipped with a fire hydrant (mark it with the letters ПК). If it is not possible to install a fire hydrant, then it is imperative to have a 200-liter barrel constantly filled with water in an accessible place and buckets.
- Provide good lighting access to fire equipment.

In addition to fire extinguishers, the following fire extinguishing equipment must be available on site:

- **Crowbars and axes** – for opening gates, doors, windows of burning objects locked from the inside. During a fire, it may be necessary to destroy internal / interior partitions, open floors, ceilings - this can be done with a crowbar and an ax.
- **Gaffs** – for pulling, disassembling burning elements of buildings.
- **Cone-shaped bucket** – it's much more convenient to scoop up water from a barrel and transfer to a fire place (when you run, such a bucket does not touch your feet).
- **Sand** – it absorbs flammable liquids, stops the access of oxygen to the fire, prevents the release of combustible gas and reduces the temperature of burning objects. Sand must be stored in a box with a cover. The cover reliably protects dry material from moisture.
- **Shovel** – it is convenient to throw sand around burning liquids and objects (around and on them), and then completely eliminate combustion.
- **Sharp-bladed shovel** – you can either throw sand, ground, snow, gravel into the fire, or dig the ground.
- **Thick fabric (or fire blanket)**, for example, felt mat - it can be used to extinguish a fire in just a few seconds, by throwing a blanket over the fire and thus blocking the access of oxygen to the fire, to burning liquids in the workplace, and also to burning clothes on a person.

Responsibilities of guesthouse staff to ensure fire safety

Manager Responsibilities:

- 🔥 Take high quality fire safety training from qualified professionals.
- 🔥 Conduct regular fire safety training for employees and register these training in a journal (an example of a journal is given in the section "Labor Protection").
- 🔥 Do not allow anyone who has not been trained on fire safety to work.
- 🔥 Do not change the arrangement of the premises and do not move utilities and equipment if, as a result, access to fire extinguishers and fire hydrants is limited.
- 🔥 Dry clothes and shoes in specially prepared places, away from sources of fire.
- 🔥 Provide all employees with personal respiratory protection means at their workplace.
- 🔥 Create a voluntary firefighting squad from among the staff.



Spraying fire extinguisher



Employee training

Requirements for staff:

- 🔥 Smoking ONLY in designated areas.
- 🔥 Be sure to put out the cigarette butt after smoking.
- 🔥 Do not use open fire for lighting purposes.
- 🔥 Do not use electric heaters near curtains, blankets, etc.
- 🔥 Do not use fireworks, sparklers in the guest house.
- 🔥 Upon arrival, inform guests that smoking in rooms is prohibited.
- 🔥 Do not use wires or cables with visible insulation faults.
- 🔥 Do not use damaged sockets, circuit breakers or other electrical installations.
- 🔥 Do not wrap bulbs and lamps with paper, cloth, or other combustible materials. Do not turn on lights with caps removed (diffusers) specified by the manufacturer.
- 🔥 Do not use irons, electric stoves, electric kettles, or other equipment that do not have protection against overheating. Do not turn them on in case of malfunction of thermostats.
- 🔥 Do not use non-standard (home-made) electric heaters.
- 🔥 Do not leave unattended heating and household appliances, including those in standby mode, plugged into an electrical network. The exception is devices that must be in a round-the-clock mode of operation in accordance with the manufacturer's instructions.
- 🔥 Do not dry clothes and shoes on hot surfaces of pipelines and heating appliances, do not place any combustible materials on them.
- 🔥 Do not clean or wash clothes using gasoline, kerosene or other flammable or combustible liquids.
- 🔥 Do not store flammable and combustible liquids, gas cylinders on balconies and loggias, on stairwells, basement floors, in basements and attics.
- 🔥 Do not leave cooked food unattended on the stove.

The head of the guest house must create a voluntary firefighting squad (FFS) from among the staff in order to promptly and in a coordinated manner take measures to extinguish the fire, as well as evacuate people.

The following table provides an example of the roles and tasks of the FFS members. The head of the guest house can adapt this table for his company.

Actions in case of fire	
<p>Position: The chief administrator or any senior manager at the time of the fire.</p> <p>Role: Head of the FFS.</p>	<ol style="list-style-type: none"> 1. Coordinates the whole process in case of fire personally. 2. Quickly distributes responsibilities. Assigns Responsible: <ul style="list-style-type: none"> • for calling the fire brigade • for evacuating people • for extinguishing a fire 3. Meets the fire brigade. 4. Makes roll call of staff and guests.
<p>Position: Registry Officer.</p> <p>Role: operator.</p>	<ol style="list-style-type: none"> 1. Calls 101 (fire department). Must inform: <ul style="list-style-type: none"> • what exactly is burning • the exact address and how to get to the building • on which floor the fire is • how many floors are in the building • if there is a threat to people's lives • last name • phone number 2. Helps to evacuate guests and employees by calling guest rooms. 3. Prints out the guest list. The roll call is conducted according to this list.
<p>Position: cooks, guards, maids and others.</p> <p>Roles: evacuators and extinguishers.</p>	<ol style="list-style-type: none"> 1. At the direction of the head of the FFS, turn off the electricity in the fire area or in the entire guest house. 2. Evacuate hotel guests and staff. First of all, it is necessary to evacuate people who are in close proximity to the fire. Then the rest are evacuated. 3. Block oxygen access to fire. 4. Extinguish a fire using primary extinguishing means. 5. If the fire is heavy, stop extinguishing it and evacuate.

02.

Food safety in accommodation enterprises

/ Personal hygiene of staff

/ Sanitary requirements for the storage, transportation, preparation and issuance of food

/ Requirements for the premises of the kitchen

/ Requirements for equipment, inventory, tableware and containers

Personal hygiene of staff

Compliance with the rules of personal hygiene by guest house employees is of great importance and serves as an important indicator of the general level of organization.

Personal hygiene rules are a series of hygiene requirements for the cleanliness of the body, hands, oral cavity and the cleanliness of clothing. Failure to comply with these rules can lead to both food contamination and illness for workers themselves.

Sanitary requirements for personal hygiene of staff:

- Upon entry to work staff members must undergo a preliminary medical examination, professional hygiene training and certification in the prescribed manner.
- Each employee must have a personal medical record book in the established form. It should include the results of periodic medical and laboratory tests, the results of fluorography, the sanitary minimum course mark and certification.
- Results of medical examinations of employees should be recorded in special book (see Annex 1).
- After the medical examination is passed, the employer can entrust the employee to perform the work in accordance with his job responsibilities.
- The first-aid kit, equipped with a set of medicines for first aid to employees.
- The staff is provided with special clothes, shoes, caps and hats.
- There is a dressing room with separate hangers for storing personal and sanitary clothing.
- It is forbidden to store personal clothes, things and shoes in industrial premises.
- Hand washing is done according to the instructions.

How to wash your hands properly



palm to palm



fingers interlaced



between fingers



back of hands



back of fingers



base of thumbs



fingernails



wrists

Sanitary requirements for the storage, transportation, preparation and issuance of food:

- Transported products must be accompanied by documents confirming their origin, quality and safety. The documents indicate the date, time, manufacturer name and expiration date.
- Storage facilities must comply with capacity standards.
- **FIFO** rule respected. First in, first out means priority shipment of goods arriving first. This principle is used primarily in storage facilities for perishable goods and where the expiration date of goods is important.
- When taking products, an external study is carried out (smell, appearance, density is examined).
- Meat without stamp and accompanying document is not accepted.
- Canned food with an unsatisfactory appearance is not accepted (swollen, crumpled, rusted).
- A log of the temperature regime of refrigeration equipment is kept - data are entered in degrees Celsius taken from electronic thermometers (see Annex 3).

Hygienic rules for the initial processing of products:



do not use cleaning agents when cleaning products;



cans are washed before opening. Crumpled cans with irrelevant odors are not allowed;



frozen foods are thawing slowly;



food stocks are stored on shelves;



thawed product is immediately sent for further processing;



products and dishes are kept closed - with indication of the date, time, storage period and responsible person.



repeated freezing of products is not allowed;

Hygienic rules for heat treatment of products

During heat treatment, the temperature inside the product should be at least 75°C - a food thermometer is used for monitoring.

To prevent mutual contamination between raw and finished products, the thermometer is cleaned and disinfected after each use.

Portioned pieces of fish and minced fish products are fried in heated fat / oil on both sides until a crispy crust is formed, and then cooked in oven for 5 minutes at a temperature of + 250 ° C.

When making side dishes, the following rules must be followed:

- side dish is mixed with kitchen appliances, without touching the food with hands;
- the fat added to the side dishes is pre-cooked;
- meat dishes on the grill (barbecue) in places of rest and outside are prepared exclusively on the condition that the semi-finished products (marinated meat) is prepared at stationary facilities.



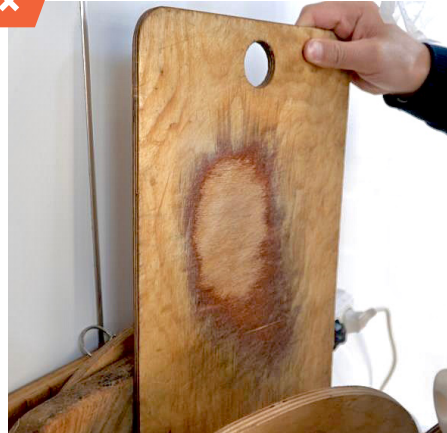
Proper separate storage of products in separate containers



Separate storage of products in plastic bags is not allowed



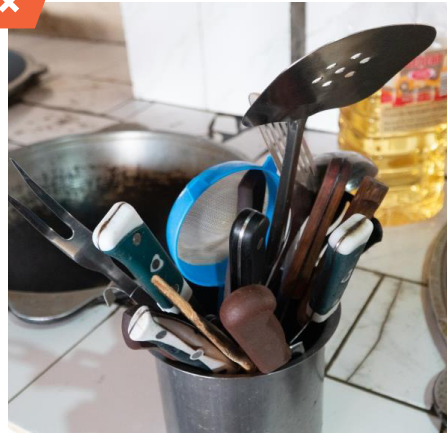
Different cutting boards should be used to cut different types of products. Cutting boards must be signed



The boards are not signed; there may be confusion about which board to use



Knives should also be marked or signed



Unsigned knives

Other requirements:

- ✔ It is forbidden to mix freshly prepared food with leftovers from the previous day or with food prepared earlier the same day.
- ✔ Hot dishes are served at a temperature of at least 75 °C, for this you can use benmari (water bath), cold dishes no more than 5 °C, side dishes at least 65 °C;
- ✔ Mixing and touching of cooked and raw foods with each other is not allowed.
- ✔ Special attention is paid to deep-frying. Production control of deep-frying fats includes: daily organoleptic assessment of the quality of fryer (taste, smell, color) before and after frying, keeping daily records of the use of frying fats (see Appendix 2).
- ✔ Serving dishes is done with gloves.

Requirements for the premises of the kitchen:

- ✔ The arrangement and design of production facilities (kitchens) should ensure the accuracy of the process. This eliminates the crossing of streams of raw and finished products, dirty and clean dishes, visitors and staff.
- ✔ There is a separate entrance (loading/unloading) for food intake.
- ✔ Drinking water is supplied without interruption.
- ✔ Stationary taps with hot and cold water are connected to all washing bathtubs and sinks at the facility.
- ✔ The exhaust ventilation system is in working condition, it is washed and cleaned regularly.
- ✔ The facility is provided with natural and artificial lighting. The standard of artificial lighting is at least 200 lux. (You can check the light level using the application installed on the smartphone).

¹ A large, wide, but shallow pan or rectangular low tank with a tight-fitting lid, filled by a quarter, by third or by half with boiling water. Pots with soups and stew-pots with prepared sauces and other dishes that need to be kept hot, but cannot be reheated before serving, are placed in benmari.

² Organoleptic analysis - the study of products using the senses: vision, smell, taste, touch.

- The indoor climate is controlled (temperature, relative humidity) in accordance with the season.
- Wet cleaning is carried out using detergents and disinfectants in all rooms of the facility, in a timely manner and if necessary. There is instruction for wet cleaning.
- Various waste tanks with lids are used for waste. Disposal of waste in tanks is carried out when they reach 2/3 of the volume. The design of the tanks allows them to be washed, cleaned and disinfected. Tanks are protected from animals. Tanks are disinfected with special means after each shift.

Kitchen interior parameters

The **surface of the walls and partitions** from the floor to a height of 1.8 meters are made of waterproof, washable and non-toxic materials. These surfaces must be accessible for washing and disinfection.

The **surface of the flooring** is made of waterproof, washable and non-toxic materials. The floor must be accessible for washing and disinfection.

Ceilings or structures located above production sites must not crumble and contribute to condensation and moisture; should not have traces of dirt, dust and mold.

Requirements for equipment, inventory, tableware and containers

- The necessary technological and refrigeration equipment is in good condition.
- Technological equipment, production tables, inventory, containers and utensils that come in contact with food are made of non-toxic, stainless materials. These materials are not harmful to human health.
- There is a reserve of cutting boards - at least two of each kind. Boards and knives are marked in accordance with the product processed with them, stored in specially designated places and used for intended purpose. There is a color coding of kitchen equipment.
- There is a three-section or two-section tub for washing dishes. Instruction on the rules for washing dishes was conducted. There are wire shelving racks for drying dishes.



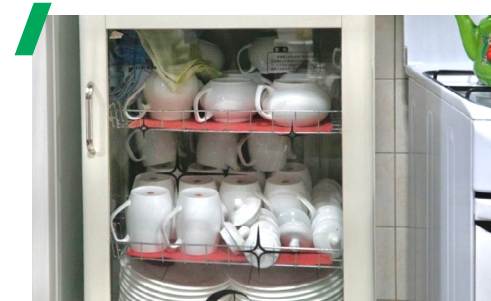
Stickers with the date of manufacture and shelf life are stuck to the containers for storing products



Kitchen at the enterprise



Two-section bathtubs for washing dishes



Storage of dishes in the kitchen

Labor protection rules for office workers, cooks and maids

The following table describes the basic labor safety regulations for office workers, cooks and maids. Guest houses can use this table, changing some points, based on their conditions.

Nº	Rules	Office worker	Cook	Maid
1. Before starting work				
	Put on uniform	+	+	+
	Do not pin clothes with pins and needles, do not keep sharp, breaking objects in your clothing pockets		+	
	Accept the shift, making sure that the equipment is intact and in good condition	+	+	+
	Check the lighting quality of the work surface	+	+	+
	Check for loose and bare ends of the wiring harness	+	+	+
	Check reliability of closing of all current-carrying and starting devices of the equipment	+	+	+
	Make sure there are no foreign objects in the workplace	+	+	+
	If breakdowns of electrical appliances that threaten an accident at the workplace are detected, it is necessary to stop their operation, as well as supply of electricity to them. Report on the measures taken to the immediate supervisor and act in accordance with the instructions received.	+	+	+
	Check the stability of production table, rack, strength of equipment mount to foundations and stands	+	+	+
	Ensure free access	+	+	+
	Conveniently and steadily place stocks of raw materials, semi-finished products, tools and devices in accordance with the frequency of use and consumption		+	
	Check working inventory, presence of detergents and disinfectants, absence in cleaning materials and mopping rags of any sharp and piercing objects, fragments			+

Nº	Rules	Office worker	Cook	Maid
2. During work				
	Disconnect cleaning equipment from power outlet in the following cases: <ul style="list-style-type: none"> power supply irregularities; removal of dust collector from vacuum cleaner 			+
	When cleaning windows check frames' and glasses' strength; use step ladder when working			+
	If it impossible to fix the ladder on smooth floor (tiles, parquet, etc.) work on ladder only when the other worker securing the base of the ladder.			+
	Remove object that might fall down from tables or other furniture before moving them			+
	Desk lamps, fans, fireplaces, refrigerators should be unplugged first (unplug holding the plug, not the wire) before wiping them; indoor power sockets, switches should be wiped only using dry cloth			+
	Don't remove garbage, don't compact garbage in a bin (bag, etc.) with bare hands without sleeves or designated tool			+
	Don't touch with cloth or hands any unshielded electric parts of the equipment, as well as any bare wires (or with damaged insulation)			+
	Don't wash hands in oil, gasoline, emulsions, kerosene			+
	It is forbidden to leave plugged in cleaning machines and other electric appliances unattended, as well as its use even it is slightly malfunctioning			+
	Don't wash or wipe windows if there are broken glass pieces, loosened and defective frames. Don't stand on window sills or window ledges			+
	Use only properly working equipment, tools, and instruments; use only with accordance of its intended purpose		+	+
	Observe rules of movement inside of premises and on organization's territories, use only designated passages		+	

Nº	Rules	Office worker	Cook	Maid
	<p>If gas smell detected in the room where gas equipment is installed:</p> <ul style="list-style-type: none"> cover our nose and mouth with a wet towel; open windows and doors, ventilate the room; shut off valves on gas pipes that lead to ovens, cooking pots, and etc.; don't turn on and don't turn off electric appliances, lightning, ventilation; don't light matches, abstain from using any open fire; if after ventilating the room and checking all gas valves gas smell doesn't disappear, shut off gas supply to the building, notify about it the management of the organization, and, if necessary, call the emergency gas service (emergency dispatch service "Bishkekgaz"): 104, +996 (312) 43 71 69, +996 (312) 53 01 58) 		+	
	Keep workplace clean, timely remove scattered (spilled) products, fats, etc. from the floor		+	
	Use hand protection when in contact with hot surfaces and dishes (handles of cookers, baking sheets, etc.)		+	
	Don't clutter up workplace. Keep aisles between equipment, tables and racks clean, as well as don't keep empty containers, tools, stock of raw materials, and culinary products on emergency escape routes		+	
	Carry food, raw materials, semi-finished products only in serviceable containers. Don't overload containers		+	
	During breaks keep a knife in a case. Don't walk and incline with knife in hands. Don't carry a knife not enclosed in a case.		+	
	Be careful when working with a knife, keep hand from cuts.		+	
	Don't use random objects (boxes, barrels, etc.) and equipment for sitting		+	

Nº	Rules	Office worker	Cook	Maid
	<p>When operating electric fryers, electric pans, electric roasters:</p> <ul style="list-style-type: none"> pour fat into the deep fryer, pan, and roaster BEFORE turning them on. Prevent water ingress into the hot fat. Add fat to the fry pot with a thin stream; don't leave pan, deep fryer, etc. turned on after finishing frying; don't pour off hot fat from fry pots 		+	
	In case of fat inflammation - don't pour water into it. Turn off cooking equipment and cover frying pot with its lid or with other object (thick cloth) to limit the access of air into the fire zone		+	
	Put boilers and other cookware on a stove with a flat surface, sides and guardrails		+	
	Open the lids of cookware with hot food on a stove with a great care with "toward yourself" movement		+	
	Warn near standing workers about the movement of hot pot		+	
	Before moving pot with hot food from a stove be sure that floor is not slippery all the way to the destination point and of absence of foreign objects on the floor		+	
	Two people should take off the pot from the stove without jerking, with a great care, using dry towels or mittens. Pot lid should be removed in advance		+	

04.

Hygiene in guest houses

/ Cleaning after check-out

/ General cleaning of room

/ Public area

Hygiene in guest houses

General hygiene in guest houses consists from the following:

- personal hygiene of employees (described in details in "Personal hygiene of personnel" section);
- food hygiene (described in details in «Food Safety» section);
- hygiene of public areas;
- hygiene in rooms.

Visitors spend most of their time in their rooms so this manual will provide step-by-step instruction for ensuring good hygiene in rooms.

Cleaning after check-out



Pre-treatment of sanitary ware

Each guest house chooses its type and assortment of detergents but in accordance with hygiene standards adopted around the world, bathroom must be disinfected.

When maid enters the room first toilet should be flushed and detergent should be poured along the rim and toilet itself. When detergent reacts with water its effect starts in 10-15 minutes. During this time room is cleaned.



Taking out trash and foreign object

Before cleaning all garbage should be removed from a room.

Dirty dishes are collected in a bathroom sink filled with detergent under the running water.

Trash bins in a room and bathroom collected first then trash from tables and other surfaces are collected. Ashtrays should be also cleaned.



Change of bed linen, bed making

Bed linens, like towels, are completely changed after check out.

Used bedding is removed, collected in one lump, slightly pressed and placed either in a special trolley for used linen or in a special bag on a housekeeping trolley.

From a trolley with fresh beddings, the maid takes the whole set: a duvet cover, a sheet, pillowcases and more.

Before starting to make a bed with linen surfaces of the mattress, mattress cover, pillows, blankets and bedspreads are must carefully check whether it is soiled. If replacement of bedding is required, it should be replaced with clean one. Used beddings stored in a trolley for used linen.



Cleaning and returning to a room utensils and other items

Since earlier maid had already collected the dirty dishes and soaked them in the washing solution, now she must thoroughly wash them, wipe them dry with a special cloth and put them in place. In the same way, all items in the living room that required washing are returned: bin, ashtrays, trays, dirty information signs, etc.

After all procedures room should be clean, the bed fully made up, curtains in a position according with standards required by room design.



Storage of detergents



Storage of clean linens and towels



Dirty bedding should be rolled up and taken to the laundry room



Disinfection of sink, countertop, and mirrors

Bathroom cleaning is carried out according to the rule «from less dirty surfaces to the most». The following sequence must be observed: sink - bathtub (shower) - toilet. The treated surfaces must first be moistened with water because any detergent is becoming more effective after this.

Before proceeding with the final cleaning of the sink maid must make sure that everything that needs to be washed and cleaned with running water has already been cleaned. Otherwise, sink must be cleaned again after washing forgotten item.



Cleaning the bath (shower, bidet)

To clean the surface of bathtub or shower cabin sponges, special sponges with handle, and rubber scrapers (squeegees) for mirrors are used. Surface of bathtub that contacts with body is moistened, and universal washing solution is applied over the entire area (inside of a bathtub, floor of a shower cabin), and on walls, on which drops of water, soap, shampoo remain. Soap dishes, holders, shower head, all protruding objects are cleaned with sponge.

If there is an anti-slip mat, it is treated on both sides. Then all surfaces are washed with running water, and residues of water are removed with a rag or rubber



Treatment of toilet plumbing

Previously, a special detergent was poured into the toilet (under the rim) (step 1).

While cleaning of other parts of room was done, the disinfectant has already acted. Now, with a special sponge apply detergent to the toilet plumbing, to the rim.

To remove scurf from toilet well three or four circular motions with toilet brush should be made. Then with circular motions detergents should be applied on toilet legs, seat on both sides.

The wall behind the toilet is also treated with detergent. Then it is washed off and the toilet and the wall behind it are wiped dry with a rag.



End of bathroom cleaning

After making sure that all parts of bathroom are washed, wiped dry and supplemented, maid finishes cleaning with a flat mop sponge (self-squeezing mop) wiping the floor with suitable for this type of surface detergent.



Inspection and removal of cobwebs and dust in the corners of the room

For this procedure, the maid needs a special brush mop with elongated handle. It should be kept in mind that in the ceiling corners and on the upper folds of curtains, in addition to dust, seasonal problems arise. For example, poplar fluff, which gets stuck in the folds of curtains and cornices.



Removing dirt from mirror surfaces

After the main cleaning of the room, at least 15 minutes must pass before the dust settles. After that all mirror surfaces in the room can be wiped: mirrors of the wardrobe, mirror panels, decor elements with mirror fragments. To do this, anti-stain wipers and special napkins are used.



End of cleaning with wiping windows, sills, heaters

If necessary, clean glass surfaces (windows, balcony doors) with special tools that do not leave stains. Frames, window sills, handles, radiators are also wiped.



Dusting all surfaces in a room

TV and audio equipment are cleaned of dust with special napkins. Furniture should be dusted with napkins containing microfiber and polish with antistatic properties.



Floor mopping

After making sure that all cleaning procedures are completed and the room is fully equipped, clean the floor. If the floor is covered with carpet, parquet (laminated, linoleum, etc.), it should be vacuumed and surface not covered with carpet is mopped.



General cleaning of room

During the general cleaning (**regardless of the category of the guest house and its location!**) the following actions must be performed:

- ◆ Full washing / dry cleaning of all bedding.
- ◆ Wet treatment of the mattress with a steam, cleaning from stains.
- ◆ Wet cleaning of all upholstered furniture.
- ◆ Wash / dry cleaning of curtains, tulle.
- ◆ Washing windows on both sides.
- ◆ Wipe walls from the ceiling to the floor with long handle stick.
- ◆ Check floor cleanliness under all movable furniture (beds, sofas, etc.).
- ◆ Bathroom walls are thoroughly treated with a special water stone removing detergent - from the ceiling to the floor.
- ◆ All ventilation grilles and hoods are washed if agreed with the technical service team.
- ◆ All door surfaces, closers and hard-to-reach places should be wiped.
- ◆ Mirrors, paintings, reproductions in a room must be removed and wiped (or vacuumed) on both sides.
- ◆ If room has a minibar or refrigerator, they should be defrosted and washed with a disinfectant to completely eliminate odors.
- ◆ Personal belongings in the room should be neatly folded in a visible place. Shoes should be placed with pairs in a corridor or hallway.
- ◆ During general cleaning serviceability of all room equipment and appliance and correct operation of television and radio should be checked.
- ◆ Ceiling must be treated with a vacuum cleaner with a special nozzle or wiped with a semi-moist "brush" with an extended handle.
- ◆ At the end of all cleaning procedures room should be fully equipped with bedding, fresh printed materials and all necessary guest house disposable items.

Public area

Beside rooms the following public areas should be treated daily or periodically:

- ◆ elevators
- ◆ stair railings
- ◆ tables in restaurant
- ◆ kitchen
- ◆ area of common use

This list might include other area and locations depending on what services are provided by guest house in its territory and guest house layout.

05.

Safety at the guest house

/ Potential threats in guest house

/ Ensuring security in guest house



Safety at the guest house

Guest house is a rest place and, as a result, there is increased concentration of people. Guest house administration is obliged to ensure not only comfortable living and a good rest, but also the safety of people living in the guest house. It is about protecting their lives, health, safety of their belongings, etc. Therefore, careful security is needed.

Potential threats in guest house:

- ❗ robbery;
- ❗ theft of property, documents, digital information;
- ❗ violent behavior of guests, visitors;
- ❗ terrorism.

To ensure security in guest house followings should be ensured:

- Regular training of employees on safety rules.
- Round-the-clock security and guard service.
- Round-the-clock registry work.
- Controlling guest house visitors. If visitor claims to come to one of guests, he or she should not be allowed in without guest's consent.
- Do not provide outsiders with information about employees and guests.



Security checkpoint on the territory of the guest house



Street lighting

- Balcony fencing in rooms should be at least 110 cm. high with distance between bars no more than 10 cm.
- Good lighting of surrounding area.
- Fence / fencing around the territory.
- Door / gate should be closed at night.
- CCTV cameras.
- Regular patrolling of territory.
- Control over utility rooms keys and universal keys (do not transfer them to each other).
- An agreement with security agencies on the services of the rapid response team.
- The police contacts located in a clearly visible place.
- Vaults in rooms.
- Vaults in common areas.
- Incentive program for staff in case of returning guest's valuable items.
- Monitoring content of bags and packages of employees upon leaving the guest house.



Security cameras



Survey of the guest house territory with video surveillance cameras



The guest house is surrounded by a fence

06.

Guest house facilities for people with disabilities

Guest house facilities for people with disabilities

Recently, attempts have been made to make travel and leisure equally accessible for people with different health conditions. These initiatives are only gaining momentum in our society, and the management of guest houses in Kyrgyzstan now largely determines how they will be implemented. All people, regardless of their state of health, should have equal opportunities to travel, stay in guest houses and receive other services.

To adapt guest house infrastructure and equip at least one room for the accommodation of persons with disabilities is a requirement of the time, an indicator of social orientation and humanity of business and just a human duty of each head of the guest house. How to do it?

- The arrangement of the territory begins with parking. It is important to provide an expanded parking space for wheelchair users, but the main condition is the possibility of unhindered wheelchair access from the parking lot: no curbs on the way.
- The entrance area of the guest house, of course, should be equipped with a ramp (1-1.1 m. wide, inclination angle is not more than 30-35 degrees, mandatory presence of a railing).
- The width of the front door of the guest house must not be less than 90 cm.
- PWD must be placed on the ground floor, as they have no way to climb upstairs. There should be free access to the room door (no obstacles along the route, extended doorways). Across the entire passage area, special rails and handrails must be installed.
- In the room designed for guests with disabilities should be no thresholds, door sills. All doorways must be at least 0.9 m wide. The doors are equipped with a magnetic stopper that allows them to be locked open (for wheelchair passage).
- Room area should be larger than the usual "standard" (often "standard" area is 28 square meters).
- The door peephole and chain should be located at 1.2 m high.
- It is very important to pay attention to the room preservation: equip corners with protective panels (removable and replaceable) so that wheelchair does not scratch them.

- Guest house must have at its disposal a special wheelchair to move around the building. In this case, you need to provide a special place for storing guest's wheelchair in the room. A wheelchair issued to the guest for moving around the building eases the stay at the guest house for both the guest and the maid (There is, of course, dirt from the street wheelchair).
- TV is better to install on a rotating panel.
- Desk should be curved so that you can pull up on a wheelchair.
- Sockets and switches are located at a height of 1-1.2 m.
- Wardrobe should be specifically designed: foldable hanger should be at 1.1-1.2 m. high.
- It is advisable to make wardrobe door in case-compartment type.
- An additional blanket should be located at a height not exceeding 1.2 m.
- The telephone in the room for people with disabilities must be portable.
- For a guest with disabilities to feel comfortable in the bathroom, it is necessary, first of all, to provide enough space – for free movement on a wheelchair.
- Bathroom should have special handrails to ease movement from wheelchair to bathtub and toilet seat.
- Toilet should be higher than regular.
- Sink, on the contrary, is placed below usual. Better if it is curved in the center.
- The shower is mounted at 0.9-1 m. height from the bottom of the bath.
- Mirrors, hair dryers, soap dispensers and shampoos should be placed at the level of a seated person.
- In order for a guest with disabilities not to feel impaired, it is also necessary to ensure the possibility of comfortable movement in the most important areas of the guest house.
- If the guest house cannot provide guests with a wheelchair to a store or to another necessary place, it still should find a way to provide him with all the necessary services.

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