



Hotel Business

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Profile: Magazine with complete coverage of front and back of house facilities and general hotel management, plus regular targeted features, Hotel Business is the number one business title for hotel professionals.

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spring cleaning

companies money that were not obvious at the time to the hotel owner," she says.

Targeting the right areas

It is a good idea to conduct heavy duty deep cleaning periodically in addition to a hotel's regular cleaning methods. Make sure to pay attention to areas that the public come into contact with on a regular basis.

"Hotel remote controls are a prime example of something that has to be cleaned properly," Ms Brown continues. "A filthy remote control will be noticed. Also door handles, light switches and the bathroom must be kept spotless. It also goes without saying that the bed has to be perfect."

Ms Brown believes that once a solid cleaning schedule has been devised, there is no need to change the routine if it is proving successful.

"So long as the places that people touch are cleaned regularly and other areas, including the hard to clean areas are all taken into consideration and scheduled, then you should have nothing to worry about," she says.

Julie Rogers, executive head housekeeper, The Lowry Hotel says: "Our hotel has a high number of areas that require our utmost care and attention, in particular our guest bedrooms, kitchens, and spa.

"The kitchen and back of house areas are our highest priority due to the safe preparation of food. However, our guest areas require the same attention to detail, not only to ensure our guests' comfort, but also due to the high use of these facilities, especially in the bedrooms. Our spa, comprising of a gym, sauna and treatment rooms, again require clinical cleanliness of spaces as well as equipment due to the health and safety security required," Ms Rogers adds.

The right tools for the job

It is important that the right product is chosen when cleaning different parts of a hotel, in order to achieve the highest standards possible. By law, all cleaning products have to meet certain safety standards and most manufacturers will be able to give you all the advice you might need to get the best out of each product.

A representative from Diversey Care says:

"Products designed for guests' rooms and bathrooms are likely to have formulations, which are not only effective at cleaning and hygiene, but which contain perfumes that create the right ambience for a better guest experience.

"For kitchens and serving areas they are likely to have formulations for sanitising and disinfection to



Kitchens must be kept clean for safety reasons

promote food safety and infection prevention, but are less likely to include perfumes in case they would taint the food being handled.

"Products for carpet and floor care must be chosen for the materials and surface being cleaned. Choosing the wrong products won't achieve good results and can leave residues in the carpet or make hard floors too slippery, not slippery enough, deliver a lacklustre finish, or even erode the flooring material altogether."

Ms Rogers says: "Careful evaluation of effectiveness of the product, simplicity and speed of application in conjunction with the cost of the product should be reviewed on a regular basis. A cheap product that does not deliver the desired result is not acceptable."

Ductwork – The Hidden Danger

Richard Norman, managing director of duct and specialist ventilation cleaning services provider, Indepth Hygiene gives us his advice on the importance of duct cleaning



Dirty and badly maintained ductwork, particularly in kitchen facilities, represents very serious fire risks. Ductwork fires are difficult to contain and extinguish. It is an area that can provide ideal conditions for fires to start and spread through the length and breadth of a building.

Ductwork may contain combustible dust and debris, or in the case of kitchen extract systems, highly flammable grease. Fire can also break out of ductwork into other parts of the building – or into neighbouring buildings.

In addition, ducts can often be difficult to access, making the fire service's job harder, and increasing potential for major property damage.

According to a survey of fire officers, grease extract ventilation systems linked to catering facilities pose the greatest risk to safety of building occupants; in fact they state that "in 9 out of 10 fires linked to catering facilities, un-cleaned grease deposits in extract ducting have ignited to make fires more widespread and destructive."

The Fire Safety Order has shifted responsibility for protecting building occupants from the dangers of fire to owners or managers of the premises. The fire authorities have powers to ensure compliance with the Order; failure to comply risks fines, closure of premises and even imprisonment.

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Under the Fire Order, the "responsible person" can be prosecuted for failing to fulfil his responsibilities to protect building occupants and, in the event of death or injury resulting from a fire, be subject to criminal prosecution.

The frequency of grease extraction systems is normally determined by usage. The industry standard TR/19 from B&ES states, for heavy use – around 12-16 hours a day – the system should be cleaned every three months. For moderate use – six-12 hours a day – systems should be cleaned every six months and for light usage – two to six hours a day – cleaning is required every 12 months.

However grease build-up can also be affected by the nature of cooking and fuel being used. Where cooking processes involve fat frying or wood/charcoal burning, cleaning may need to be more frequent.

In addition, insurers are disputing claims where there is evidence of non-compliance with the law. We are regularly asked to provide expert witness services in court cases dealing with disputes involving fires in grease extract systems. Furthermore, the country's leading property insurers are demanding in policy warranties that grease extract systems are cleaned in their entirety.

So an essential element of fire prevention in a hotel environment has to be regular and thorough ductwork inspection and cleaning.

The Old Vicarage Upgrades to Miele Professional

After realising that their current white goods had seen better days, owners of The Old Vicarage, Paul Gerrard and John McCall decided it was time to invest to get the best quality from their laundry and dish washing machines



The Old Vicarage is a boutique country house BnB in Norton, Presteigne near the Welsh and Herefordshire border. Awarded Best Bed and Breakfast in Wales by the Welsh Tourist Board soon after opening, it is a small business with high standards.

It is vital to the business that the BnB is kept spotlessly clean. Having always invested in Miele domestic appliances such as vacuum cleaners, fridges and freezers and been very impressed with their efficiency and reliability, two circumstances led to the owners, Paul Gerrard and John McCall making additional purchases of a Miele Professional washing machine and dishwasher.

It became apparent that the current towels and bathrobes needed replacing. They had been flattened and coarsened by the domestic top loading washing machine that Mr Gerrard and Mr McCall were using. They had invested in high quality towels and wanted to ensure that their texture, weave and pile were maintained.

Having carefully researched the market, Mr Gerrard and Mr McCall decided to buy a Miele Professional Little Giant machine (PW6065) that would wash thoroughly and quickly at high temperatures and yet maintain towels' original softness. In addition, the old domestic dishwasher that was installed needed replacing. Like the washing machine, it was vital that the new dishwasher would clean quickly at high temperatures and ensure a high-quality finish. The Miele Professional Dishwasher (PG6000) fitted the bill.

The Old Vicarage has reported a remarkable difference to the day-to-day running of the business since the installation of the Miele Professional appliances. The time it takes to process the laundry has been dramatically reduced, resulting in a much quicker turnaround time for room changeovers. Speed has not meant that the end results have been compromised, with towels and linen retaining their original soft and fluffy quality.

The dishwasher has also helped transformed the business. The Old Vicarage also serves dinner for up to 10 people. An intensive clean in the old dishwasher took up to two hours and even then glasses came out dull and lacking in sparkle. The Miele Professional dishwasher has reduced the time to between 20 to 30 minutes, dependent on the wash intensity, and crockery and glassware comes out clean and sparkling. The machine cycle is also very quiet, which allows it to be run several times during the evening meal service, cutting down the amount of hand washing required too.

Mr Gerrard said: "It has made our lives so much easier.

The machines are top of the range, but the high standards and efficiency of the products means that in the long run their quality and reliability means excellent value for money. In fact, we are so delighted with our washing machine and dishwasher that we have recently ordered two Miele ovens, to replace our ageing range cooker."

For more information on Miele Professional's products, call 0844 893 6907.

