



# Housekeeping

by Paola Mabasa

## Small but creative housekeeping touches that cost little but will impress guests

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Cleanliness is the guest's main concern when staying at a hotel. It's easy to keep a room clean, but what will make a hotel stand out from all the others? Towel creations.

Towel creations are a wonderful surprise enjoyed by both children and adults alike when they walk into their room. Children love to play with them and adults love trying to figure out how to make them. Every guest expects a clean room in the hotel. They do not, however, usually expect a towel creation to surprise them in their room.

For the little expense invested in materials and time, the outcome is enormous and will leave the guest desiring to stay in the same hotel again. The required materials consist of towels, which are already in supply, and rubber bands, which are not expensive. Towel creations are easy to make and take only a few minutes of the housekeeper's time before leaving the room. They can range from the easy, one towel creation that takes five seconds to make to the more complex creations that may take up to two whole minutes. Not only do they positively affect the guest's stay, but they are also cost and time efficient.

Even a simple fan-folded washcloth to hold the greeting card or to wrap around the bath amenities will certainly enhance the guest's experience!

Here are the directions for a few items that are easy to make:

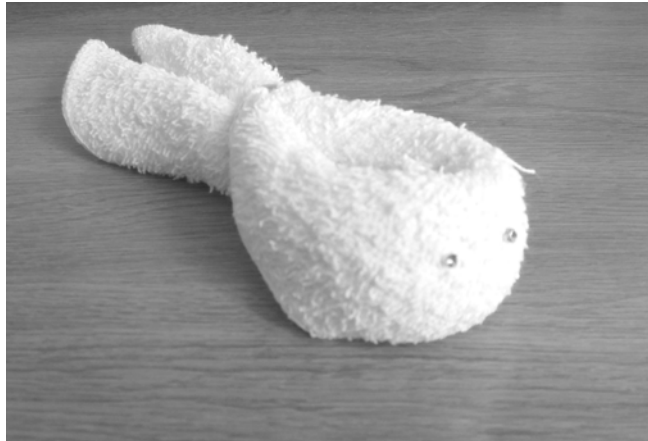
❖ **Flower Bouquet** (Need: 3 washcloths and a couple rubber bands)

Roll two washcloths and fold in half. If necessary, place a rubber band towards the folded end. Lay a third washcloth flat on top of a hand and place the two rolled washcloths on top of the palm in the middle of the washcloth. With the other hand, lift the four corners as if to wrap it. Place a rubber band to hold it together.



❖ **Fish** (Need: 1 washcloth and rubber band)

Fold a washcloth in half to make a triangle. Rotate the washcloth so that the bottom is flat and a point is at the top. Roll towards the point and fold in half. Place a rubber band in the middle. Optional: To be creative, place eye stickers or circular stickers for the eyes at the folded end.



❖ **Duck** (Need: 2 washcloths and a couple rubber bands)

Fold a washcloth in half to make a triangle. Rotate the washcloth so that the bottom is flat and a point is at the top. Roll towards the point, leaving a small triangle at the top for the beak. Fold in half downwards. At this point, the duck's head should be distinguishable. Fold up the two ends to make the wings and place a rubber band. Take a second washcloth and fold like a fan. Place the duck in the middle of the fan-folded towel and wrap the fan-folded towel around. Place a rubber band to hold in place. Optional: To be creative, place eye stickers or circular stickers for the eyes.



There are other methods to enhance the guest's experience that the housekeeper could do while cleaning a room. The housekeeper's primary role is to clean, but they also have a duty to provide exceptional service to further enhance the quality of the guest experience. This is what will distinguish the hotel apart from all the others and, consequently, increase the number of returning guests.

For more creative ideas to personalize the guest's stay, the housekeeper should observe the guest's habits regarding the room. By doing so, they will pick up hints of what could be done to enhance the guest's experience.

For example, if a child leaves their stuffed animal in the room, the stuffed animal could be placed reading a book or watching the TV with the remote control in its arm. If the extra blanket was taken out of the closet, the observant housekeeper could make the bed with the extra blanket already in it.

It is precisely little acts such as these that go a long way in the guest experience. Guests will appreciate the fact that the service staff cares so much about their comfort and stay. The housekeeper simply needs to be creative and have fun when performing their job! ❖

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