




Welcome



We are excited to introduce our exceptional online classes to you. To ensure a successful and enriching learning experience, please follow these steps:

-  Please be on mute.
-  Your webcam is optional.
-  Feel free to ask questions if you have any, so your instructor can find out what you need improvement with.



Preamble



**For a better learning experience,
we skip most questions to answer
in another session. The next class
will focus on both your questions
and our main lesson.**



Lesson Focus:

- Common vocabulary for cleaning tasks
- Key phrases and expressions for housekeepers
- Essential workplace communication



Cleaning Supplies & Equipment



Mop: I used a mop to clean the kitchen floor.

Broom: She grabbed a broom to sweep the dust from the hallway.

Dustpan: After sweeping, he used a dustpan to collect the dirt.

Vacuum cleaner: The vacuum cleaner is broken, so we need to clean the carpet by hand.

Duster: I wiped the shelves with a duster to remove dust.

Sponge: Used for scrubbing surfaces

She scrubbed the sink with a sponge and some detergent.

Cleaning cloth / Rag: Used for wiping surfaces

I used a cleaning cloth to wipe the table.

Disinfectant: A cleaning liquid that kills bacteria

Please spray some disinfectant on the doorknobs.



Cleaning Supplies & Equipment



Detergent: A cleaning soap for washing surfaces, clothes, or dishes

He poured some detergent into the water before mopping the floor.

Glass cleaner: Used to clean windows and mirrors.

The mirror was dirty, so I used glass cleaner to make it shine.

Sweep: Clean the floor using a broom

I need to sweep the porch because there are leaves everywhere.

Wipe: Clean a surface using a cloth

He wiped the table after dinner.

Dust: Remove dust from surfaces

The maid dusted the bookshelves every morning.

Scrub: Clean by rubbing hard

I had to scrub the oven because it was full of grease.



Cleaning Supplies & Equipment



Vacuum

We vacuum the carpets every evening before closing the hotel.

Polish: Make something shiny (e.g., furniture, silverware)

After cleaning the furniture, she polished the wooden table.

Sanitize / Disinfect: Kill germs and bacteria

It's important to sanitize the bathroom surfaces to kill germs.

Empty the trash: Remove garbage from trash bins

The housekeeper emptied the trash before leaving the room.

Change the sheets: Replace old bed sheets with clean ones

I forgot to change the sheets in the guest room.



Multiple Vocabulary Words Example



- First, I sweep the floor with a broom, then I mop it with a mop and disinfectant.
- After guests leave, I change the sheets, vacuum the carpet, and sanitize the bathroom.
- The kitchen was very dirty, so I scrubbed the counters with a sponge and some detergent.
- She used a duster to wipe the furniture and then polished the wooden table.
- Before leaving, I empty the trash and check if the guests need fresh towels.



Phrases & Expressions for Housekeepers



Polite Greetings & Introductions:

- Good morning! I'm here to clean your room.
- I hope you're having a great day!
- I'll be cleaning your room today. Let me know if you need anything.



Phrases & Expressions for Housekeepers



Asking for Permission:

- Excuse me, may I enter to clean?
- Would you like me to clean your room now, or should I come back later?
- Do you need fresh towels or extra toiletries?



Phrases & Expressions for Housekeepers



Describing Cleaning Tasks:

- I will vacuum the carpet and dust the furniture.
- I am changing the bed linens and replacing the towels.
- I need to disinfect the bathroom and restock the toiletries.
- I will mop the floor and sanitize the surfaces.



Phrases & Expressions for Housekeepers



Offering Assistance:

- Would you like me to tidy up anything else?
- Is there anything specific you would like me to clean?
- I can bring you extra soap or shampoo if you need it.



Phrases & Expressions for Housekeepers



Dealing with Requests & Complaints:

- I'm sorry for the inconvenience. I will fix that right away.
- I will take care of it immediately.
- Let me get my supervisor to assist you with this.
- I'll make sure your request is handled as soon as possible.



Phrases & Expressions for Housekeepers



Safety & Emergency Situations:

- Please be careful, the floor is wet.
- There is a spill here, I will clean it up right away.
- I found a broken glass, I will remove it safely.
- If you need anything urgent, please call the front desk.

