

## **STUDENT HOUSEKEEPERS - REUNIONS** **GENERAL INFORMATION AND ORIENTATION NOTICE**

### GENERAL INFORMATION:

1. **Student work hours: 8:00am – 1:30pm**
2. Contacts (for assistance, answers to questions, concerns)
  - a. The housekeeper assigned to the building, or a Lead Housekeeper.
  - b. Supervisor: Eunice Coutinho, [ecoutinh@mtholyoke.edu](mailto:ecoutinh@mtholyoke.edu)
  - c. Manager of Cleaning Services: Kerry Fisher, [kfisher@mtholyoke.edu](mailto:kfisher@mtholyoke.edu)

Cleaning equipment you will be using:

- |                                     |                        |
|-------------------------------------|------------------------|
| d. glass cleaner                    | f. all purpose cleaner |
| e. pails                            | g. trash liners        |
| f. dust mop & wet mop set up        | h. putty knife         |
| g. cleaning cloths & radiator brush | i. vacuum cleaners     |
| h. paper towels                     | j. lobby broom & pan   |
3. “P.P.E.” (Personal Protective Equipment) provided:
    - a. goggles & other eye protection devices
    - b. dust masks
    - c. work gloves & non-latex disposable gloves.
  4. “S.D.S.” (Safety Data Sheets) provided:
    - a. Information describing each chemical you may use containing important first aid procedures and emergencies involving that chemical. A condensed version of the main chemicals you may use will be available on ISIS or at the bell desk.
  5. If you become injured during your shift, please report the injury to the dorm’s housekeeper.
  7. General Description of Work Day:
    - a. Wear comfortable work clothing. Wear comfortable shoes [no open toed or open heel shoes, sandals, or flip-flops are allowed.]
    - b. **Each morning, sign in at bell desk** or designated area of the building to which you are assigned. (Failure to do this may result in NO PAY for the day.)
    - c. Remove trash, cardboard, & recyclables from all floors within the building to the appropriate trash or recycle rooms (usually located in the basement).
    - d. Replace, tie or otherwise secure trash & recycle liners in all containers you have emptied.
    - e. Use PPE (Personal Protective Equipment) to protect eyes, skin, ears, etc.
    - f. Thoroughly clean each room assigned:
      - Remove all trash, clothing, discarded student items. Check all closets and drawers. We have hand trucks available for removing heavy items. **(Anything of value or questionable value found must be brought to the attention of the housekeeper. Please indicate the room number the item was found in.) DO NOT REMOVE ANYTHING FROM THE BUILDING. Clothing items can be brought down to the ‘free bin.’**
      - **If you find a room that is really trashed, leave it as is and report it to your housekeeper immediately.**
      - If you find college furniture from one of the common areas, please report it to your housekeeper so she can have it moved back to its original location.
      - Dust all horizontal and vertical surfaces from ceiling to near floor.
      - Sweep all window screens and window sills.
      - Sweep floors, radiators, and baseboards.
      - Lower bunks or assemble beds. **See your housekeeper for the safe proper debunking method.** Do not attempt this alone - it takes 2 people. Place the metal bunk pins in the top dresser drawer. Place furniture in the correct positions.
      - Spot clean walls, ceilings, baseboards, woodwork, doors, drawers - removing any tape, tacks, papers, posters, gum, etc. as you go. Wipe closet shelf & closet rod. Leave ONLY three coat/clothing hangers for each expected guest.
      - Wash all furniture surfaces including inside the drawers.
      - Make bed(s) with bottom & top sheet, blanket (unless otherwise advised) and pillow inside pillowcase neatly. **[Housekeeper will instruct in proper method.]**
      - Place a “welcome paper”, soap bar, plastic cup, paper bag, 2 towels, and 1 face cloth on dresser for **each** expected guest as directed – see the dorm’s rooming list.
      - Damp mop all floors (especially edges & corners).

- Report any mechanical or structural problems in the room (i.e.: broken light fixtures, broken furniture, windows that do not open or close, etc.)
- Close windows, adjust shade or blinds.
- Stand in the doorway, look at the room, and be satisfied that the incoming guest will be pleased with the cleanliness of the space.

**7. Your housekeeper will assign other jobs and tasks as needed to prepare for the reunion guests.**

8. When your initial assignment (residence hall) is complete you may be re-assigned to another dorm on campus to continue preparations at that location.
9. Your work day ends at 1:30pm each day. Do not leave early and remember to sign out at the end of your day.

**10. Please refrain from using your mobile device during the work day except on a scheduled break time.**

Notify the Alumnae Association should anything prevent you from arriving at work on the days you are scheduled. ["No call / no show" incidents may result in the loss of your position.] **Notify your housekeeper, a lead housekeeper, or Eunice Coutinho should you suffer any injury during the course of your work.**

Work safely, have fun, make money, and thank you for helping the Housekeeping Department make our guests feel comfortable and welcome when they return to Mount Holyoke.

Eunice Coutinho  
Supervisor - Housekeeping  
[ecoutinh@mtholyoke.edu](mailto:ecoutinh@mtholyoke.edu)