



Preface

Author Robert Martin, in the preface to the third edition, noted that “change is pervasive.” Unfortunately, his words proved to be personally prophetic. Professor Martin passed away before the publication of that edition. His passing has left an enormous void in the lives of his colleagues and family, but, I believe, he would be pleased to see his work continuing on to the fourth edition.

The housekeeping profession has seen numerous changes (most for the better) since the third edition. Foremost has been the growing focus in housekeeping on the environment. Our favorite color is now “green,” and that should be the case among housekeepers everywhere. The focus has now shifted from cleaning for appearance to cleaning for health. Our primary concern as housekeepers is to provide a healthy environment in which our guests, customers, and employees can live, work, and play. To be sure, cleaning for appearance is still important, but it is secondary to the responsibility of providing a healthy environment. Toxic cleaning chemicals are being replaced by more environmentally benign products that in many cases actually work better than the chemicals they were designed to replace. New methods of cleaning and new cleaning equipment have revolutionized the science of cleaning, allowing us to reduce the amount of chemicals we use with no loss of effectiveness. They have also made the task of cleaning safer, not only for the occupant, but also for the employees who clean the building; and by providing a safer environment, we see productivity positively affected. This edition contains several articles on the newest discoveries in the science of cleaning, authored by some of the cleaning industry’s top experts.

Throughout this edition, the reader will encounter sidebars devoted to green cleaning techniques, called “Green Tips.” These are simple and cost-effective ways to lessen the impact of housekeeping on the environment. Another new series, entitled “Change Agents,” has been added to introduce the reader to our industry’s leaders who have made major contributions to the art and science of cleaning. A number of proven techniques

to improve the motivational climate in a housekeeping department are also introduced. These “Motivational Tips” were contributed by seasoned professionals in our industry.

The “face” of the modern executive housekeeper has been noticeably lacking in the first three editions of this book. Students can rarely identify anyone who has made his or her career in housekeeping. They find it difficult to identify with housekeeping and do not see themselves entering the profession. To rectify this oversight, a set of articles originally appearing in *Executive Housekeeping Today*, each entitled “Executive Profile,” has been added. These executives were chosen because they are representative of the people in this industry. Some are just starting their careers, some are well established, and others are looking back at a full and rewarding lifetime of service. Some are in hotels, some in hospitals, but there are other venues represented as well. Some are male, some female. Different races and ethnicities are also represented, but all share one commonality—they are managers in the housekeeping profession. It is hoped that by reading these biographies, students will begin to identify with these professionals and start to realize the opportunities that await them in housekeeping.

In the second edition, a chapter on hospitals and nursing homes was added, recognizing the fact that career opportunities in housekeeping are not limited to hotels. That concept has been expanded again, and so has the chapter. A name change was in order, so now the chapter is titled “Housekeeping in Other Venues.” Environmental services still dominates, but other opportunities and challenges awaiting the housekeeping professional are also featured.

Acknowledgments

We welcome several new contributors to the fourth edition. We have added the Bellagio Las Vegas, and we thank Kevin Holloway, Executive Housekeeper, and

Donald Trujillo, Director of Public Areas, for their assistance. For the first time we have featured a commercial laundry operation, and a note of sincere thanks goes to Hal Hobbs, Vice President of Plant Operations at Mission Industries, for his help with this section. Thanks also to the Chicago® Dryer Company, F. Keith Quarles, Regional Sales Director, and Carol Tyler, Director of Marketing, for their contribution. Thanks also to Stephen P. Ashkin, President of the Ashkin Group, for allowing us to feature some of his research on green cleaning and the environment. A heartfelt note of thanks to Larry Shideler, President, and Billy Mitchell, Vice President, of Marketing, at ProTeam™ for sharing their research on vacuuming and team cleaning. Thanks also to Bob Denton, President of Soy Technologies, Inc.; Fay E. Bosler, President of Newport Marketing Group, Inc.; and Patrick Stewart, President of EnvirOx, for their contributions. Thanks to Dan Harper, Vice President of Sales

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