FOUNDATION COURSE IN

ROOMS DIVISION OPERATIONS-I

(BHA-105)

HOUSEKEEPING

NCHMCT

National Council For Hotel Management and Catering Technology

(An Autonomous Body Under Ministry of Tourism, Govt. of India)

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Preface

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NCHMCT

National Council For Hotel Management and Catering Technology
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Welcome to the exciting world of hotel management. This student handbook has been meticulously crafted to provide you with a comprehensive understanding of the principles, practices, and strategies that are essential for success in the dynamic hospitality industry. As the global hospitality landscape continues to evolve, the role of hotel managers become increasingly multifaceted. This handbook written as per the new curriculum based on NEP is a reflection of our commitment to equipping you with the knowledge and skills that will make you not just a successful hotelier but a true hospitality professional.

I would like to extend my gratitude to the dedicated team of educators and industry experts who have contributed their expertise to this textbook. Their collective wisdom ensures that you receive the most relevant and up-to-date information. Remember, in the world of hotel management, the guest is at the heart of everything we do. I invoke you to approach your studies with the same spirit of guest-centricity. It has been a deliberate effort to keep the language used in the student handbook as simple as possible. Necessary pictorial illustrations, formats and review questions have been included to help the learners understand the concept without any difficulty. I wish you a rewarding and enriching learning experience.

Comments and suggestions are welcome for further improvement of the book.

Gyan Bhushan, IES

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INTRODUCTION TO HOUSEKEEPING

1
Chapter

1.0 UNIT OVERVIEW

1. Overview

This unit will provide the student with information about the Housekeeping in workplace and at home. It will apprise the students about the scope of housekeeping in hotels and other allied industries.

Learning Objectives

2. Learning Outcomes

Unit-I: Introduction to housekeeping	Outcomes By the end of this unit, the learner will be able to
Introduction	General Overview
Scope of Housekeeping	• Define Housekeeping • Understand the difference between housekeeping at home, workplace, and hospitality industry • Elaborate on the scope of housekeeping
Opportunities and application in the hospitality and allied sectors	• Establish the application of housekeeping in hospitality and allied sectors • List all the potential career paths in context of housekeeping • Identify and list all other allied sectors in which housekeeping department has a major role to play.

1.1 INTRODUCTION

Housekeeping is an operational department of the hotel. It is responsible for the cleanliness, maintenance, and aesthetic upkeep of rooms, public areas, back areas, and surroundings. Housekeeping refers to the management and organization of tasks and activities necessary to maintain a clean, orderly, and functional environment, typically in a home or a workplace.

Check your Progress

Q. 1. Define housekeeping.

1.2 SCOPE OF HOUSEKEEPING

The primary purpose of housekeeping is to ensure that spaces are safe, hygienic, and aesthetically pleasing. The term housekeeping is commonly used in various contexts:

1. **Housekeeping in a Home:** In a household setting, housekeeping involves activities like cleaning rooms, dusting furniture, doing laundry, washing dishes, sweeping floors, and taking care of general tidiness. It is essential to create a comfortable and healthy living environment for the residents.

Figure 2.1 Housekeeping

Housekeeping in a Workplace: In a business or office environment, housekeeping includes tasks such as maintaining cleanliness in workspaces, common areas, and restrooms. It also involves keeping office supplies organized and ensuring the overall orderliness of the workplace.

2. **Housekeeping in the Hospitality Industry:** In hotels, resorts, and other hospitality establishments, housekeeping plays a crucial role in ensuring that guest rooms and public areas are well-maintained, clean, and inviting.
3. **Digital Housekeeping:** This refers to the management of data, files, and information on computers and digital devices. It involves organizing files, deleting unnecessary data, and keeping the digital workspace clutter-free.

The scope of housekeeping can include, but is not limited to, the following:

1. Cleaning and sanitizing: This involves dusting, sweeping, mopping, vacuuming, and disinfecting surfaces to remove dirt, dust, and germs.
2. Room preparation: In hotels or guest accommodations, housekeeping staff prepares rooms for new arrivals, ensuring that everything is tidy, well-stocked, and functional.
3. Laundry: Cleaning, folding, and organizing linens, towels, and other fabrics are often part of housekeeping duties.
4. Waste management: Proper disposal of garbage and waste materials is crucial to maintain cleanliness and prevent odors or pests.
5. Restocking supplies: Housekeeping may involve replenishing toiletries, cleaning products, and other necessary items.

Figure 2.2 Housekeeping

6. Maintenance reporting: Housekeepers may be responsible for reporting any damages or issues that need repair or attention.
7. Safety and security: Housekeeping staff might be involved in ensuring that safety protocols are followed, emergency exits are accessible, and potential hazards are minimized.
8. Organizing and de cluttering: Arranging items in an orderly manner and de cluttering spaces contribute to a neat and organized environment.
9. Special cleaning tasks: This includes periodic deep cleaning, carpet cleaning, window washing, etc.
10. Guest services: In hospitality settings, housekeeping staff may also interact with guests and respond to their requests.

Check your Progress

Q.1. What is the primary purpose of the housekeeping department?

Q.2. What do you understand about housekeeping at home?

Q.3 Define Housekeeping in the Hospitality Industry.

1.2 OPPORTUNITIES AND APPLICATION IN THE HOSPITALITY AND ALLIED SECTORS

Housekeeping plays a crucial role in the hospitality and allied sectors, as it directly impacts the overall guest experience and the reputation of the business. The main opportunities and applications of housekeeping in these sectors include:

1. **Enhancing Guest Experience:** Housekeeping is essential for creating a clean, comfortable, and welcoming environment for guests. A well-maintained room or facility contributes to a positive guest experience, leading to higher satisfaction and potential return visits.

   Maintaining Hygiene and Safety: In the hospitality industry, hygiene and safety are of utmost importance. Proper housekeeping practices help prevent the spread of infections, maintain cleanliness, and ensure compliance with health and safety regulations.

   Reputation Management: Positive guest reviews and word-of-mouth recommendations are vital for any business in the hospitality sector. High-quality housekeeping services can significantly influence the reputation of hotels, resorts, restaurants, and other establishments.

Figure 2.2 Guest Experience

2. **Cost Efficiency:** Effective housekeeping practices can lead to better resource management, reduced waste, and increased energy efficiency. This, in turn, can help control operational costs and improve the bottom line.
3. **Staff Training and Development:** Housekeeping departments offer opportunities for job training and skill development for staff members, contributing to their career growth within the organization.
4. **Sustainable Practices:** Many travelers nowadays are eco-conscious and prefer to stay in environmentally friendly accommodations. Housekeeping can implement sustainable practices like waste reduction, water conservation, and the use of eco-friendly cleaning products to attract such guests.
5. **Inventory and Asset Management:** Housekeeping departments are responsible for managing inventory and assets like linens, toiletries, and furniture. Proper tracking and maintenance can help reduce losses and optimize stock levels.

   Adaptation to Technology: Advancements in technology have introduced various tools and software to streamline housekeeping operations. These include housekeeping management systems, mobile apps for task allocation, and IoT devices for monitoring room conditions.
6. **Expansion of Services:** Housekeeping services are not limited to hotels; they can be extended to various allied sectors such as hospitals, senior living facilities, office buildings, and vacation rentals.

Smart hotel room is a room that makes use of 'smart' electronic devices powered by the Internet of Things (IoT). This IoT technology means that what were once ordinary devices are now fitted with internet connectivity, allowing them to send and receive data and, effectively, communicate with one another.

Figure 2.3 Smart Room

7. **Crisis Management:** During times of crises (e.g., pandemic outbreaks), housekeeping plays a crucial role in implementing and maintaining enhanced sanitation protocols to ensure the safety of guests and staff.
8. **Up selling Opportunities:** Well-maintained rooms and facilities create an excellent impression on guests, which may lead to up selling opportunities for premium services or room upgrades.

Some of the potential career paths include:

1. **Room Attendant/Housekeeper**: This is the entry-level position in housekeeping, responsible for cleaning and maintaining guest rooms, replenishing amenities, and ensuring the overall cleanliness of the accommodation.
2. **Housekeeping Supervisor**: A supervisor oversees a team of housekeeping staff, assigns tasks, maintains inventory, and ensures quality control in the cleanliness and presentation of rooms and public areas.

3. **Executive Housekeeper**: As an executive housekeeper, you'll be in charge of the entire housekeeping department, managing budgets, coordinating staff, implementing training programs, and maintaining high cleanliness standards.
4. **Laundry Manager**: In this role, you'll handle the laundry operations of the establishment, ensuring that all linens, towels, and other fabrics are cleaned, pressed, and presented neatly.
5. **Housekeeping Manager/Director**: This role involves overseeing the entire housekeeping department, coordinating with other departments, and ensuring the establishment's cleanliness, hygiene, and sanitation standards are met.

Figure 2.4 Hotel Professionals

Housekeeping Trainer: As a trainer, you would be responsible for training new housekeeping staff, ensuring they understand the proper cleaning procedures and safety protocols.

6. **Cruise Ship Housekeeping Staff**: Cruise ships require a large team of housekeeping professionals to maintain the cleanliness of cabins, public areas, and crew quarters.
7. **Resort Housekeeping Manager**: This role involves managing housekeeping operations within a resort, which may include not only guest rooms but also recreational areas and facilities.
8. **Hospital Housekeeping Staff**: Hospitals and healthcare facilities also need housekeeping personnel to maintain a clean and sterile environment.
9. **Event Venue Housekeeping Staff**: Large event venues, such as convention centers or sports arenas, often require dedicated housekeeping staff to ensure the cleanliness of the facilities during events and conferences.
10. **Facilities Management**: Housekeeping professionals with experience in managing large properties and facilities may transition into facilities management roles, overseeing the overall maintenance and cleanliness of buildings.
11. **Quality Control Inspector**: In this role, you'd be responsible for inspecting rooms and public areas to ensure they meet the established cleanliness standards.

The hospitality industry offers ample opportunities for career advancement and growth within the housekeeping department and beyond. Housekeeping professionals who

exhibit strong leadership skills, attention to detail, and a commitment to customer satisfaction often have the potential to progress into higher management positions within the hospitality industry.

Moreover, the experience gained in housekeeping, such as attention to cleanliness, time management, and teamwork, can also open doors to other areas within the hospitality sector, like front desk management, guest services, or event planning.

Housekeeping professionals can find employment in a variety of industries that require cleaning and maintenance services. Some of the industries that commonly employ housekeeping professionals include:

Hospitality: Hotels, resorts, and other accommodation facilities require housekeeping staff to maintain cleanliness and orderliness in guest rooms, common areas, and other facilities.

1. **Healthcare:** Hospitals, clinics, nursing homes, and other healthcare facilities need housekeeping professionals to ensure a clean and hygienic environment for patients, staff, and visitors.

Figure 2.5 Healthcare Housekeeping

2. **Education:** Schools, colleges, and universities often employ housekeeping staff to keep classrooms, libraries, dormitories, and other areas tidy and clean.
3. **Corporate Offices:** Large office buildings and corporate facilities often have housekeeping teams to maintain a clean and organized workspace for employees and visitors.
4. **Commercial Facilities:** Various commercial establishments such as malls, retail stores, supermarkets, and restaurants require housekeeping services to keep their premises clean and presentable to customers.
5. **Cruise Ships:** Housekeeping professionals are essential on cruise ships to maintain cabins, public areas, and recreational spaces for passengers.
6. **Airports:** Airports employ housekeeping staff to keep terminals, waiting areas, and restrooms clean and welcoming for travelers.
7. **Event Management:** Event venues and conference centers hire housekeeping staff to prepare and maintain the spaces for events and clean up afterward.

8. **Manufacturing:** Some manufacturing facilities need housekeeping professionals to maintain cleanliness and safety in their workspaces.

Figure 2.7 Airport/airline Housekeeping

9. Residential Services: Housekeeping professionals can also work in private households, providing cleaning and maintenance services for individuals or families.

Senior Living Facilities: Assisted living homes and retirement communities require housekeeping staff to ensure a clean and comfortable living environment for residents.

10. Government Facilities: Government offices, public buildings, and community centers may employ housekeeping professionals to maintain cleanliness and hygiene.

Fitness Centers and Spas: Gyms, fitness centers, and spas require housekeeping staff to keep workout areas, locker rooms, and spa facilities clean and sanitized.

Figure 2.6 Office Housekeeping

These are just a few examples, and there may be other industries or specialized sectors where housekeeping professionals are needed. The demand for housekeeping services is widespread, making it a versatile and potentially stable career path.

Check your Progress

Q. 1. What is the importance of positive guest reviews and word-of-mouth recommendations?

Q. 2. What is the importance of Staff Training and Development in the housekeeping department?

1.3. LET US SUM UP

Housekeeping is a fundamental aspect of the hospitality and allied sectors, offering various opportunities to enhance guest experiences, improve efficiency, and maintain high standards of hygiene and safety. By recognizing and leveraging these opportunities, businesses can stay competitive and thrive in their respective markets.

Housekeeping plays a crucial role in the hospitality industry and allied areas, ensuring that hotels, resorts, cruise ships, and other accommodations are clean, well-maintained, and provide a comfortable experience for guests. The career opportunities in housekeeping within the hospitality sector and related fields can be diverse and rewarding.

1.4 REVIEW QUESTIONS

Q.1 Short Answer Questions

a) Define Housekeeping

b) Write short notes on

- Housekeeping in the workplace:
- Digital Housekeeping

Q.2 Long Answer Questions

a) Write an essay on the scope of housekeeping

b) Discuss the main opportunities & applications of housekeeping in different sectors

c) List down the name of any 10 industries which can employ housekeeping professionals

1.5 ACTIVITIES

Activities	
Activity 1	Visit any 4 of the following (as per the availability/Convenience) and collect information on the housekeeping activities of those organizations in groups of five- • Hotels • Resorts • Hospitals • Universities • Large office buildings • Airports • Some manufacturing facilities • Any other Each Group to give a preserntation in class detailing the observations .
Activity 2	Collect the information from different sources having the scope for potential career paths in housekeeping and submit an assignment on it.

HOUSEKEEPING DEPARTMENT

2
Chapter

Overview

This unit will provide the student with information about the areas which come under the scope of housekeeping. Students shall be able to identify and list the major responsibilities fulfilled by the housekeeping department. Knowledge about housekeeping's sub-departments and inter-departmental coordination of room division shall also be gained.

"You can make a hotel of pure gold, but no one will visit unless you provide quality service"

-Biki Oberoi

Figure 2.1

Learning Objectives

S.no	Unit 2 : Housekeeping Department	Outcomes By the end of this unit the learner will be able to
2.1	Introduction	General Overview
2.2	Areas of responsibility	• Identify and list the different areas under the scope of housekeeping department • Elaborate on the major responsibilities as well
2.3	Sub Departments	• Describe the various sub departments in the housekeeping department • Illustrate the layout of the housekeeping department
2.4	Attributes of housekeeping personnel	• Assess the various attributes of housekeeping personnel
2.5	Interdepartmental coordination with other departments	• Establish the need and importance of interdepartmental coordination between rooms division and other departments

2.1 INTRODUCTION

In the hospitality industry, hotels stand as a symbol of comfort, luxury, and relaxation for travelers worldwide. Among the myriad of elements that contribute to a delightful guest experience, housekeeping plays a pivotal role. Often underrated and overlooked, the importance of housekeeping in a hotel cannot be overstated. It is the backbone that upholds the reputation and success of the establishment. This chapter will delve into the significance and role of the housekeeping department in a hotel.

Cleaning and organizing is a practice, not a project.

-Meagon Francis

Figure 2.3

The first and most important characteristic of a reputable hotel is cleanliness. The appearance and arrangement of the guest's room, as well as the atmosphere of the hotel an entity, frequently influence the guest's first impression. The foyer, guest rooms, and public spaces are all kept immaculately clean and maintained by housekeeping. This level of cleanliness ensures that guests will be comfortable and well-cared for during their stay in addition to creating a welcoming and pleasant ambiance. Moreover, housekeeping directly influences guest satisfaction and loyalty. A guest who enters a well-groomed and organized room is more likely to feel at ease and content with their choice of accommodation. On the other hand, a messy room with improperly organized bed linen and depleted supplies can leave guests disappointed and unsatisfied. Positive customer experiences lead to word-of-mouth referrals, favorable web reviews, and repeat business, all of which are essential for the hotel's success in a cutthroat industry.

Figure 2.2 Housekeeping tasks

Significance of Housekeeping

Additionally, to what is stated above, housekeeping is essential for upholding safety and hygiene standards. Hotels with a constant stream of guests turn into bacterial and viral hotspots. The housekeeping staff's consistent and thorough cleaning, sanitization, and disinfection procedures aid in stopping the spread of infections and diseases. Strict adherence to hygiene rules protects not just the hotel's staff but also the guests, fostering a safe and healthy atmosphere for everyone involved.

The effectiveness and efficiency of housekeeping also affect the hotel's operational effectiveness. To enable smooth guest transitions, such as timely check-ins and check-outs, housekeeping employees need to work together with other departments. The hotel's dedication to providing outstanding service is shown by the timely cleaning and preparation of rooms as well as the prompt response to guest requests for additional amenities. This efficiency can directly influence the hotel's revenue as higher guest turnover and positive reviews result in increased occupancy rates.

Furthermore, to these responsibilities, cleaning plays a vital role in the upkeep and preservation of hotel assets. Furniture, fixtures, and other equipment last longer when they are cleaned and maintained properly, which lowers the frequency of replacement. Housekeeping is essential to cost management and the hotel's overall financial health since it protects these assets.

Check your Progress

Q. 1. Why housekeeping is an important department in a hotel?

2.2 AREAS OF RESPONSIBILITY

The housekeeping department in a hotel plays a crucial role in maintaining the overall cleanliness, hygiene, and aesthetic appeal of the property. It is responsible for ensuring that guests have a comfortable and pleasant stay while upholding the hotel's reputation for excellence. The areas of responsibility of the Housekeeping Department are diverse and encompass various essential tasks.

For a better understanding let's look at Figure 2.4 below :

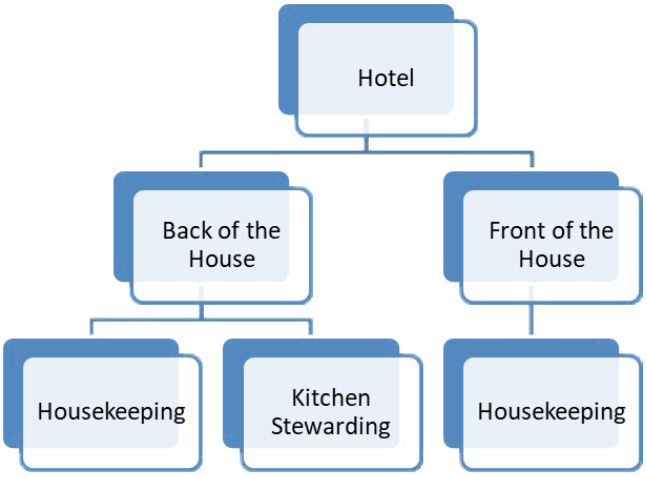


Figure 2.4

The entire hotel can be divided into two broad areas as below :

1. **Front of the House:** All the areas those are accessible and visible to guests. These areas are designed and managed to provide services and interactions with guests. They are the public areas of the hotel where guests experience the hotel's hospitality and services. Typically, the front of the house includes the following areas:
   - **Lobby**: The main entrance area where guests are greeted and where they may find sections like the front desk, concierge, and seating areas.
   - **Reception/ Front Desk**: The areas where guests are received and registered, check-in and check-out take place. Here they can inquire about hotel services, make reservations, and get assistance during their stay.
   - **Concierge Desk**: The place where guests can seek advice on local attractions, restaurants, and activities, and where they can arrange for transportation or other services.
   - **Guestrooms**: The rooms or suites where guests stay during their visit.

   Restaurants and Bars: The dining and drinking establishments that are open to guests and sometimes the general public.

   - **Meeting and Event Spaces**: Any designated areas for conferences, meetings, or events that guests may attend.

Figure 2.5

- **Public Restrooms**: Facilities available for guests to use in common areas.
- **Corridors /Staircases/ Elevators**: The hallways, staircases, and elevators that guests use to access their rooms and other facilities.
- **Recreational areas:** Swimming Pool, Gymnasium, Spa, Gaming arcades, Shopping arcade, or any other space used by guests for recreation purposes.
- **Building Façade and Parking:** The exterior part of the building and all the guest parking areas of the hotel.
- **Landscaped areas:** All the gardens on the hotel premise.

2. **Back of the house:** The areas and operations in the "back of the house" are those that are not easily visible to guests. To support numerous tasks required for the hotel's efficient operation, staff members operate in the hotel's back office. For the front-of-house (public) areas to provide an excellent and effective guest experience, these areas are crucial. The back of the house areas under housekeeping typically includes:

   - **Staff Areas**: This includes various spaces where hotel employee's work and rest, such as employee break rooms, locker rooms, and offices.
   - **Housekeeping and sub departments**: The entire housekeeping department along with its sub-departments like laundry, linen and uniform room, desk, flower room, etc are considered part of the back of the house.
   - **Storage and Supplies**: The back of the house houses storage areas for hotel supplies, including food and beverage items, cleaning supplies, linen, guest amenities, and other equipment.

   Administrative Offices: Administrative functions, such as human resources, accounting, and management offices, are usually located in the back of the house.

   - **Maintenance Areas**: Facilities where maintenance staff store tools, perform repairs, and maintain the entire hotel's infrastructure are also part of the back of the house.
   - **Service Entrances**: This is where deliveries are made and garbage is collected.
   - The hotel is divided into front-of-house and back-of-house areas to facilitate efficient operations and to maintain a high level of guest service while keeping the behind-the-scenes activities out of the customers' direct line of sight.

Kitchen Stewarding Department:

Kitchen and food preparation areas where meals are prepared for the hotel's restaurants, room service, events, etc are part of the back of the house. The cleaning of these areas is the responsibility of the kitchen stewarding department.

Figure 2.6

Major responsibilities of the Housekeeping Department :

Guest Room Cleaning and Inspection: Housekeeping staff are responsible for cleaning and preparing guest rooms, including changing bed linens, vacuuming or mopping floors, dusting furniture, and ensuring the room is tidy and well-stocked with amenities. Regular inspections of guest rooms are commonly carried out by housekeeping managers or supervisors to check for cleanliness, adherence to hotel standards, and protocol compliance.

- **Public Area Cleaning and Inspection**: This entails keeping public areas clean and presentable at all times, including lobbies, corridors, elevators, lounges, and restrooms. Regular inspections of public areas are also commonly carried out by housekeeping managers or supervisors to check for cleanliness, adherence to hotel standards, and protocol compliance.

Figure 2.7 Public Area Cleaning

- **Linen and Laundry Services**: Housekeeping oversees the hotel's laundry operations, including washing, drying, ironing, and folding linens, towels, and guest clothing. Housekeeping is also responsible to operate and regulate the linen room, uniform room, and sewing room as well. This includes providing uniforms and linen to all departments as well.Guest laundry is also a part of this.

Figure 2.8 Horticulture

Horticulture Services: The entire requirement of flowers, plants, and landscaping is under the scope of Housekeeping.

- **Inventory Management**: Keeping track of housekeeping supplies, such as linen, cleaning agents, toiletries, and guest amenities, and ensuring their timely replenishment is part of their responsibility.
- **Reporting Damages or Maintenance Issues**: The maintenance department is often notified by the housekeeping staff for any damages or maintenance problems they come across while performing their tasks.
- **Lost and Found**: The housekeeping department usually manages the lost and found items in the hotel, making efforts to return lost items to their owners or keeping them securely until claimed.
- **Pest Control**: Maintaining a pest-free environment is vital in a hotel. Housekeeping staff may take preventive measures and report any signs of pest infestations to the appropriate authorities.

An **eco hotel**, or a **green hotel**, is an environmentally sustainable hotel or accommodation that has made important environmental improvements to its structure in order to minimize its impact on the natural environment.

Figure 2.9 Green Hotel

- **Team Training**: Ensuring that all housekeeping staff are properly trained in cleaning procedures, safety protocols, and guest interaction is essential for maintaining consistent service quality.

  Special Requests: Accommodating guest special requests, such as extra amenities, specific room setups, or additional services, falls under the purview of the housekeeping department.
- **Coordination with other departments**: Effective communication with the other departments is crucial to managing and executing all day-to-day activities.
- **Green Initiatives**: Many hotels implement environmentally friendly practices, and the housekeeping department plays a role in supporting these initiatives by using eco-friendly cleaning products and practices.

Check your Progress

Q.1. How will you divide the hotel in terms of area responsibility of the housekeeping department? Discuss with suitable examples.

Q.2. Elaborate on the areas of responsibility of the housekeeping department.

2.3 SUB DEPARTMENTS OF HOUSEKEEPING

The housekeeping department's sub-departments are crucial for several reasons, including the fact that they contribute to the efficient and effective operation of the organization's overall housekeeping activities. Housekeeping encompasses a wide range of tasks, from room cleaning to laundry, maintenance, and public area cleaning. Each team can specialize in a particular set of tasks by separating the department into sub-departments, which boosts productivity in each area. It is simpler to deploy resources and staff members appropriately

when each sub-department has its own distinct set of roles and responsibilities. Ideally, the Sub departments of housekeeping are aligned physically near to each other but there is no set rule or parameter to define the same. Keeping in mind the space availability the sub-departments are designed in the most practical and convenient way. Nevertheless, a few factors to be kept in mind are :

- Total number of rooms in a hotel
- Number of Staff
- What kind of business is forecasted
- Food and Beverage Outlets (including Banqueting and Meeting rooms)
- Linen/supplies/agents and equipment Inventory

The following typically constitute the sub-departments of housekeeping in a hotel :

- **Desk control room:** Also known as the nerve center of the housekeeping department, this area serves as the hub for coordination and communication between the front desk and other departments. A sizable notice board should be in the desk control area where staff schedules and daily instructions can be posted. All employees report to the desk control room where they check in to start their work and check out when their shift is over. Guest requests / all call logs and key control are also important functions of the desk control room.

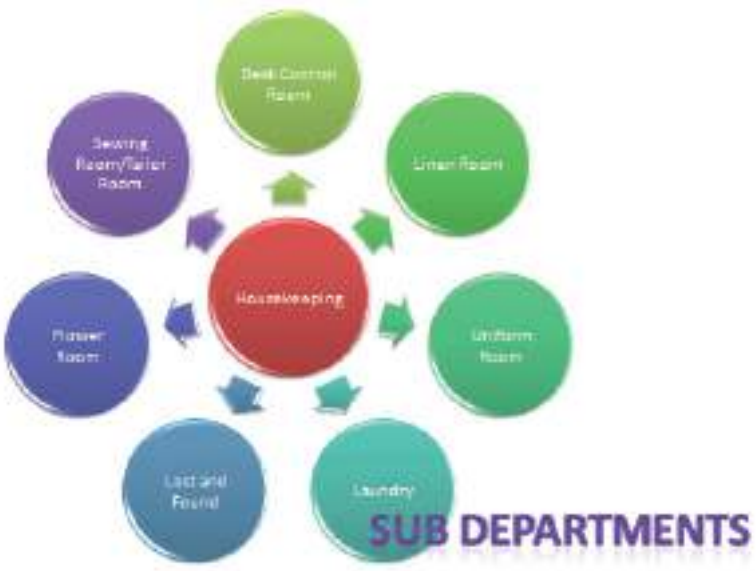


Figure 2.10 Sub departments of Housekeeping

- **Linen Room:** In this room, linen is stored for both receiving and issue. The space should be spacious, airy, and cool without being stuffy or humid. It needs to have enough shelves that are simple to access to hold all the linen. It ought to be secure and provide no possibilities for theft. The location where the linen is exchanged needs to have a counter. It is ideal if the room is close to the laundry so that linen can be supplied from there.

  Uniform room: This room stocks the uniform in current use. Shirts, pants, skirts, dresses, coats, and aprons can all be properly arranged and stored in the room's hooks, hangers, and compartments. A combined uniform room and linen room is common in smaller

hotels. Depending on how many uniforms are in use, a separate uniform room may be necessary in larger hotels

Figure 2.11 Hotel Laundry

- **Laundry:** Laundry operations play a vital role in ensuring the smooth functioning and impeccable service of a hotel. Behind the scenes, a well-organized laundry department efficiently handles the constant flow of soiled linens, towels, and uniforms, ensuring they are meticulously cleaned, pressed, and presented to guests with pristine quality. From guest rooms to dining areas and spa facilities, the laundry team ensures that every fabric meets the highest standards of cleanliness and hygiene. For the most productive results, the laundry should be situated right next to the linen room.
- **Lost and Found Section:** Located usually next to the housekeeping desk, this dedicated area is where the department diligently collects, logs, and stores any misplaced belongings found on the hotel premises. Enough storage with a secure locking mechanism should be provided to store valuable items as well.
- **Flower room/Florist Room:** To keep the flowers fresh, this space should have air conditioning. All the tools required for floral arrangement should be present in the room, along with a work table and a sink with running water. Storage should be provided to store all basic ingredients used in arrangements.
- **Sewing Room/Tailor Room:** This room is kept for house tailors who attend to the stitching and patch-up work of linen and uniforms. Usually found in large hotels.
- The following are not sub-departments but areas that would be identified as allied areas for facilitating the smooth flow of operations of the housekeeping department.
- **Executive Housekeeper's office:** An executive housekeeper is required to organize, advise, brief, and interact with her staff members. The workplace should ideally include transparent surfaces (glass) so that she or he can see what is going on outside the door. The secretary's cabin, which would direct traffic into the housekeeper's office, should be adjacent to this office. For record keeping, there should be enough storage available.
- **Linen room store:** This room holds the stock of new linen & fabric materials for uniforms, etc. The inventory held should be adequate to restock the entire hotel at once. Only

when linen in circulation is not available due to a shortage, damage, or loss are these supplies used. There should be a lot of shelves, often 6" above the ground, and a cool, dry environment.

- **Housekeeping Store:** This essential hub serves as a well-organized inventory place for the housekeeping staff. Stocked with a plethora of cleaning supplies, toiletries, and essential amenities, the store ensures that each guest room is immaculately prepared and replenished daily. Owing to the huge inventory, it should be clean, cool, dry, and secure.
- **Upholstery/Furniture/Heavy Equipment Store:** A common area to house all upholstery tools, extra furniture, and all heavy machinery of the department is stored. In many hotels, these stores might be separate as well owing to the availability of space. Since it houses fabric/wood / electrical equipment, this area needs to cool, dry, clean, and secure as well.

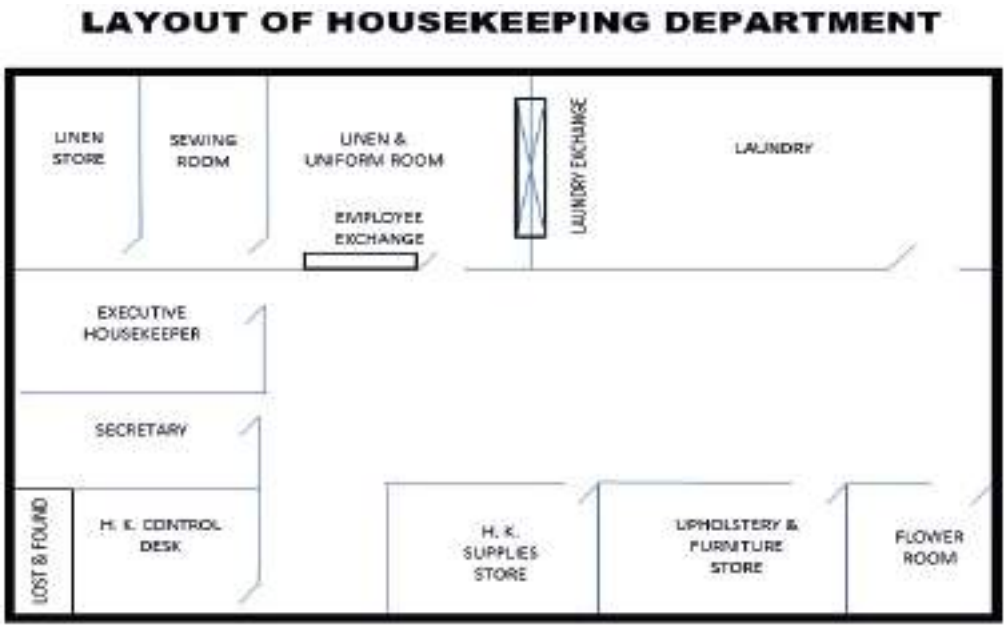


Figure 2.13 Sample layout of housekeeping department

Check your Progress

Q.1 Which all sections constitute the sub-departments of housekeeping?

Q.2 Draw the layout of the housekeeping department.

2.4 ATTRIBUTES OF HOUSEKEEPING PERSONNEL

The productiveness and performance of a housekeeping team can be significantly impacted by their personality attributes. While everyone has a different personality, the following are some typical and desirable characteristics of housekeeping staff:

- **Grooming:** Housekeeping staff needs to be groomed well in all aspects. This includes personal hygiene as well.
- **Diligence:** Housekeeping personnel must be meticulous and detail-oriented. They need to handle a variety of activities with accuracy and make sure that areas are well-cleaned and arranged.
- **Reliability:** In a housekeeping position, dependability is essential. As an individual, one should be able to rely upon you to consistently give results at par with the standards of the hotel.
- **Organized:** A competent housekeeper should be efficient with their time. They must prioritize tasks and work systematically to cover all areas without missing anything.
- **Eye for detail:** In housekeeping, paying close attention to details is crucial. A thorough cleaning guarantees that every nook and cranny is adequately cleaned and aesthetically pleasing.
- **Physical stamina:** Working in housekeeping can be physically taxing because employees must frequently stand, walk, lift, and carry heavy goods. To handle the demands of the profession, it helps to be physically fit.

Figure 2.14 Attributes of housekeeping personnel

- **Flexibility:** Housekeepers frequently operate in a fluid environment with shifting schedules and unforeseen needs. It's crucial to be flexible and adaptable in these circumstances.
- **Focused on providing excellent customer service:** Housekeeping personnel routinely engage with guests, so being approachable and polite enhances the experience for everyone.
- **Trustworthiness:** Housekeeping personnel have access to guests' private spaces, thus it is essential that they can be trusted with their belongings and property.
- **Team player:** Housekeeping is often part of a larger hospitality team. A smooth operation depends on everyone working as a team, communicating clearly, and collaborating.
- **Self-motivation:** While housekeepers are provided with schedules and directions, they must also possess this quality to uphold high standards and act independently when necessary.

- **Positivity:** A cheery and upbeat attitude can significantly alter productivity and enhance the overall environment of the organization.
- **Use discretion:** Housekeeping personnel may encounter sensitive or private matters/items while doing their duties. It's crucial to be discrete and respect guests' privacy.

While all of these qualities are desirable, it's vital to remember that not everyone possesses them equally. These skills can be improved with training and support from supervisors, which will help the housekeeping team succeed.

Check your Progress

Q.1.Define the various attributes of housekeeping personnel.

2.5 INTER-DEPARTMENT COORDINATION - HOUSEKEEPING

Coordination within Rooms Division – Housekeeping and Front Office Department

Revenue from rooms makes up for a large chunk of the hotel's total sales. To achieve maximum revenue it is imperative to have the most productive partnership between housekeeping and the front office, hence it is of supreme importance that these two departments are absolutely in tandem with each other. As we all know that the product which is "Room" is being made by housekeeping and sold by the front office, considering this, the following are the major coordination points on which housekeeping and front office need to collaborate to achieve maximum profits.

Figure 2.15 Inter-Departmental Coordination

Room status communication: The housekeeping and front office need to maintain constant communication about room statuses. When a guest checks out, the front office informs housekeeping, so they can promptly clean and prepare the room for the next guest. Similarly, if a guest requests early check-in or late checkout, housekeeping needs to be informed to adjust their cleaning schedule accordingly.

- **Guest requests and complaints:** When guests make special requests or have complaints about their rooms, the front office communicates these to the housekeeping department. Housekeeping ensures that any specific requests are fulfilled, such as extra towels or bedding, and takes necessary actions to address any complaints related to room cleanliness or maintenance.
- **Lost and found items:** If guests leave behind belongings in their rooms or any other area in a hotel, the front office reports the same to housekeeping. Housekeeping is responsible for regularly checking and maintaining the lost and found storage, and when guests inquire about lost items, the front office coordinates with housekeeping to locate and return them.

- **Room allocation:** When assigning rooms to guests during the check-in process, the front office must consider the room availability and the status of rooms cleaned by housekeeping. This coordination ensures a smooth and efficient check-in process for guests.
- **Maintenance and repairs:** If the front office or guests report any maintenance issues in the rooms, the front office communicates this to the housekeeping department, which can then arrange for maintenance staff to address the problems promptly.
- **VIP and special requests:** For VIP guests or those with specific preferences, the front office communicates these details to housekeeping. This may include preferences for room amenities, bedding, or any special services required.
- **Occupancy information:** The front office provides housekeeping with information about the number of expected arrivals and departures each day. This allows the housekeeping department to plan their cleaning schedules and allocate resources efficiently.

VIP AMENITIES

- Assorted cookies
- Assorted biscuits
- Dry fruits, nuts
- Assorted chocolates and pastries
- Cheese Platter
- Large fruit basket
- Large flower arrangement
- Upgraded Bathroom supplies
- Free Mini Bar

The above are just an indication; every hotel has a different policy for placing amenities in VIP rooms

Figure 2.16 VIP amenities

- Billing accuracy: Both departments need to coordinate when it comes to charges related to any missing item from the room, mini-bar usage, or any damages in the room. The housekeeping communicates these charges to the front desk so they can verify and cross-check before finalizing the guest's bill.Top of Form

Coordination with Stores

Usually, housekeeping has a separate store that holds linen/ supplies/ agents, etc to full fill its day-to-day operational needs. As and when the stocks of these items need to be replenished from the main stores on a requirement basis, housekeeping needs to requisite these items. An indent needs to be raised for the same. Smaller hotels usually do not have a separate store. They indent directly from the main/general stores. For sample format for indent refer to figure 2.17

Indent no :

HOTEL STAR

STORE INDENT FORM

Date of Indent : _____ Date required on : _____

S.no	Particulars	Quantity Required	Quantity Issued	Balance	Rate	Amount	Remarks

Indent Made by :_____ Indent authorised by :_____

Storekeeper : _____ Indent received by : _____

Date of Receiving : _____

Figure 2.17

Coordination with Security Department

Considering that housekeeping is a hotspot for many security hazards, its coordination with the security department is crucial. Fires, theft, lost and find items and key loss issues

are some major areas where housekeeping needs to be trained well on how to report and deal with such issues. Housekeeping staff should also be made aware to report any suspicious activity immediately. In today's times, Guest security and privacy is another sensitive issue that needs handling with utmost care and discretion. Security departments should conduct regular training classes, mock fire drills, etc, to create awareness and educate them in all the above-mentioned areas.

Coordination with Human Resources Department

All matters concerning departmental recruitments, salaries and wages of the staff, employee grievances, leave maintenance, tax issues, appraisals, promotions, transfers, induction, and exit procedures, learning and development needs of employees, redressal of disciplinary issues, and other employee welfare schemes is taken care by the human resource department.

Coordination with Purchase Department

For procuring housekeeping supplies /amenities/ linen/ cleaning agents/ equipment etc the housekeeping approaches the purchasing department by raising a purchase requisition or a material requisition on a need basis. The requisition should be raised well in advance so that the operations do not suffer. A proper purchase procedure is followed thereafter. For sample format for purchase requisition refer to figure 2.18

Requisition no :

HOTEL STAR

MATERIAL REQUISITION FORM

Date : Department Code: Requested by :

Date Delivery Required by : Deliver to: Quote no :

S.no	Particulars	Quantity	Unit	Description	Unit Price	Quantity in stock	Remarks
					Shipping		
Vendor ID :					Sub Total		
					Tax		
					Total		

Requisitioner : Approved by : Purchase Department :

Date : Date : Date :

Figure2.18 sample Material requisition form

Coordination with the Maintenance or Engineering Department

The coordination between housekeeping and maintenance is a hand-in-glove situation. Housekeeping relies heavily on the maintenance department to give its best output. Both departments have distinct roles, but their responsibilities often overlap, and effective communication and collaboration are crucial for providing a pleasant and well-maintained hotel facility.

Following are the points on which Housekeeping and maintenance should work in harmony to give the best productivity.

- **Room inspections and maintenance requests:** Housekeeping staff are usually the first to identify any maintenance issues in guest rooms during their cleaning rounds. They need to promptly report these issues to the maintenance department using a standardized maintenance request form or a digital system. The maintenance team can then prioritize and address these issues promptly. The various heads under which the work is done are electrical /carpentry/mechanical/boiler/plumbing/masonry.
- **Routine/Preventive/Scheduled maintenance:**

1. Routine Maintenance is the activities that involve the general upkeep of the hotel. This is usually done by the housekeeping department itself. The housekeeping department takes the help of the maintenance department as and where required
2. Preventive Maintenance is divided into three parts namely inspections/work orders/ minor corrections. Housekeeping staff may also observe and report any signs of wear and tear or potential issues during their daily tasks, contributing to the preventive maintenance efforts. In large hotels usually one multiskilled person is deployed by the maintenance department to take care of all these minor issues and complete the work orders raised. Apart from this, the maintenance dept is also responsible for conducting regular inspections and preventive maintenance on various systems and equipment throughout the hotel. This includes HVAC systems, plumbing, electrical, and other facilities. Sample Maintenance request form Figure 2.19
3. Scheduled maintenance: Problems that are beyond the scope of minor corrections, then need to be scheduled duly by initiating a work order so that the housekeeping can block the area if required in advance.

HOTEL STAR

MAINTENANCE REQUEST FORM			
TIME		DATE	
LOCATION			
ROOM NO			
REPORTED BY			
DETAILS OF ISSUE			
ASSIGNED TO			
DATE COMPLETED		TIME SPENT	
COMPLETED BY			
REMARKS			
SHIFT IN- CHARGE		SIGN	

Figure 2.19 Sample maintenance request form

- **Housekeeping supplies and equipment:** The maintenance department plays a role in ensuring that housekeeping staff have access to functional equipment and supplies required for their tasks. This includes vacuum cleaners, trolleys, cleaning agents, and other tools. If any equipment breaks down or requires maintenance, housekeeping needs to communicate this to the maintenance team to arrange repairs or replacements.
- **Emergency response:** In the event of an emergency like a water leak, power outage, or malfunctioning equipment, the coordination between housekeeping and maintenance becomes crucial. Housekeeping staff may be the first to notice such issues and should report them immediately to the maintenance team, who can take appropriate action to resolve the situation promptly.
- **Renovations and refurbishments:** During hotel renovations or refurbishment projects, housekeeping and maintenance must closely collaborate to ensure minimal disruption to guests. Housekeeping needs to be aware of areas under renovation to adjust their cleaning schedules, and maintenance must work in coordination with housekeeping to prioritize areas that need attention.
- **Communication and meetings:** Regular meetings and effective communication channels should be established between housekeeping and maintenance supervisors or managers. This helps in discussing ongoing issues, upcoming projects, maintenance schedules, and any other relevant matters that require coordination.

Coordination with the Food and Beverage Department

In a hotel, the coordination between the Housekeeping and Food and Beverage (F&B) departments is crucial for maintaining a smooth and efficient operation. Both departments play significant roles in providing a positive guest experience, and their collaboration ensures that guests receive high-quality service during their stay.

Here are some key aspects of the coordination between the Housekeeping and Food and Beverage departments in a hotel:

1. **Banquet and Event Setups:** When the F&B department organizes banquets, conferences, weddings, or other events; the Housekeeping department assists in setting up the event space with the flowers, decorations, linens, and other amenities. After the event, Housekeeping staff ensures the timely cleaning and tidying of the venue.

Figure 2.20 Food and Beverage Linen

2. **Restaurant and Dining Area Maintenance:** The Housekeeping department plays a role in keeping the dining areas clean and well-maintained. They help in cleaning spills and ensuring the overall cleanliness and hygiene of the F&B outlets. Pest Control is another area where scheduling and coordination are required.

   Linen and Uniform Management: Housekeeping ensures an adequate supply of fresh, clean linens to all F&B outlets. It is also responsible to provide crisp and neat uniforms.

3. **Hygiene and Safety:** Both departments follow strict hygiene and safety protocols to maintain a clean and safe environment for guests and staff. They work together to uphold health standards and prevent cross-contamination between food and guest areas.

Check your Progress

Q1. Explain the interdepartmental coordination between the housekeeping and the departments listed below in brief :-

- Stores
- Purchase Department
- Human Resource Department
- Security Department

Inter department coordination - Front Office

The Front Office department is the hub of the hotel and is crucial in providing guests with a warm welcome. Each department in a hotel depends on the others and is unable to provide services on its own. Therefore, it becomes essential for all departments to work together to guarantee prompt service and the greatest possible guest experience. The front desk informs other departments of the needs of the guests, and they collaborate closely and coordinate the delivery of the necessary goods and services.

Co-ordination with Sales and Marketing

Rooms are the largest and highest-selling product of the hotel, so these two departments need to have better teamwork and interactions with each other. Both departments help each other in tandem to increase the sales & revenue for the hotel. The following information is coordinated between these two departments:

- Guest histories
- Room Reservation Records (Group, Corporate, Travel agencies, demography)
- Room Availability Status (Current & future) – as to know which rooms to sell in the future to design a marketing strategy for the off-season.
- Setting the transient and bulk room sales
- The Front Office must take every effort to keep the room information on room availability status and guest histories

Guest histories are marketing analyses of guests' geographic and demographic information that also provide information about guest activities while staying at the hotel

Figure 2.21 Guest history

current & accurate so that the Sales & Marketing division can make the right strategies based on the data.

- The front office needs information on special promotion which is done by Sales & Marketing department. For eg. Special rates, Inclusion campaigns, etc.

Coordination with Engineering / Maintenance Department

These departments coordinate with each other for the following information-

Regular maintenance of the hotel's structure, systems, and equipment (Electrical & Mechanical)

- The front office informs directly to maintenance department about any repair work required to be done immediately for the occupied guest room.
- In case where an occupied room in which extensive maintenance problem arises, the front office requests the guest for his/her room change and informs HK for under maintenance.

ROOM STATUS

- OCC - Occupied
- VC - Vacant & Clean
- VD - Vacant & Dirty
- CO - Check Out
- OOO - Out of Order
- DND - Do Not Disturb
- DNCO - Did not Check Out
- V - Vacant Room
- VR - Vacant & Ready
- NL - No Luggage
- DL - Double Lock

Figure 2.22 Room status

Coordination with Security Department

- Patrolling the property
- Monitoring surveillance equipment
- Ensuring the safety & security of guests, visitors, and employees on the hotel property.

Coordination with Finance Department

- The front desk provides a daily summary of the financial transactions after night auditing to the finance controller.
- It helps the finance controller to make budgets for the current & upcoming period.
- Discrepancy regarding the settlement of bills can be reduced to the lowest level with the help of good coordination between the two departments.
- It helps in securing cash, processing foreign exchange, and payrolls for front office staff based on attendance.

Coordination with Human Resources Department

Close coordination and communication between the front desk and the human resource (HR) department helps in the growth and development of front office employees.

- HR department helps in recruitment (External recruitment & internal re-assignment)
- Training for the new staff, a refresher training course for existing staff, and cross-training.
- Maintains employee relations, attendance & regulates compensation benefits, etc.

Coordination with the F&B department

- The front office department works with banquets to display information on bulletin boards in the lobby and place directional signage for specific event areas.

To ensure that any correspondence from the parties hosting the functions reaches the front desk promptly, the banquet department sends FP Sheets (Function Prospectus Sheets) to the front desk.

- Arrival and departure of guests
- In-house and expected - VIPs and corporate guests, groups, crews, etc
- Special arrangements like cookies, fruit baskets, and assorted dry fruits.
- Information about Scanty baggage guest: All Point of Sales (POS) is notified about In-house Scanty baggage guest to receive all payments in cash from them and no credit is given to them. (No-Post Status)
- Groups and guests with booking of specific meal plans and special instructions for allergies, etc.
- Amenities vouchers and IOM (Inter-office Memo) are used to communicate the above information by the Front Office department.

Function Prospectus

Function Prospectus/Banquet Event Order is used by the banquet department of a hotel to take care and note customer's needs. The FP is approved by the customer and contains details like venue, seating style, time of the function, expected guests etc, this helps to eliminate possible misunderstanding and queries. It also helps the hotel to plan resources, food preparation, and layout.

Figure 2.23 Function Prospectus

Co-ordination with Housekeeping Department

Rooms generate maximum revenue for hotels. Since rooms are the major responsibility of Housekeeping, it has a very important role to play. These two departments communicate with each other and share the information with the help of different reports as follows –

Communication from Front Office to Housekeeping:

- Arrival List – to prepare the rooms according to the check-in time and status
- Departure List – to know about the vacant rooms and prepare accordingly
- Expected Arrival List – expected arrivals, VIPs, Groups, etc.
- In-house List – to provide service to the stay-over guests.
- Rooming List – for group arrivals so that rooms should be prepared
- Room Change Report – for cleaning, lost & found & laundry, purpose
- Discrepancy Report – a report showing the difference between the front office room status with the room statuses of the housekeeping occupancy report. It helps in:

Information Flow From HK to FO

- Housekeepers Report
- Vacant rooms post departure
- Sleep out Rooms
- Out of order Rooms
- Not Packed Rooms
- No Baggage Rooms
- Scanty Baggage Rooms
- Physical Guest Occupancy
- Do Not Disturb Rooms
- Double Lock Rooms

Figure 2.24 Info Flow

- Updating room status
- Find DNCO (Did not Check Out) & Sleepers (a room from which the guest has checked out but it is showing as occupied in front office room status records).
- To know the exact house count.
- Charge the guest if an extra person has occupied the room.
- Coordinate guest room change.

➢ Rooms Checkout information is also shared at the departure of the guest for checking the room for posting of mini bar, lost & found & damages, etc.

Check your Progress

Q1. Explain the interdepartmental coordination between the Front Office and the departments listed below in brief :-

- Maintenance Department
- Finance Department
- Human Resource Department
- Security Department

2.6 LET US SUM UP

The Housekeeping Department is an essential component of the hospitality industry, playing a crucial role in ensuring guest satisfaction and maintaining the overall cleanliness and order of the establishment. This chapter delves into the key aspects of the Housekeeping Department, highlighting its responsibilities, and the significance it holds. The chapter commences by outlining the primary responsibilities of the Housekeeping Department, which revolve around providing a clean, comfortable, and aesthetically pleasing environment for guests. Next, the chapter discusses the area division and sub-departments as well.

From the Laundry, and linen room, to the flower room and allied areas, every section has a vital role in ensuring the smooth functioning of the department. Clear communication channels and efficient delegation of tasks contribute to the overall effectiveness of the team. A major focus of the chapter lies in defining interdepartmental coordination among all concerned departments. The Housekeeping Department's coordination with other departments, particularly Front Office and Engineering, is also highlighted. Effective collaboration ensures seamless guest experiences, as well as prompts resolution of maintenance issues.

Unless you have 100% customer satisfaction , you must improve

In summary, the Housekeeping Department is the backbone of any hospitality establishment, providing an essential service that directly impacts guest satisfaction. By maintaining order, cleanliness, and attention to detail, this

department ensures that guests enjoy a comfortable and pleasant stay, leaving a lasting positive impression and fostering loyalty to the property.

2.7 REVIEW QUESTIONS

Q.1 Fill in the blanks

a) _____ department is responsible for the cleaning of the kitchen areas.

b) Public restrooms are a part of the _____of the house.

c) Administrative offices are a part of the _____of the house.

d) Flowers, plants, and landscaping collectively are called _____ section.

e) _____department manages the Lost and Found in a hotel.

f) _____ is also known as the nerve center of the hotel.

g) _____ needs to be raised to issue items from stores.

Q.2 True and False

a) Function Prospectus is prepared by Housekeeping department T/F

b) Housekeeping department is responsible to provide fresh and clean uniform to all other departments T/F

c) Security department conducts mock fire drills in a hotel T/F

d) Discrepancy report is prepared by housekeeping T/F

e) Function Prospectus is made by front office department T/F

Q.3 Multiple choice questions

a) Which one is not an important personal attribute of housekeeping personnel

i. Team Player

ii. Computer skills

iii. Discretion

iv. Eye for Detail

b) Pest Control in a hotel is the responsibility of which department

i. Maintenance

ii. Housekeeping

iii. Front Office

iv. Food and Beverage

c) Check in and checkout takes place at :

i. Lobby

ii. Reception

iii. Concierge

iv. Guestroom

Q.4 Short Answer Questions

a) What are the three types of maintenance schedules followed?

b) List the various VIP amenities

c) What are the allied areas of housekeeping department

Q.5 Long Answer Questions

a) Define front of the house and back of the house terms. Elaborate on both using examples.

b) While selecting housekeeping personnel for a job which personal attributes would you keep in mind?

c) Describe the sub departments of housekeeping department.

d) Explain the interdepartmental coordination between the departments listed below in brief :

- Front Office and Housekeeping
- Food and Beverage and Housekeeping
- Front Office and Sales
- Housekeeping and Maintenance

2.8 ACTIVITIES

Activity 1	Students to visit a five-star hotel observe the housekeeping department layout and draw the same and present it to the class in groups of four.
Activity 2	Enact a role play in hiring a housekeeping associate basing the interview on the attributes of housekeeping personnel.
Activity 3	Divide the students into groups of 6 and work out an Interdepartmental coordination of the Rooms Division department with other departments in the institute. Suggest at least 3 ways to improve the existing process.

Caselet:

It was a busy evening at The Grand Paradise Hotel, with guests checking in and out, and the lobby bustling with activity. The front office team, led by Mr. Rawat, was responsible for ensuring smooth check-ins, answering guest queries, and managing room allocations. Simultaneously, the housekeeping department, under the diligent supervision of Ms. Gupta, was responsible for maintaining the impeccable cleanliness and organization of the hotel's guest rooms.

Despite being equipped with the latest software and communication systems, a recurring problem emerged. The front office team struggled to receive timely updates on the status of cleaned and vacant rooms from housekeeping. Consequently, they would unknowingly assign occupied rooms to new guests, leading to embarrassing situations and a decline in guest satisfaction.

Ms. Gupta, on the other hand, believed her team was providing timely updates. She argued that the front office might not be checking the system frequently enough or that there could be a technological glitch causing the delay in communication. The situation became increasingly frustrating for both departments, and the blame game only escalated the tension.

The issue not only impacted the guests but also created additional stress for both teams. The front office faced the wrath of disappointed guests who were either assigned occupied rooms or had to wait for room availability. At the same time, the housekeeping team had to endure the annoyance of guests who claimed their rooms were not promptly cleaned upon arrival.

Questions:

a) What do you think was the main root cause of the issue at hand?

b) What Mr. Rawat or Ms. Gupta could have done differently to avoid these unpleasant situations?

c) In a case of technical failure, what methods/procedures could be adopted to ensure smooth operations?

3
Chapter

PREPARING TO CLEAN

Overview

This unit will provide the student with information about the preparation for cleaning by organizing the resources required. This unit also discusses Room status reporting and provides information on how to prioritize the cleaning of various types of rooms.

Learning Objectives

S.no	Unit -3 Preparing to Clean	Outcomes By the end of this unit the learner will be able to
3.1	Introduction	General Overview
3.2	Housekeeping Pantry	• Describe the setup of the Housekeeping pantry • Enumerate the contents of the floor pantry and how they are categorized
3.3	Significance	• Determine the role of the pantry and allied functions associated with it.
3.4	Layout	• Illustrate the layout of the floor pantry
3.5	List of Inventory Maintained	• List the stock of inventory at the housekeeping pantry • Identify the various cleaning agents, linen, and supplies kept at the floor pantry
3.6	Assembling supplies and stocking the cart/caddy	• Illustrate the setup of the room attendant's cart and caddy. • Enumerate the contents of the cart/caddy.
3.7	Room status reporting	• Enlist the room types of status based on the occupancy of guests and the condition of the room. • Prepare the Room status report.
3.8	Setting the priority of scheduling cleaning	• Formulate a priority for scheduling cleaning. • Systemize the order of cleaning based on the room status report

3.1 INTRODUCTION

Preparing to clean is as essential as cleaning itself. The Housekeeping pantry is a store for all essential linen, guest supplies, cleaning supplies, and room attendant's carts which enable efficient and effective cleaning.

The Room attendants prepare the Room Status report indicating the current status of the guest rooms after conducting a physical check of all guest rooms so that any discrepancy with the front office room status can be identified and resolved.

The room attendant conducts the cleaning of guest rooms in a sequence based on the priority of cleaning which is based on the guest's needs and is most efficient.

Check your Progress

Q1. What are the essential steps involved in preparing to clean?

3.2 HOUSEKEEPING PANTRY

A floor pantry is set up on every floor to keep a supply of linen, guest supplies, and cleaning supplies for the floor. The floor pantry holds one complete set of linen apart from the other linen stock in circulation as it functions as a satellite linen room for the floor.

The location of the pantry must be away from the guest view and best situated in the service area near the service elevators. It has racks and shelves to stock all linen & supplies. These must be organized, clean, and dry at all times. The Layout of the pantry must be convenient for the employees to easily locate and reach all the stored items. The pantry also contains the Room attendant's carts. Setting up the Maid's cart and caddy helps to transport these to the guest rooms so that frequent visits to the pantry are avoided.

A janitor's closet is placed in the pantry for storing cleaning equipment such as vacuum cleaners, mops, brooms, buckets, dust pans, squeegees, dusters, brushes, etc. Some large hotels may have a separate janitor's pantry if required.

A satellite Linen Pantry may be set up where the quantity of linen is large and it is not possible to store all the linen in the pantry.

A linen chute is located near the floor pantry, sometimes even inside this area.

Garbage hampers/chute are required to ensure proper waste disposal.

Figure 3.1 Part of a Floor Pantry

Source: Pinterest

All areas of the pantry must be identified and a proper setup must be displayed so that it can be maintained at all times.

Most housekeepers display the standard operating procedures, (SOPs), work cards, and even material safety data sheets (MSDS) on the pantry notice board.

Check your Progress

Q1. What is a Floor Pantry?

3.3 SIGNIFICANCE

Imagine a scenario where the room attendant has to run to the housekeeping store or the main linen room every time there is a need for an extra cleaning supply or linen item!

The housekeeping pantry is set up at the floor level to make sure that all guest supplies, cleaning supplies, and linen items required for the cleaning and servicing of all guest rooms and corridors on the floor are available to the employees at an accessible distance. The stock records for these items are updated and a list of items in the pantry is maintained.

The floor pantry also contributes to reducing theft and pilferage as the area is kept locked when not in use and expensive items are stored under lock and key in the cupboard.

In case of any guest requests such as extra towels or even an extra bed, such items can be stored in the floor pantry so that the time for providing these to the guests is reduced and the efficiency of the employees is improved.

The floor pantry is equipped with a sink and water supply so that small tasks such as washing glasses and dilution of cleaning agents can be carried out.

The pantry is a place that gets used throughout the shift and at the end of the shift the garbage disposal, dirty linen transfer, and restocking of supplies is done at one place away from the guest's view.

A well-stocked pantry enables the employees to start their work efficiently at the beginning of every shift.

Check your Progress

Q1. What is the significance of the Floor Pantry?

3.4 LAYOUT

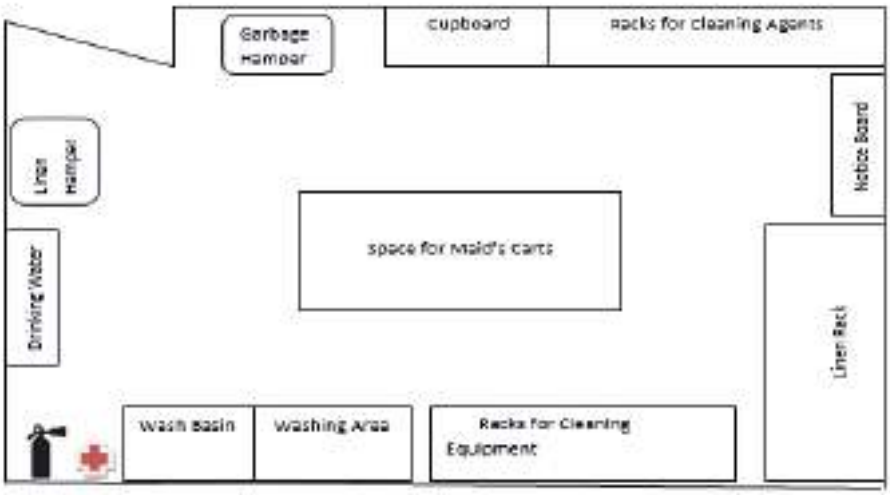


Figure 3.2 Sample Layout of Floor Pantry

The layout of the floor pantry must allow the following:

- Easy access to all supplies and equipment
- The flow of work must be smooth without any obstruction should to the movement of employees.
- There must be only one entry and exit point for security reasons.
- All cupboards must have locks.
- Storage racks must be well-ventilated and spacious.
- The pantry must have a water connection and a separate area for washing and dying small items such as glasses.
- The Linen hampers must be placed close to the linen chute.
- In case the hotel has a garbage chute, the waste baskets must be placed close to it.
- The furniture and fixtures must be placed against the walls allowing easy movement of trolleys.

The floor pantry must be close to the service elevator, and the floor corridor and if possible be placed at a distance equally spaced among the guest rooms located on that floor.

Check your Progress

Q1. Explain the position of various equipment and fixtures in the Floor Pantry

3.5 LIST OF INVENTORY MAINTAINED

The floor pantry is a store for the supplies and equipment required for smooth operations at the floor level.

The amount and type of cleaning supplies, guest supplies, and equipment vary among different properties. Some items that can be found are illustrated below.

Cleaning equipment	Guest supplies	Cleaning supplies
Vacuum cleaners	Guest room Linen	Cleaning cloths
Rotary floor machines	Toiletries	Microfiber
Carpet shampoo machines	Soaps	Spray bottles
Containers	Shampoos	Sponges
Box-sweepers	Body shampoos	Liquid cleaning agents
Mop wringers	Loofah	Acids,
Mops	TCM supplies	Alkalis
Brooms	Stationery supplies	Stain removers.
	Laundry lists	Abrasives
	Menu cards	Organic solvents
	Door knob cards	De-odorants
	Grooming kits	Bleaches
	Sewing kits	Glass cleaners
	Laundry bags	Soaps
	Clothes hangers	Detergents
	Utility bags	Disinfectants
	Shoe Mitts/ Shoe Kits	Rubber gloves
	Mini bar supplies	Polishes
	Tent cards	
	Potpourri	
	Magazines/newspapers	
	Good night kits	
	Water bottles	
	Glasses	
	Gargle glasses	
	Toilet tissues	
	Sani bins	
	Facial tissues	
	Guest loan items	

Check your Progress

Q1. Enlist the inventory maintained in the Floor Pantry.

3.6 ASSEMBLING SUPPLIES AND STOCKING THE MAIDS CART/ CADDY

The maid's cart is a movable store that helps the housekeeping employee to stock all the required supplies and equipment required for servicing the guest rooms. A well-stocked maid's cart reduces the number of visits to the floor pantry to fetch supplies throughout the shift.

The Maid's cart is preferably set up at the end of the shift for use on the next day.

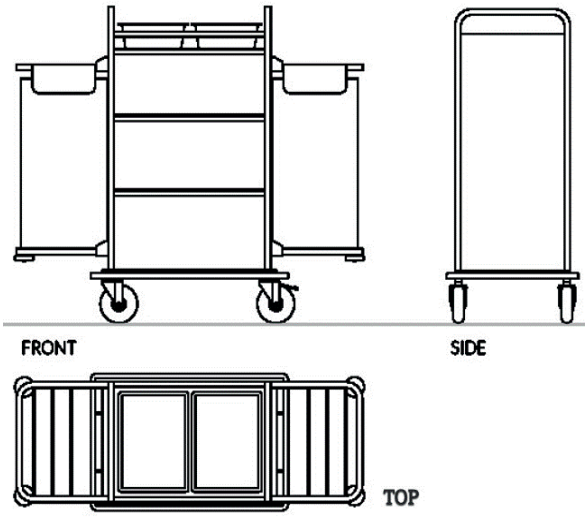


Figure 3.3 Structure of Maid's Trolley

The trolley is fitted with castors/wheels that enable it to be moved easily. It has different compartments for stacking linen, guest supplies, and cleaning supplies. There is a dirty linen hamper on one side and a garbage hamper on the other side.

The housekeeping employee must ensure that the cart is well stocked and all items are easily accessible. It is a good idea to have a depiction of a neatly stocked maid's cart displayed in the floor pantry which serves as a sample for the setup.

Figure 3.4 A sample setup of the Maid's trolley

Figure 3.5 Hand Caddy

Caddy is a storage container that has sections and is used to carry cleaning supplies required for bathroom cleaning. The caddy is carried into the guest bathroom and helps to have all cleaning supplies in one place. In the course of cleaning certain items may become wet, the caddy is a safe place to keep such items so that they do not stain and spoil other surfaces.

Check your Progress

Q1. What is the best way to set up the maid's cart?

3.7 ROOM STATUS REPORTING

The room maids prepare the Housekeeping status report or the Room status report after physically checking all guest rooms assigned to them. The status of each room whether occupied, departure, vacant, out of order, or on change has to be clearly stated.

The Room Status of all guest rooms must be updated at all times and any discrepancies between the status as reported by the front office and housekeeping must be resolved so that the correct position of the status is reported.

The procedure for checking the room status may vary as per the hotel policy. In certain hotels, a physical check of the status is done by knocking on each door (except for the doors that have the do not disturb/DND sign displayed.) However, this could cause disturbance to the guests. Therefore it is common practice to physically check only the rooms indicated as departure rooms, out-of-order rooms, on-change, and vacant rooms for physical verification.

A sample format of the Room Status Report shows the room number, type of room, the status of the room as per housekeeping, also the status as per the front office report. This helps to identify and resolve any discrepancies in room status that arise. This ensures that there is no loss of room revenue, as well as the turnover of departure rooms, happens efficiently.

ROOM STATUS REPORT

HOTEL STAR

Rooms Division Department

Housekeepers Detailed Report

Room No	Type	Status	AM/ PM Sections	FO Report	Reservation Status
101	DX	I		VAC	NR
102	ST	D		VAC	R
103	DX	C		VAC	NR
104	ST	I		VAC	R
105	ST	D		OCC	OCC
107	SDX	D		OCC	OCC
108	ST	D		OCC	OCC
109	DX	I		VAC	NR

SDX- Super Deluxe, DX- Deluxe, ST- Standard I- Inspected/ D- Dirty/ C- Checked VAC- Vacant/ OCC- Occupied R- Reserved/ NR- Not Reserved

Figure 3.6 Sample Room Status Report

Check your Progress

Q1. What is the significance of the room status report?

3.8 SETTING PRIORITY FOR SCHEDULING CLEANING

The sequence for cleaning guest rooms is based on the concern for guest needs as well as the prompt handover of departure rooms to the front office for resale.

At the beginning of the shift the Room Attendant must establish the priority of cleaning rooms by following the status of rooms as follows

1. The first priority is given to the guests who have requested for their rooms to be cleaned (Clean My Room sign is indicated)
2. The vacant ready rooms require a quick check before the new guest arrives.
3. Checkout rooms that have been requested by the Front Office to be assigned to the guests due to arrive at the Hotel.
4. Other Departure rooms
5. The occupied rooms which need to be serviced
6. Rooms where the guests have denied service earlier or have asked for late service.

Check your Progress

Q1. How does the Room Attendant set priority for cleaning rooms?

3.9 LET US SUM UP

- The floor pantry is the nerve centre at the floor level and serves as a store for housekeeping supplies.
- The floor pantry layout is so designed that it ensures smooth operation and upkeep of the Housekeeping supplies and equipment.
- The Maid's cart or chambermaid's trolley helps to move the required items on the guest floor and is efficient equipment required for room cleaning.
- The setup of the Maid's trolley and caddy must be done following the standards of the hotel.
- The room status report is generated as a double check to physically verify the status of all guest rooms.
- The efficiency of the room attendant is highly influenced by the ability to schedule a priority for cleaning different types of rooms.

3.10 REVIEW QUESTIONS

Q1. Fill in the blanks

a) ----------is the nerve centre at the floor level.

b) There must be .....entry point to the floor pantry.

c) The stocks maintained at the pantry help to reduce ..... and pilferage.

d) The racks in the pantry must be clean .....and well stocked.

e) The Linen .....is located in or near the pantry for transfer of dirty linen.

f) An Ironing board may be a part of guest .....items.

g) The SOPs can be displayed at the .....in the pantry.

h) .....is a small container which carries cleaning supplies.

i) ..... Rooms must be cleaned first.

j) .....is another name for Maid's cart.

Q2. True and False

a) Castors are wheels on the trolley.

b) All trolleys are parked outside the pantry.

c) DND rooms must be cleaned first.

d) Guest supplies must be kept secure to prevent wastage.

e) One must plan after the cleaning.

Q.3 Short answer questions

a) What are the different types of supplies kept in the floor pantry?

b) Why is it important to keep the pantry well stocked?

c) Name the parts of a Maid's trolley.

d) Why is a room status report made?

e) How does the room attendant prepare for the shift duties?

Q4. Long answer questions

a) Why is it important to prepare before actually starting cleaning?

b) Describe the setup of a floor pantry.

c) What is the significance of the Floor pantry in inventory control?

d) Give a detailed list of the guest supplies, cleaning supplies, and cleaning equipment stored at the floor pantry.

e) Which rooms require priority in cleaning over other rooms? Explain.

3.11 ACTIVITIES

Activities	
Activity I	Students will be given the supplies and asked to demonstrate the setup of a maid's trolley. Divide the class into groups of five One person can organise the supplies. One can guide the setup. One can actually place the supplies. One can check against the sample setup given.
Activity II	Draw the sample layout of the Floor Pantry.

Activity III	Students should prepare a room status report and demonstrate its importance. Divide the class in two groups. One group can give the occupancy report as Front Office Team The second group will prepare a Room status report. Discrepancies will be noted and resolved after discussion among the teams.
Activity IV	Enact a role play in order to schedule the priority of cleaning of rooms. Showing placards of different room status, ask the students to set priority, which room should be cleaned first and in what sequence the other rooms should be serviced.

GUEST ROOMS: UPKEEP AND MAINTENANCE

4
Chapter

4.0 UNIT OVERVIEW AND DESCRIPTION

Overview

This unit will provide the student with information about the upkeep and maintenance of guestrooms. It will ensure that they understand the process of servicing different type of room as per the standard of the hotel.

Learning Objectives

Sl. No	Unit 4: GUEST ROOMS: UPKEEP ANDMAINTENANCE	OUTCOMES By the end of this unit the learner will be able to
4.1	Introduction	General Overview
4.2	Sequence and Procedure of Cleaning	• Understand the Sequence of servicing guest rooms • Plan and organise yourself for servicing the guest rooms • Know how to arrange room attendant cart • Explain about room status report • Illustrate the guestroom entry process • Discuss about steps involved in bed making • Talk about the bathroom cleaning • Establish the need and importance of dusting & Vacuuming
4.3	Occupied room	• Describe the various steps of servicing an occupied room.
4.4	Departure room	• Discuss about the various steps of servicing a departure room.
4.5	Vacant Room	• Establish the need and importance of daily cleaning of a Vacant room
4.6	Differently Abled Room	• Explain about Differently Abled Room and Bathroom • Discuss the standard features of Differently Abled Room • Illustrate general Etiquette tips for servicing a Differently Abled Room

4.7	DND/DL/OOO Rooms	• Define 'Do Not Disturb' Room • Follow the SOP to deal with the DND room
4.8	Turndown Service	• Discuss about the Turndown Service
4.9	Second service	• Understand the about Second Service request by the guests

4.1 INTRODUCTION

The spotlessly clean and comfortable guest room is the only thing that will impress the guest more than any other feature or service provided by the property. The condition of the guest room conveys a critical message to guests. It shows the care that the property puts into creating a clean, safe, and pleasant environment for its guests. This places a big responsibility on the housekeeping department. After all, the guestroom is the main product that a property

Figure 4.1 Guest Room ITC Grand Chola, Chennai

sells. Housekeeping plays a greater role than any other department in ensuring that this product meets the standards that guests need and expect.

To maintain the standards that keep guests coming back, room attendants must follow a series of detailed procedures for guestroom cleaning. A systematic approach can save time and energy and reduce frustration. In this respect, room cleaning procedures not only ensure quality for the guest but ensure efficiency and satisfaction for the employee performing the task.

The sequence of room cleaning consists of preparatory steps, actual cleaning tasks, and a final check. Room inspections are also an integral part of the overall process of guestroom cleaning. In some properties, the responsibilities of room attendants extend to providing special services and amenities. Regardless of the range of services, a room attendant should recognize the value and logic behind the organization of cleaning activities. Adhering to a careful routine can save time and ensure a professional job.

Check your Progress

Q.1. The and comfortable guest room is the only thing that will impress the guest more than any other feature or service provided by the property.

Q.2. After all, the _____ is the main product that a propert y sells.

Q.3 Adhering to a careful routine can save _____ and ensure a professional job.

4.2 SEQUENCE AND PROCEDURE OF CLEANING

STEP-1: Getting Ready to Clean

In most properties, the guest relation attendant's/room attendant's workday begins at the control desk. The control desk is often considered the nerve center of the housekeeping department. It is here that the employee reports to work; receives room assignments, room status

Figure 4.2 Getting ready for the work

reports, and keys; and checks out at the end of his or her shift. Here too, the room attendant gets ready for the day's work by gathering and arranging the cleaning tools.

STEP-2: Arrange room attendants' cart

Like most craft workers, a room attendant requires a special set of tools to do his or her job. These tools are the cleaning products, equipment, linens, room accessories, and similar resources as per the standard of the hotel that the professional room attendant needs to prepare a guest's room. In a sense, the room attendant's cart (also called as maid's Cart/ Trolley) is like a giant toolbox stocked with everything necessary to do an effective job.

A well-organized and properly-stocked cart is key to efficiency. It allows the room attendant to avoid squandering time seeking cleaning products or returning to the pantry/other area

to get more resources. Depending on the kind of rooms being cleaned, the facilities the property provides, and, of course, the size of the cart, different items will be loaded onto it at different times. A room attendant's cart generally has enough space to carry all the supplies needed for a half day's room assignments. Following are the example of supplies arranged on the cart:

- Clean bed-sheets, pillowcases, mattress protectors, Duvet Cover
- Clean towels
- Clean bath mats
- Toilet and facial tissue
- Fresh drinking glasses
- Soap bars
- Clean ashtrays and matches (for smoking rooms), etc.,

Figure 4.3 Room attendant's cart

In most cases, all the cleaning supplies for the guestroom and bathroom are positioned in a hand caddy on top of the cart. In this manner, the room attendant can easily access supplies without moving the full cart into the room. Items conveniently stocked in the caddy may include:

- All-purpose cleaner
- Window/glass cleaner in
- a spray bottle
- Bowl brush
- Dusting solution
- Cloths and sponges
- Rubber gloves, etc.,

STEP-3: The room status report

Sometimes it is called the housekeeping report which provides information on the occupancy or condition of the property's rooms on a daily basis. It is generated through two-way communications between the front office and the housekeeping department. For instance, the front desk can contact housekeeping by phone or computer after a guest checks out. The information flow is then reversed so that the front office will be informed that the room is once

Room status and occupancy report		
Room No.	Room status	Occupancy
101	OOO	0
102	VC	0
103	OCC	2

Figure 4.5 Room status report

again prepared for sale after it has been cleaned and put back in order.

The room status report is generally easy to read and uses simple codes to indicate room status. There are several categories of room status, but, for the most part, a room attendant's cleaning schedule will be determined by these three:

Check-out: A room from which the guest has already checked out.

Stayover: A room in which the guest is scheduled to stay again.

Due out: A room from which a guest is due to check out that day.

Early makeup is another term used in housekeeping which is a request for a room to be cleaned as soon as possible or for a room for which a visitor has requested an early check-in time. Different properties will use different acronyms to denote these categories on the room status report.

STEP-4: Entering the Guestroom

Guestroom cleaning begins the moment the room attendant approaches the guest room door. When entering the guestroom, it's crucial to observe specific protocols to demonstrate respect for the individual's privacy. When approaching a guestroom, first observe whether the guest has placed a Do Not Disturb (DND) sign on the knob. Also, be sure to check that the door is not double-locked from the inside. If either condition exists, respect the guest 's wishes and return, later to clean the room. If this is not the case, knock on the door and announce "Housekeeping." Never use a key to knock since it can damage the surface of the door. If a guest answers, introduce yourself and ask what time would be convenient to clean the room. On your status sheet or schedule, make a note of that time. If there is no response, wait a little period before knocking once more and saying "Housekeeping." Repeat "Housekeeping" while slightly opening the door if there is still no response. After the third announcement, if the guest doesn't reply, you can assume the room is empty and start

entering. However, just because a guest doesn't answer doesn't always guarantee that a guest is not in the room. Sometimes the guest ma y be sleeping or in the bathroom. If this is the case, you should leave quietly and close the door. If the guest is awake, excuse yourself, say you'll be right back, quietly shut the door, and move on to the next room.

Place your cart in front of the open door with the open section facing the room when you do manage to enter. This accomplishes three things at once: it provides you quick access to your supplies, prevents outsiders from entering, and, in the case of a stayover, notifies returning guests of your presence. Offer to finish your

Figure 4.6 entering the guest room report

task later if the visitor does arrive back while you are still cleaning. Additionally, check the guest's room key to confirm that it is indeed their room. Keep unauthorized people out of the room, this is done for security reasons. Steps to be followed for entering a guest room:

- Knock on the door with your knuckles and announce housekeeping, wait for ten seconds. (For knocking the door, no other articles are to be used, including pens or keys)
- Proceed to clean another room and note the status of DND on the assignment sheet in case a DND sign is displayed
- If there is no answer after 10 seconds knock on the door the second time announcing housekeeping
- If there still no answer (3rd time) use the master key to open the door after announcing housekeeping
- Open the door slightly and ask if you can serve the room if the guest asks GRA to come in.
- Open the door wide and set up your cart in front of the doors while servicing the room.
- Proceed to clean up the room, if the guest so wishes.
- If the guest does not wish to have the room serviced at this time, ask for an alternative time and indicate it on the room assignment form and proceed to clean the next room.

- If you don't have any answers, enter the room and make sure that your guest is not in the bathroom or has a long sleep, or is ill.
- If your presence disturbs the guest, apologize and explain the reason for your entry, and later toroom.

STEP-5: Beginning Tasks

The majority of room attendants start the cleaning process by organizing and airing out the guestroom. Turn on all the lights when you enter the room. This brightens the space, improves your field of vision, and enables you to look for burned-out light bulbs. Check the cables and hooks for damage by drawing back the drapes. As you clean, open the windows to let the space air out (some hotels may not allow opening of windows, in that case follow the policy of hotel wherever you are working). Check the air conditioning and heater to make sure they are working properly and are set according to property standards. Some properties require that the temperature be left where the guests set it in a stay - over room.

Next, carefully assess the state of the guestroom. Make a note of any broken or missing goods, such as trash cans or linens, etc. Inform your supervisor if anything is missing or needs to be fixed.

Remove or replace dirty ashtrays and glasses. Before disposing of cigarettes in the proper container, always make sure they are completely out of fire and heat. Make sure to restock matches when you swap out the ashtrays. Gather any serving trays, plates, cans, or bottles which is supplied by the room service/IRD to the guest and keep it aside neatly. In some properties room attendants set these items neatly in the hallway and call room service for pickup. Empty the trash and replace wastebasket liners. In stay-over rooms, straighten any newspapers and magazines. Never throw out anything in a stay-over room unless it is in the wastebasket. Visually search the room and the dresser drawers in guest rooms to look for any personal belongings that might have been left behind, if it is departure room. Depending on the hotel's policy, report these goods to your supervisor or turn them into the lost and found.

STEP-6: Making the Bed

The next step in the guestroom cleaning process is to make the bed. This step is especially important for stay- over rooms because if the guest comes back while you are cleaning somewhere else, a freshly made bed gives the room a clean look even if no one has touched anything else in the room. Some properties suggest stripping the bed right after you enter the room and remaking it at the end of

Figure 4.7 Bed Making

the cleaning process so that the bed can breathe. There are two methods of bed making in the hotels. Modern method and Traditional method. Most of the hotel practice modern methods of bed making. However, some hotels may use traditional methods.

For *Modern Methods* of bed making we require: Cot, Mattress, Mattress Protector, Bed sheet, Duvet, Duvet Cover, Pillows, Pillow covers & Runners.

Step-1 Stripping the Bed:

- Inspect the existing bed and if any personal items are there on the bed, put them aside
- Remove the runner and keep it aside
- Remove the pillow from the pillow cover and keep it aside
- Remove the duvet from the duvet cover and keep it aside
- Remove the bed sheet and keep it aside
- Remove the mattress protector and replace it if required
- If there are holes or tears in any of the bed linen, make a note of it, keep it separately and inform your supervisor about it.
- The mattress pad and mattress should also be checked once the bed is stripped. Make a note to inform your supervisor if the mattress shows any stains, burns, or damage.

Figure 4.5 Steps of Bed Making

Step-2 Making the Bed

- Straighten and smooth down the mattress protector with a light hand
- Change the mattress protector if necessary.
- Unfold a fresh sheet. Place it on the bed right side up
- Tuck in at the headboard
- Tuck in at the footboard side and mitre the corners.
- Tuck in the sheet on both the sides
- Mitre the two comers at the headboard side
- Place the duvet cover on the bed
- Insert the duvet into the duvet cover
- Holding both corners externally, shake and straighten the duvet in the cover and fasten the Velcro at the footboard side.
- Fold back the duvet at head board side twice to make a panel of roughly 6 - inch width
- Pull the duvet along with the sheet gently and tuck in together at the footboard end and mitre the corners. Tuck in at the sides.

Mitering

A method for contouring a sheet or blanket to fit the corner of a mattress smoothly and neatly. Refer to figure no. 4.8 for the image.

- Insert the pillow into pillow cover and place it near headboard
- Place the runner near foot board.

Note:

- Inserting the duvet in the duvet cover needs a lot of practice.
- Some properties leave the duvet un-tucked at one or both sides.
- A foot fold is usually made at the footboard side if the duvet i s tucked in on the sides.
- Make the foot fold by creating a flap in the duvet before tucking in at the footboard and mitring the sides.
- To insert the pillow, fold the smaller edge of the pillow in one hand bringing the two corners together, and then push the pillow into the cover.

Step-3 Inspecting the Bed

- Inspect the bed from all the side
- Smoothen with your hand, if required.
- Check the bed to ensure that it looks firm from all the sides

For the Traditional Method of bed making we require: Cot, Mattress, Mattress Protector, Bed sheet, blanket, with two additional bed sheet in place of duvet cover (when compared to the modern method), Pillows, Pillow covers & be cover.

The Modern method is essentially similar to traditional bed-making, except that we use a duvet with duvet cover and runner in place of a Blanket with to additional bed sheet and bed cover.

Mitering

The Modern method is essentially similar to traditional bed-making, except that we use a duvet with duvet cover and runner in place of a Blanket with to additional bed sheet and bed cover.

Before you begin, get rid of any personal items on the bed and put them aside. Take the bedspread off the bed and put it on a chair. This will keep the blanket and bedspread clean and free of dust and grime. If you notice any dirty blankets or bedspreads, or if there are holes or tears, make sure to replace them. Strip the bed of dirty linen and place the pillows on the chair with the bedspread and blanket.

The mattress pad and mattress should also be checked once the bed is unclipped. Make a note to inform your supervisor if the mattress shows any stains, burns, or damage. If the mattress pad needs changing, remove the old pad and lay a fresh one on the bed. Spread the pad evenly over the center of the bed and smooth out any wrinkles. The best approach to making a bed is to finish one side before starting on the next.

This system saves time walking back and forth around the bed. Begin by placing the bottom sheet on the mattress and mitering that sheet in the upper - left-hand corner of the bed. mitering is a simple way to make a smooth, neat, professional corner.

Place a fresh top sheet on the bed, the wrong side up. Then, place the blanket on top of the sheet. Now place the 3rd sheet (top sheet) on top of the blanket and smoothen it. At the head of the bed, turn and fold the top along with the blanket about six inches. Smooth your hand over the bed so the surface appears even and without wrinkles. Miter the top sheet and blanket in the bottom, left-hand corner of the bed, and tuck them in along the side of the bed. Now, working clockwise, walk to the other side of the bed, miter the bottom sheet at the right foot of the bed, followed by the top sheet and blanket, move down the right-hand side of the bed, and miter the bottom sheet in the top-right corner. Fold the top sheet over the blanket so that it i s even on the left-hand side. Finally, make sure the blanket and top sheet are neatly tucked in along the sides and at the foot of the bed.

Now, center the bedspread evenly over the bed. Allowing space to cover the pillows, fold the bedspread down from the head of the bed. Fluff the pillows and put on the pillowcases. Never grasp the pillow with your teeth or under your chin for hygienic reasons. Position the pillows at the head of the bed with the tucked ends facing the center and the tucked flaps facing down on the underside. Pull the bedspread over the pillows and tuck in the bedspread. Notice that Tuck:

To push a loose end of a piece of clothing or material into a particular place or position, especially to make it tidy or comfortable

To push a loose end of a piece of clothing or material into a particular place or position, especially to make it tidy or comfortable this method of finishing the bed avoids any hand contact with the cases after they are put on the pillows.

The meticulous room attendant will examine the bed for smoothness for a few seconds. Take a step back and carefully inspect the bedspread' s surface and the pillow's line. Smooth out any last-minute wrinkles. Finally, if there are two beds in the room check the second bed and change it if necessary.

STEP-7: Cleaning the Bathroom

A clean bathroom is important for more than simply appearance. Health and safety considerations on the local, state, and federal levels necessitate that the room attendant takes extra care when scrubbing, rinsing, and drying bathroom surfaces.

Bathrooms are usually cleaned in the following sequence: shower area, vanity and sink, toilet, walls and fixtures, and floor. Like most cleaning tasks, it is important to work from top to bottom to avoid spotting or dirtying areas already cleaned. The necessary cleaning equipment should be conveniently stocked in the hand caddy. Cleaning items usually consist of an approved all -purpose cleaner for bathroom surfaces; cloths and sponges; glass and mirror cleaner; rubber gloves; and protective eye covering. Some properties also use an odorless disinfectant. Do not use a guest towel for cleaning.

Figure 4.8 Bathroom

For personal safety, never stand on the edge of the tub when cleaning. When cleaning the inside of the tub, some properties recommend placing a used cloth bath mat in the tub to stand on. As you wash and wipe the tub or shower walls, continually check their

condition so you can report any needed repairs to your supervisor. If the tub has a drain trap, be sure to check it for hair. After cleaning the tub itself, clean the shower head and tub fixtures. Make sure to leave the shower head aimed in the correct position. To prevent spotting and

Figure 4.9 Bathroom bathtub

sparkle, immediately wipe and polish the fixtures with a dry cloth. Also, clean the shower curtain or shower door. Pay special attention to the bottom where mildew may accumulate. Always reposition the door or curtain when you are finished cleaning.

You should exercise the same care when cleaning the vanity and mirror as you do when cleaning the shower area. Clean the countertop and basin, making sure that you remove any hair from the sink, stopper, and drain. Wipe up any spillage or spots from toothpaste or soap. Rinse and polish the chrome fixtures so that they shine. Finish the vanity area by cleaning the mirror with glass cleaner.

Next, clean the toilet bowl and exterior surfaces. Some cleaning procedures recommend applying an all-purpose cleaner before any other cleaning task. This way the cleaner has time to stand while you clean other bathroom areas. All-purpose cleaners are preferable to acid bowl cleaners for daily use. When used consistently, acid bowl cleaners can destroy bathroom surfaces. These

Figure 4.10 Bathroom vanity and mirror

cleaners also present hazards to employees who use them, most noticeably in terms of causing skin irritation. Most properties use bowl cleaners once or twice a year in deep-cleaning programs and that too under strict supervision.

Regardless of the method followed, flush the toilet to remove any residue and apply the cleaner around and under the lip of the bowl. Clean the exterior of the bowl working down the sides to the base. Scrub the inside of the toilet with the brush around the insides and under the lip then flush it again. Use a cloth damp with a cleaning solution to clean the top of the seat, the lid, and the sides of the tank.

Figure 4.11 Bathroom Toilet bowl

Towels, bath mats, toilet and facial tissue, and guest amenities should be replenished according to property standards. Spot-clean for fingerprints and other obvious smudges on the walls, especially around light fixtures and electrical outlets. Wipe down the walls and clean both sides of the bathroom door. Starting with the far corner of the bathroom and working back toward the door, mop or wipe down the floor including the baseboards. Then, gather your things and make your final check of the bathroom Stop for a moment and visually scan all 'Surfaces from the ceiling to the fixtures to the floor. Check that you've left the bathroom in the best possible condition before turning out the lights.

Figure 4.12 Bathroom Towels, etc.

STEP-8: Dusting

Like bed-making, the task of dusting requires a systematic and orderly approach for efficiency and ease. Some room attendants start dusting items at the door and work clockwise around the room. This reduces the chance of overlooking a spot. In all cases, begin with the highest surfaces so that dust doesn't fall on the items you have already cleaned. If your property uses a dusting solution, spray a small amount into the dust cloth. Never immediately spray dusting solution onto an object since it may cause staining or stickiness. The items needing dusting and their location will vary from property to property. Usually the following should be dusted and/or polished:

- Picture frames
- Mirrors
- Headboards
- Lamps, shades, and light bulbs
- Bedside tables
- Telephone
- Window sills

- Window and sliding-glass door tracks (if applicable)
- Dresser Including inside the drawers
- Television and stand
- Chairs
- Closet shelves, hooks, and clothes rod
- Top of doors, knobs, and sides
- Air conditioning and heating units, fans, or vents

You should also clean all mirrors and glass surfaces in the room using glass cleaner or water including the front of the television set. When you clean the set, turn it on for a moment to make sure it works properly. Use a damp sponge followed by a clean cloth to clean mirrors. Glass cleaners may leave streaks. Some properties

Figure 4.13 Dusting

also use a special cleaner or disinfectant for telephone surfaces. As you dust your way around the room, note any bedroom supplies and amenities which may be needed, replenish them as per the property's specifications. Finally, check the walls for spots and marks and remove any smudges with a damp cloth and an all-purpose cleaning solution.

STEP-9: Vacuuming

Before vacuuming, loosen the dirt around baseboards with a broom or rag so it is easier to pick up. Run the vacuum over all exposed areas of the carpet that you can reach, including under the tables and chairs and in the closet. Don't worry about inaccessible areas such as under the bed or dresser. Since cleaning this

Figure 4.14 Vacuuming

area requires moving or lifting heavy furniture, most properties vacuum these areas on a special-project basis. However, it is your responsibility to check under beds and furniture for guest belongings or for any debris which must be removed. You should start at the farthest end of the room and vacuum your way back just as you did when you wiped down the bathroom floor. As you vacuum, be careful not to bump the furniture.

Some properties recommend closing windows and draperies and turning off lights as you won your way back to the door. Working in this fashion saves steps. It also eliminates the need to walk back across the floor after it has been vacuumed, thus preventing the footprints and tracks that can appear in certain types of carpet.

STEP-10: Final Check

The final check is a critical step in guestroom cleaning It makes the difference between just cleaning the room and doing a professional job. After reloading your vacuum and cleaning supplies on your cart, take a few moments to give the room a careful look from the guest's perspective. Start at one point in the room and scan it circularly from one corner to the next until you have visually inspected each item. You may find something you didn't notice or that was hard to find on your first clean. Make sure everything is put back where it belongs. Look for little things like crooked lampshades or lampshades with their seams showing. Smell the air for any unusual odors. If you detect any unpleasant smells, report them to you r supervisor. Spray air freshener if needed. Remember that your last look is the guest's first impression. Turn out the lights, shut the door, and make sure it is locked once you are certain that the guestroom is tidy and well -cleaned. Move on to the next room on your schedule after noting the room's status and condition on your assignment sheet.

STEP-11: Inspection

Guestroom inspection ensures that the desired results of an established cleaning system are consistently achieved. The purpose of a room inspection is to catch any problems that may have been overlooked during cleaning before the guest does well-conducted and a diplomatic inspection program can also motivate employees. The majority of room attendants take pride in their work and relish the chance to showcase it to others. Quality cleaning jobs should be noted during inspections and the appropriate personnel recognized.

Inspection programs can take many forms. In some establishments, rooms are checked randomly; in others, every room is checked every day. Supervisory employees, such as a floor or shift supervisor, section supervisor, executive housekeeper, or even a manager from outside the housekeeping department, can perform this task.

Check your Progress

Q.1 Where does the housekeeping employee report in the department at the end of the shift before leaving the hotel?

Q.2. Which section of the housekeeping department is called the Nerve center of the Housekeeping Department?

Q.3. How should a room attendant approach a guest room to provide service in any room?

Q.4. Define room attendant Cart.

Q.5. Define Hand caddy

Q. 6. How to prepare a bed in a guest room?

Q. 7. How to clean a bathroom?

Q. 8. How to inspect a room?

4.4 OCCUPIED ROOM

A stay-over room has guests staying who are not due to leave on that day. As the guests continue to stay, his/her belongings are there in the room.

Some guests are very tidy and arid, and some are quite the opposite. Whichever may be the case we must ensure that after servicing the room all is quite tidy and in order.

If the guest has clothes scattered about either hang them in the wardrobe or fold them in a chair. Arrange shoes also in the wardrobe guests' night attire can be folded and kept beside the pillow or on top of the bedspread on the pillow. Slippers are put under the bedside table and a robe or dressing gown is in the bathroom. In the case of ladies if the night dress is quite elaborate hang in the closet and don't fold.

Clean under the belongings of the guest then neatly re-arrange any newspaper or magazines fold and put them on the coffee table.

Since the guest is staying in the room and has his personal belongings in the drawers you do not open them.

Figure 4.15 Occupied room

Be sure to renew supplies eg.

Stationery, matches as in a checkout room, laundry bags, and lists. For this, you may open the appropriate drawer or cupboard.

The bathroom is similarly cleaned under the guest's toiletries. Never try any of the guest's belonging e.g. a hat, coat, etc. or use the guest's perfume, it is serious misconduct.

It is also forbidden for staff to work with the radio or TV on or the room door closed or to answer the guest's telephone.

Cleaning the guestroom-

- Remove soiled linen (refer to stripping the bed)
- Make the bed as per standard procedure (Refer to Bed making & Inspection).
- Damp dust the door and all the door fixtures.
- Damp dust cabinets and closets.
- Damp dust the luggage rack.
- Damp dust the dressing table, drawer, and lighting fixtures around or near it.
- Clean mirror.
- Damp dust the bedside tables.
- Dry dust all the fixtures and accessories in the guestroom.
- Damp dust chairs and tables;
- vacuum upholstered furniture.
- Rearrange all furniture properly after you are done.
- Vacuum the carpet edges and floor baseboards.
- Clean window frames and glass panes if required.

When you move in a clockwise or anticlockwise direction, take the systematic method by starting the task at the door and cleaning out the surface. It should also be cleaned from higher to lower levels at all times.

- Damp dust the headboard of the bed.
- Damp dust the telephone and disinfect the mouthpiece and the handle of the receiver.
- Spot clean all walls if necessary.

Bathroom Cleaning: (Cleaning the bathroom)

- Put on protective gloves and an apron before beginning the work in bathroom
- Before starting to clean any surface, apply the toilet cleaner in WC.
- First, it may be necessary to flush the WC. Proceed with other tasks in the bathroom while the toilet cleaning agent does its job.
- Clean the shower curtain using a damp sponge.
- Let the shower curtain hang loosely on the tap side of the bathtub, with the bottom of the curtain inside the tub. (This is important for avoiding the build-up of moisture)
- Replenishing minibar: Replenish the minibar as per set standard and prepare a bill for consumed items Replenishing bedroom supplies:
- If required place them as per the hotel policy.
- Clean the bathtub, surrounding tiles, shower area, and vanity unit using a wet sponge and neutral detergent.
- Clean the mirror in the same way as flat glass, Replenish toiletries and other bathroom supplies if required. Gargle glasses should be replaced with clean ones covered in a wrapper with the message 'sanitized for your use' Replace used towels with fresh ones.
- Clean the outside and surrounding area of the toilet bowl.
- Using a toilet brush, clean the inside of the toilet bowl, especially under the rim, and flush, rinsing the toilet brush in the flush water.
- If there is a bidet, it shall also be cleaned in the same way.
- Apply a disinfectant solution on the toilet seat and inside of the lid and close the lid of the toilet bowl.
- Place the disinfected strip with the sign 'sanitized for your use 'around the bowl.
- Check all electric appliances to see that they are in working order.
- Damp dust the door and door fixtures, the toilet roll holder, and other fixtures.
- Clean and disinfect the wall phone.
- Mop the floor.
- Since many guests are walking in the bathroom on bare feet, it's a good practice to have some disinfectant added to your mop water.
- Take a critical look around, Leave the bathroom door open for air to circulate, and exit the bathroom.

- Replenishing minibar: Replenish the minibar as per set standard and prepare a bill for consumed items
- Replenishing bedroom supplies:
- If required place them as per the hotel policy.

Check your Progress

Q.1 What is the entering process of an occupied room?

Q.2, Guest is staying in the room and has his personal belongings in the drawers are you supposed to open them?

Q.3. Make the list of items that are to be dry dusted.

Q.4 What should be done to ensure air circulation in bathroom.

4.5 DEPARTURE ROOM

A room is considered vacant after the guest has checked out, settled their bill, returned their room keys, and departed the hotel. This guestroom would have been occupied at night time. An empty room has to be cleaned a little more thoroughly than one that is occupied. There are also no guest belongings scattered around the room to be tidied in a vacated room. Needless to say, the procedure of 'entering the guestroom' explained for an occupied room does not apply to a vacated room. That the room has been vacated can be ascertained from the room assignment sheet. But if you are in doubt at any time, do follow the procedure given above for entering an occupied guestroom. Cleaning a vacant room involves performing all the same activities as cleaning an occupied room. Additional tasks may be:

1. Check for any items left behind by the guests who have departed.

   On finding such articles, follow the procedure for dealing with lost-and-found.

   - Suction-clean all soft furnishings.
   - Check whether any maintenance work is needed.

Figure 4.16 Departure room

Before leaving, take one last critical look around the room, keeping in mind that your last look will be the guest's first look at the room.

Check your Progress

Q.1 A room is considered _____after the guest has checked out.

Q.2 What is the entering process of departure room?

4.5 VACANT ROOM

Daily Cleaning of a Vacant Room

- A vacant room has not been let last night, thus it is this morning without guests so it is vacant.
- Because nobody has used the room it does not mean to say no cleaning has to be done.
- Such a room must be dusted daily. Each bathroom also, otherwise when water is put in, a film of dirt streak is fanned.
- Daily flush the toilet.
- If a room is vacant for several days wash the bathroom floor. Test all the light bulbs.
- Vacuum and clean the carpet.
- If there is a balcony or terrace wash the floor and clean the furniture daily.
- Remember all rooms must be in a perfect condition to relate.
- When a vacant room has been prepared the night before then when you enter in the morning you have to do the following:
  - Open curtains and arrange them correctly. Put off the bedside light.
  - Remove the breakfast door knob order and place it on the bedside table.
  - Turn back the bed.
  - Replace the bedspread.
  - Replace the bathmat on the bath side.

Check your Progress

Q.1. Is it necessary to do dusting in a vacant room every day?

Q.2. When a vacant room has been prepared the night before. List the task you need to perform in the room.

4.6 DIFFERENTLY ABLED ROOM ROOMS AND OTHER AREAS

These rooms follow special specifications as compared to the regular room of different categories in the same hotel. The hotel having differently abled rooms should always ensure that the Bar, Guest rooms, and Common Washrooms

Figure 4.18 Differently Abled room

case of a Guest who is assisted on a Wheelchair, it should not be less than 80 cm wide. Doors to the rooms should have clear openings of not less than 90 cm. In the case of a Guest who is assisted in a Wheelchair, it should not be less than 90 cm.

Accessible toilets:

Accessible toilets are toilets that have been specially designed to better accommodate people with physical disabilities. Persons with reduced mobility find them useful, as do those with weak legs, as a higher toilet bowl makes it easier for them to stand up.

The standard features:

The standard features in all accessible rooms are lowered peepholes, lowered wall-mounted thermostats, lowered closet rods, flashing fire alarms for the hearing impaired, accessible commodes and sinks, lowered towel bars, grab bars around all commodes and roll-in showers or bathtubs.

Figure4.19 Differently Abled bathroom

Points to keep in mind for servicing the differently abled guest rooms:

- Ask Before Offering Help:
- Speak Clearly, And Listen:
- Make Them Feel Confident:
- Respect Personal Space:
- Make Changes
- Ask Before Offering Help:
- Speak Clearly, And Listen:
- Make Them Feel Confident:
- Respect Personal Space:
- Make Changes

General Etiquette Tips

Practice the Golden Rule. Treat everyone as you would like to be treated. ...

Always Ask Before Giving Assistance. Just because a person has a disability, they don't necessarily need

Note: Steps of Cleaning Differently Abled room remains the same as discussed above from section 4.2 to 4.5

Check your Progress

Q.1. Doors to the rooms should have clear openings of not less than cm.

Q.2. The standard features in all accessible rooms are

_____ peephole, _____ wall-mounted thermostat, _____ closet rod.

4.7 DO NOT DISTURB (DND)/DOUBLE LOCK (DL)/OUT OF ORDER (OOO) ROOMS

Guestroom cleaning starts as soon as the room attendant comes to the door of the guest room. When you enter the guest room, it's important to follow certain protocols to respect the guest's privacy.

Figure 4.20 DND Card

When you arrive at a guest room, first check to see if the guest has put a DND (Do Not Disturb) on the knob of the door. Also, make sure that the door isn't double-locked from inside. If you find that either of these conditions is the case, please respect your guest's wishes and return to the room la ter to clean it. Knock on the door if this is the case and announce "Housekeeping." Never knock with a key as it can cause damage to the surface

SOP (Standard Operating Procedure) for dealing with DND Rooms:

For expected checkout / due-out guests:

- If the guest is due to check out, then do not disturb the DND room until check out.
- Once the expected checkout time is over, Inform the housekeeping control desk supervisor that the guest room is still on DND.
- Housekeeping supervisor should call up the guest and enquire if the service is required.
- In case there is no response from the guest room then, the supervisor should call up the front desk and check if the guest had already checked out.
- After confirming that the guest had checked out then the room boy can enter the room with the Do Not Disturb sign.

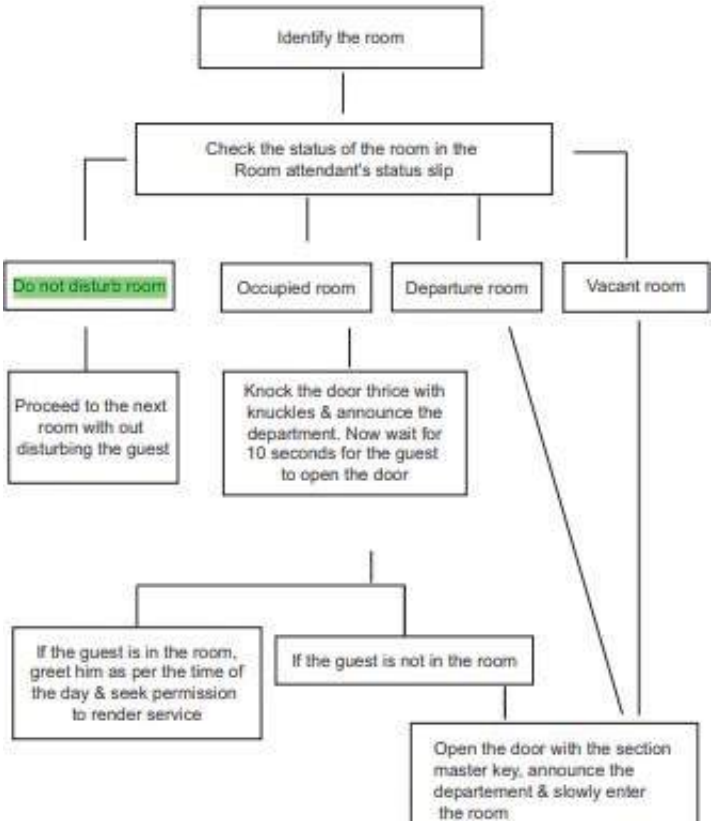
> - Note: All the actions should be entered in the logbook
> - Many hotels have DND Light indications near door in place of DND car

For Stay over guests:

- A DND - (Do not disturb) sign indicates that the room attendant should check later if service is required.
- If there is no response till evening for example 2.00 pm or 3.00 pm (Actually this timing may differ from hotel to hotel) then the housekeeping supervisor should ring the guest and check if he/she requires the room to be serviced.
- Ask the guest if he or she requires fresh supplies (e.g.: Towels)
- When service is refused at (2.00 pm or 3.00 pm), the evening boy has to clean the room during evening service.
- If service is not provided during the evening also then a note to be slipped under the door.
- When a guest refuses service a floor supervisor/duty manager/lobby manager should call the guest and arrange a convenient time for cleaning.
- If there is any suspicion or doubt about the room status or other incidents then a Manager along with the security personnel should knock and enter the room with the master key card.
- In some case guest might be un-well or some accident occurred which require urgent intervention,

The room should not remain without service for more than 24 hours unless this is specifically requested by the guest and approved by the general manager

FLOW CHART FOR ENTERING INTO GUEST ROOMS



Double locks (DL):

Double locks are a type of latch that, when installed from the inside of the room, is not accessible from outside of the room, except with the use of an emergency key. Additionally, magic eye locks or security chains are installed from within the guest room to safeguard the privacy of the guest.

Figure 4.19 Double Lock

The housekeeping staff shall be required to inform their superiors if no reply was received within the hotel's time limit, usually 24 hours, and there is a closed door in the room. Supervisors will call in security to verify the guest's safety.

Out of Order (OOO):

Out of Order status means the room is out of service because it needs repairs. Out-of- Service status is used when you want to close a floor or a wing in your hotel because of low season, cleanings, etc.

The housekeeping department shall be responsible for ensuring that rooms are adequately furnished to repair work performed by maintenance staff. If the necessary major repair work needs to be performed in a room, the cleaning department may take that room out of service and declare it OOO. On an annual or half-yearly basis, some rooms may be declared under repair when the maintenance department carries out preventive and scheduled maintenance in the guestrooms. The responsibility to clean up here includes the following:

> Out of Order means, the room is not in a condition to sell.
>
> It means any room facilities are not functioning properly

- Taking the room out of order, informing the front office of an OOO guestroom status, and hanging the OOO sign on the door knob.
- Removing all guest supplies from the bedroom and bathroom and having them stored in the floor pantry.
- Removing all the soft furnishing from the room and storing these in the linen room; sending launderable articles to the laundry.
- Covering the mattress and the bed with dust sheets large enough to enclose the headboard too.
- Disconnecting the telephone, wrapping it in a cover, labeling it, and storing it on a closet shelf.
- Sending all easily movable furniture, all accessories, and loose articles and accessories to the floor pantry or store for storage, ensuring that all the items leaving the room have a label stuck on them indicating the number of the room they were transferred from.
- Covering the large pieces of furniture left in the room with dust sheets.
- Disconnecting the television and radio and covering them with large transparent polythene sheets.
- Placing drugget at the entrance and Carpet shampooing after work is complete.
- Removing any flower arrangement or indoor plant, the latter being handed over to the horticulturist.
- Sealing all taps and sinks other than a single source of water supply.
- Closing all the doors and windows to avoid any noise from disturbing other guests; opening the windows to ventilate the room after the repairs are completed

Check your Progress

Q.1 If Service is not provided during the evening also in DND room, then what is the next step?

Q.2 The room should not remain without service for more than 24 hrs unless this it specifically requested by the gust and approved by the general manager. Please discuss about your view on this sentence.

Q.3 Define Double Lock.

Q.4 Define out of order room

4.8 TURNDOWN SERVICE (EVENING HOUSEKEEPING SERVICING IN THE GUEST ROOM)

Luxury hotels service the rooms again in the evening. This is a service that one can delete to reduce the cost and offer more budget prices to the guests. The room attendant prepares the room in the evening for the guest to go to bed as easily as possible. This service should not start before about 6.30 p.m. and finish by 9.30 p.m. so as not to bother the guest too much.

In each room, the following has to be done:

- Close and draw the curtains.
- Put on a bedside lamp and leave it on.
- Remove the bedspread and store it on the wardrobe shelf.

Figure 4.21 turndown service

Turn down the bed

If it is a double bed with one person in the room, turn it down at the side beside the telephone, if there are two people, turn down both sides of the bed. If it is a twin bedded room and two people occupying turn down from the outer side if the beds are placed together, if not from the two inner sides.

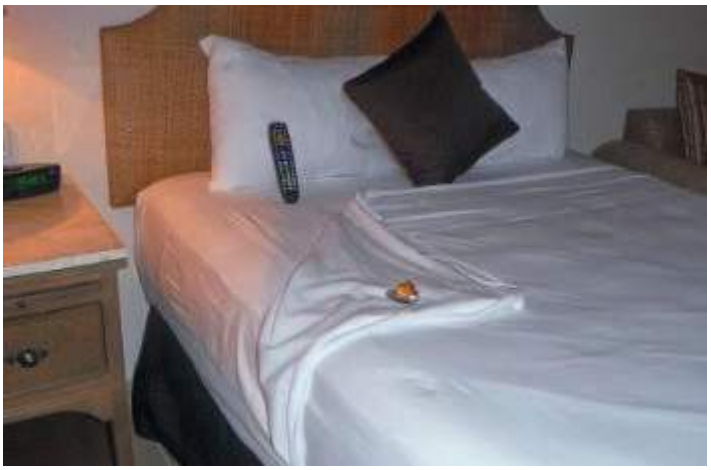


Figure 4.19 Turndown service on the bed

If it is a twin-bedded room and single occupancy one can turn down either bed, but normally turns down the one nearest the telephone, one can turn down either bed, but one normally turns down the one nearest the telephone.

- If the bed has been used it is normal to change the sheets.
- Empty the wastebasket if it has been used.
- Dust if necessary
- Replace supplies if needed e.g. Stationery matches, etc.
- Many hotels place a good night chocolate on the bedside table.

Check your Progress

Q.1. What activities are done in the room barring the turndown of bed in the evening service?

4.9 SECOND SERVICE

The second service is provided on the special request of a guest after the guestroom has already been serviced earlier in the day. The guest may ask for this chargeable service after he has had visitors in the room for a party or meeting, as a result of which the room may have become dirty or disorganized.

Figure 4.22 Turndown service on the bed

The second service may involve the following tasks;

- Removing room service trays and used plates, dishes, glasses, and bottles.
- Emptying and damp dusting ashtrays, emptying the waste basket.
- Damp dusting surfaces in the guestrooms that are likely to have been used by visitors and guests.
- Mopping the floor in the sitting area.
- Making the bed if required.
- Replacing glasses and refilling water jugs.

Cleaning the bathroom thoroughly, including the toilet bowl, and placing the disinfected toilet strip.

- Replacing soiled linen with fresh.
- Spraying an air freshener if the room has any residual odor of food or cigarette smoke.
- Exiting and locking the door if the guest is out.
- Recording the service provided appropriately so that it may be added to the guest's bill.

Check your Progress

Q.1. Which service is offered on the special request of a guest after the guestroom has already been serviced earlier in the day

4.10 LET US SUM UP

It is said that "Cleanliness is next to Godliness". The guests who come to stay at a hotel expect it to be as clean as their homes, and sometimes even cleaner, since they are paying a price for it. Sixty-three percent of the guests come to stay repeatedly in preferred hotels because of the hotel's cleanliness and appearance.

An efficient housekeeper organizes his/her staff to clean in an organized way. Various ways of organizing cleaning tasks have been presented in this lesson. Hotels often follow more than one method for different rooms \ sections. It is very important that before commencing cleaning, the GRA prepares for the cleaning tasks ahead; else a large portion of time may be wasted in making frequent trips to the floor pantry and the store.

Guestroom cleaning has been discussed in considerable detail, as the guestroom is the primary commodity that a hotel has to sell. The most prevalent method of making the bed has been explained at length. The daily cleaning of guestrooms of different statuses has been explained. Nowadays, the term 'cleaning' is being replaced by 'servicing' with regard to guestrooms, since the prescribed procedure usually involves many other activities other than cleaning.

The turn-down service, which is provided in all deluxe hotels and especially in VIP rooms, has been explained.

4.11 REVIEW QUESTIONS

MCQ:

Q.1. Where should you place your cart while entering the guestroom for servicing the room:

- In front of the room
- In the floor Pantry
- In housekeeping Store
- In Linen room

Q.2 Once the departure room is clean and ready. Housekeeping department informs about it to which of the following department

- Front Office
- Sales & Marketing department
- Control Desk
- Bell desk.

Q.3 Which of the following information is mentioned in the room status report/ Occupancy report?

- Cabana room
- Checkout room
- Linen room
- Floral room

Q.4 _____is another term used in housekeeping which is a request for a room to be cleaned as soon as possible or for a room for which a visitor has requested an early check-in

- Stay over
- Departure
- Early makeup
- Check in

Q.5 While entering any guestroom room boy should knock the door using:

- Knuckles
- Pen
- Key
- Key ring

FILL IN THE BLANKS:

Q.1.Where does the housekeeping employee report to work and receive room assignments, room status reports, and keys_____

Q.2.A room boy should announce the name of entering the guest room _____ department while

Q.3.Turn _____ all the lights when you enter the room.

Q.4 Room boy should start dusting process in direction.

Q.5 DND is Do Disturb.

SHORT QUESTIONS

Q.1.List down any 5 supplies arranged on the room attendant's cart

Q.2.List down any 5 supplies arranged in a hand caddy

Q.3.What do you understand by the word Early makeup?

Q.4.Define Checkout Room.

Q.5.If the guest has clothes scattered in an occupied room what would you do in the given situation before servicing the room?

Q.6.Write short notes on Differently Abled Room

Q.7.Write a short note on evening service

Q.8.Briefly define the second service

Q.9.Why should room boy place their cart in front of the open door with the open section facing the room while servicing any guestroom?

Q.10. List down the requirements of bed linen for modern method of bed making.

LONG QUESTIONS

Q.1.Write a note on the entering process of a guest room

Q.2.Like most craft workers, a room attendant requires a special set of tools to do his or her job. List down the tools required by them to service a guest room.

Q.3.Discuss bout the process of cleaning a departure room

Q.4. Define a Vacant room

Q.5. Discuss the points to keep in mind for servicing the differently abled guest rooms

Q.6. Prepare the flow chart for entering a guest room with special reference to DND Room.

Q.7. Write down the SOP for dealing with DND Room

Q.8. Write down the steps of turning down service on the bed

4.12 ACTIVITIES

Activities

Activity 1 Students to visit a five star hotel, observe the departure room, Vacant room, Differently abled guestroom, Occupied room (if allowed), DND Card/DND Light indictor and submit a report on their observation.

Activity 2 Collect the information from different hotels about the item/supplies kept on room attendant's cart and make a consolidated list of all the items.

Activity 3 Practice role play on how to enter guest rooms:

- Occupied room
- Vacant room
- Departure room
- DND room

5
Chapter

HOUSEKEEPING IN HOTELS AND BEYOND

Overview

This unit gives students a thorough understanding of housekeeping's scope, duties, and importance in a variety of hospitality industries. Student Shall be able to identify key responsibilities of housekeeping department in hotels, hospitals, residential apartments, malls, clubs, retail stores, offices, F&B establishments, institutes, airports, train stations, metro stations, and cruise ships. Unit also appraises students about the concept of invisible housekeeping principles.

Learning Objectives

Sl. No.	Unit 2: Housekeeping in Hotels and Beyond	Outcomes By the end of this unit the learner will be able to
5.1	Introduction	General Overview
5.2	Daily Routines to be followed by Housekeeping Attendants in Morning, Evening and night shift.	• Discuss about proficiency in executing housekeeping tasks during different shifts. • Apply effective routines to maintain cleanliness and guest satisfaction in hospitality settings.
5.3	Concept of invisible housekeeping	• Understand the concept of invisible housekeeping and its significance in hospitality operations. • Apply invisible housekeeping principles to maintain cleanliness without disrupting guest experience.
5.4	Housekeeping in hospitality sectors apart from hotels- Hospitals, Residential apartments, Mall, Club, Shops, Offices, F & B outlets, Institutes, Airports, Railway stations, Metro station & Cruise liners	• Identify housekeeping practices applicable in diverse hospitality sectors. • Understand the importance of maintaining cleanliness in non-hotel establishments. • Explore housekeeping roles in hospitals, malls, clubs, and various public spaces. • Recognize the impact of effective housekeeping on guest satisfaction in different settings.

Learning Outcomes:

Sl. No. Unit 2: Housekeeping in Hotels and Beyond Outcomes

5.1 INTRODUCTION

The Housekeeping Department is a crucial force behind the scenes in the hospitality sector, where guests' contentment and immaculate service are of the utmost importance. Housekeeping staff members, who are frequently overlooked yet essential to a flawless and enjoyable guest experience, are crucial. The morning, evening, and night shift housekeeping attendants follow the same daily schedules, which form the basis of a well-run hotel. Understanding these procedures is essential for upholding the greatest levels of organisation and cleanliness, which boosts the establishment's overall effectiveness and reputation. Housekeeping staff members put in endless effort to provide a warm and welcoming environment for visitors, from carefully making beds to making sure surfaces are pristine.

The idea of "invisible housekeeping," where every detail is meticulously cared to behind the scenes, exists in addition to the tangible components of housekeeping. This idea captures the essence of hospitality by guaranteeing that visitors have a smooth stay in which their needs are recognised and satisfied before they even emerge. Exploring this idea helps us learn how to cultivate welcoming environments that leave visitors with positive memories.

The importance of housekeeping extends beyond of hotels and into a variety of non-hotel industries, including hospitals, apartments, malls, and more. Understanding the responsibilities that housekeeping plays in these various settings helps us better comprehend the particular difficulties that housekeeping staff members encounter in addressing the demands of each environment.

Role of Housekeeping in Guest Satisfaction

As the foundation of a satisfying and memorable visitor experience in the hotel sector, cleaning plays a critical and extensive role in guest satisfaction. Housekeeping plays a crucial role in influencing a guest's opinion of comfort, cleanliness, and general happiness from the time they check in to the time they check out.

Cleanliness is one of the main characteristics of housekeeping that directly affects guest pleasure. The guest rooms, common areas, and facilities are scrupulously maintained in terms of look and cleanliness by the housekeeping department.

Figure 5.1 Repeat Business

An appealing and soothing atmosphere is created by immaculately clean rooms, new linens, and efficiently organised spaces, making visitors feel valued and cared for.

Housekeeping is also crucial to ensuring the safety and welfare of visitors. The department's dedication to visitor security is shown by routine checks for potential threats including malfunctioning electrical equipment or trip hazards.

Housekeeping has a lasting impact on the whole visitor experience, from the obvious cleanliness and organisation of guest spaces, to the behind-the-scenes work that ensures a faultless stay. Housekeeping helps create a favourable and long-lasting impression on visitors

by constantly providing high levels of cleanliness, attention, and care. This encourages patronage, favourable reviews, and word-of-mouth recommendations, ultimately influencing the hotel's business and reputation.

Check your Progress

Q. 1. Why Guest Satisfaction is important in hotel business?

Q.2. How will customer satisfaction lead to Repeat Business

5.2 DAILY ROUTINES TO BE FOLLOWED BY HOUSEKEEPING ATTENDANTS IN MORNING, EVENING AND NIGHT SHIFT.

An established hotel with the necessary procedures in place will have a regular daily routine for housekeeping operations. The housekeeping day is a crucial idea in how this daily operation works. The period of time when housekeeping operations are in full swing throughout a 24-hour period is referred to as the "housekeeping day". The housekeeping department's daily schedule is organised into three shifts for systematic management, just as it is operationally. It goes without saying that the morning shift has a larger staffing allocation than the other shifts. Since this shift is when the most work gets done, the shifts are often morning, afternoon, night, etc.

Figure 5.2 Shift Timings

"Opening the house" in housekeeping refers to preparing the entire hotel or specific areas for daily operations. Housekeeping employees ensures that guest rooms are prepared, public spaces are neat, and supplies are replenished. Maintenance concerns and special requests are addressed for efficient operations. The Assistant Housekeeper's daily work report depends on occupancy and arrival/departure data, enabling effective room cleaning and resource allocation. The occupancy report helps plan staff duties based on projected occupancy levels. Floor Supervisors receive section worksheets to assign tasks to room attendants and coordinate their duties. The log book facilitates communication across shifts within the housekeeping department. Furthermore, the Banquet Function Prospectus (BFP) serves as a vital document for supervisors, providing details about upcoming conferences and parties in the hotel.

BFP is an abbreviation for "Banquet Function Prospectus." It provides a thorough description of the event, including information on guests, cuisine, audio-visual requirements, and venue layout. It acts as a roadmap for organising successful events. Figure 5.3 BFP

Day:..Monday....Date:..27/07/23....

Section...Lily Rooms #201 to #210 GRA ... Sakshi **Supervisor** ... Vishal	Section...Rose Rooms #301 to #310 GRA ... Kriti **Supervisor** ... Vishal	Section...Tulip Rooms #401 to #410 GRA ... Pooja **Supervisor** ... Bhanu	Section...Lotus Rooms #501 to #510 GRA ... Nisha **Supervisor** ... Bhanu
201 ✓	301 ✓	401 ✓	501 ✓
202 ✓	302 V	402 ✓	502 ✓
203 ✓	303 V	403 ✓	504 ✓
204 OOO	304 V	404 ✓	506 ✓ EA
205 V	305 ✓	405 ✓	507 ✓
209 ✓	309 ✓	408 ✓	509 ✓
210 ✓	310 ✓	410 ✓ C/O	510 ✓
Total Rooms to make ...08...	Total rooms to make ...06...	Total rooms to make ...10...	Total rooms to make ...09...

Notes: ✓A check mark indicates rooms to be serviced by GRAs.

C/O: Check-out; V: Vacant; OOO: Out of order; EM: Early make-up; EA:

Table 5.1 Sample Daily Work Report

MORNING SHIFT

During the morning shift, the housekeeping staff starts their day by clocking in and heading to the locker room to change into their uniforms. Typically, the soiled uniforms from the previous evening are exchanged on a one-for-one basis. Once dressed in their uniforms, the employees proceed to the control desk or housekeeping central at the designated time for the morning shift. The specific timing may vary depending on the hotel, usually falling between 7:00 a.m. to 8:00 a.m. This section outlines the various activities carried out by the employees during the morning shift.

Total rooms occupied (OCC) –38 Date: 27/07/23

Vacant Rooms 12 Check-out rooms - 15

Stayover rooms 20 Ready rooms 0

Early arrival 4 Out-of-order rooms 2

Prepared by – Vishal Kr.

Room #	OCC	R	C\O	Room #	OCC	R	C\O
201	✓			301	✓		
202	✓			302			
203	✓			303			
204	OOO			304			
205	✓			305	✓		
206	✓			306	✓		
207	✓			307	✓		
208	✓			308			
209	OOO			309			
210	✓			310	✓		

Notes: Check marks indicate rooms to be serviced.

Table 5.2 Sample Occupancy Report

Name of GRA ...Sakshi... No. of rooms to service ...14...

Room status codes : OCC = Occupied; O/C = Occupied and clean; V = Vacant; V/R = Vacant and ready C/O = Check-out; EM = Early make-up; OC = On change

Room #	Rooms status	Rooms status code on physical check and no. of guests	Remarks /repairs required
201	✓	O/C	Requested a crib
202	✓	V/R	
203	✓	V/R	
204	V	V/R	
205	✓	OCC 2	Requested late service 08 PM

Date: ....27/07/23.... Floor Supervisor : ....Vishal.....

Table 5.3 Sample Room Assignment Sheet

Briefing session.

At the beginning of the shift, the executive or deputy housekeeper will conduct a briefing to:

- Promotes open dialogue between management and employees.
- Task assignments are preceded by a review of grooming criteria.
- VIP visitors, policies, new practices, job assignments, reporting connections, grooming standards, appreciation for prior work, and planned events
- Following a briefing, floor supervisors give GRAs a sheet with their assigned rooms (Table 5.3).
- Sheets list the rooms that need to be cleaned as well as their present status according to the daily work report.

Room Assignments

- Additional 'pick-up' rooms might be given to GRAs.
- Depending on the status of check-out and the need for early make-up, GRAs prioritize room maintenance.

Handover of Keys

- The deputy housekeeper gives floor master keys to the GRAs.
- A secured key cabinet is located next to the control desk where keys are maintained.
- On a key control sheet (Table 5.4), each GRA signs for the keys they receive.

Date....27/07/23...

Key code	Name	Signature out	Time by	Issued in	Time by	Signature	Received

Table 5.4 Format of Key Control Sheet

Readying the Cart

- In accordance with room occupancy, GRAs prepare their carts in the floor pantries.
- The staff from the previous night shift gets the carts ready for cleaning the guest rooms.

Room Status Check

- One of the most crucial morning-shift tasks is for GRAs to physically inspect each room's condition and update the assignment papers.
- In some facilities, GRAs are required to call the control desk supervisor and report room information, such as the number of guests in each room.
- The floor supervisor is immediately notified of any differences between front desk information and the actual room status so that they can be resolved.

Consolidated Housekeeping Room Status Report

- The housekeeping room status report is a compiled report that the control desk supervisor creates using the data collected at the control desk.

Vacant-Only Check

- In some properties, a discrepancy report is created by inspecting just "on-change" and "vacant and ready" rooms in order to prevent excessively upsetting guests.
- In the morning, GRAs do not enter guestrooms until they are prepared for cleaning.
- Floor supervisors can check these rooms to make sure they're in good shape, and they report any anomalies to the control desk by noting them on the section worksheet that's clipped to the room attendant's cart.
- The control desk supervisor compiles the information received and creates the status report for the housekeeping room i.e.-Room Status Report (Table 5.4).

Room #	Room Status code	No. of guests	Room #	Room Status Code	No. of guests
201	OCC	2	301	V/R	-
202	OCC	2	302	V/R	-
203	OCC	1	303	OOO	-
204	V/R	-	304	OCC	1
205	OCC	2	305	OC	-
206	OCC	3	306	OC	-

Note: V/R: Vacant and ready, OCC : Occupied, OC : On change, SB : Scanty

Table 5.5 Format of for Housekeeping Room Status Report

Room Service and Inspection

- GRAs receive their carts and supplies and then continue to service the bedrooms.
- 'On-change' rooms typically receive top priority.
- The control desk is notified when a floor supervisor has inspected a room to release it for sale.
- The floor supervisor notifies the front desk and updates the status if a room needs maintenance, which creates a maintenance work order.

Clearing Guestrooms Order:

The following is the order in which guestrooms are cleared out:

- Early make-up requests (EM).
- VIP accommodations before 11:00 a.m.
- Rooms are prohibited for new arrivals due to check-out status.
- Reception areas.
- Rooms that are occupied but have 'please make my room' signs placed.
- Spaces where a DND card had been seen earlier in the day.
- Rooms that will become available for check-out considerably later in the day.

Public Area Inspection:

- During the morning shift, the public area supervisor checks the entry, lobby, guest odors, lifts and stairwells.
- Ascertains whether any urgent cleaning or care is necessary as a result of undesirable nighttime happenings.
- Arranges for housemen to come in for emergency cleaning if necessary; otherwise, they handle regular cleaning.

STAYOVER ROOM

In a hotel or other hospitality setting, a stay over room is a guestroom where a guest has asked to stay for several consecutive nights without checking out in between. The guest stays in the room the entire time they are there, and it is neither cleaned nor given a daily check-out.

Cleaning 'Stay over' Rooms:

- After dealing with 'DND' rooms, GRAs clean 'stay over' rooms in the late afternoon.

Final Room Status Check and Second Report:

- After servicing each room, GRAs do a physical inspection to determine its condition.
- They give the floor supervisor updated copies of the room assignment sheets.
- The control desk supervisor receives the sheets from the floor supervisor.
- The second housekeeping status report of the day is created by the control desk supervisor after compiling the information that has been provided.

Clean-Up, Reporting, and Handover:

- Soiled linen is either sent down the linen chute by GRAs or transported to the laundry by housemen in a trolley.
- The GRAs restock their carts at 3:30 pm in preparation for evening guestroom servicing.
- They clean used dental appliances, get rid of waste, mix cleaning solutions, and replenish supplies.
- All forms and reports are gathered and filed by floor supervisors, who also turn in their time sheets to the control desk.
- There are pertinent entries made in the log book.

- The afternoon shift crew arrives for work, and there is at least an hour of overlap between the handover and takeover of responsibilities.
- The morning shift team gathers for a debriefing after handing over keys to the control desk and signing the key control sheet.

Debriefing and Going Off Duty:

- Every employee's difficulties are discussed, and any common issues are addressed with suggestions for workable solutions or the sharing of personal experiences.
- Any unfinished job is given to the personnel during the following shift.
- The duty schedule for tomorrow is examined.
- The morning shift workers go to the uniform exchange counter after the debriefing to swap their used uniforms for new ones for the following day's work.
- In a normal 9-hour straight-shift scenario, if the morning shift started at 8:00 a.m., the workers are then free to punch their cards on their way out at 5:00 p.m.

AFTERNOOON SHIFT

The afternoon-shift (also called evening-shift in some properties) GRAs undertake a physical check of guestrooms around 4.30 p.m. to update the room status.

- They utilize the third blank room assignment page they had previously made and change the information on it.
- The need for this update arises from the possibility that changes resulted from guest check-ins and check-outs occurring after 3:00 p.m.

Figure 5.5

The 'check-out' rooms are now referred to as 'ready' rooms as part of this update. The control desk supervisor consolidates the information from this check, tallies it with the front desk, and reviews it before sending a copy to the executive housekeeper and financial controller

At around 4.30 p.m., a supervisor conducts a thorough check of all guest corridors and service areas:

- Ensures that no equipment, soiled linen, or trash is left behind.
- Ensures the floor pantries are tidy.
- Reads the day's entries in the log book for any important notes or incidents.

The afternoon GRAs clean the 'late service request' rooms and 'brush up' (BUP) rooms, which were previously occupied but are now vacated:

- Only light servicing is needed for these rooms, known as 'brush up.'

At approximately 7:00 p.m., the GRAs provide turn-down service in all occupied rooms:

- This service is carried out when guests are typically out for dinner or other engagements.

Any 'late check-out' rooms are also serviced for late-arriving or walk-in guests.

Guest requests made during the evening are noted down on the room assignment sheet and transferred to the guest log book.

Guest requests and loan item requests for the evening are attended to by the GRAs.

By 6:00 p.m., the front office resolves any discrepancies:

- Some issues are resolved through a simple phone call, while others may require physical re-checking.

The evening GRAs restock the room attendants' carts in the floor pantries to prepare for the next day's work.

After completing their tasks, the evening GRAs go off duty, concluding their shift.

NIGHT SHIFT

The night shift usually involves a smaller number of staff, unless there is a special cleaning project that requires additional personnel. The night supervisor takes over from the supervisors of the previous shift and assumes responsibility for managing the night operations.

The night GRA conducts the following tasks:

- Checks the room attendants' carts to ensure they are properly stocked and ready for the morning shift.
- Washes the drinking glasses used during the evening.

- Keeps the cleaned drinking glasses ready for the morning crew to place them on the carts.

The night supervisor is responsible for filing various important documents:

- The night report to housekeeping, which is collected from the front desk and contains essential information needed to open the house in the morning.
- Originals and copies of all the daily work reports prepared during the evening shift.
- All the section work sheets, which provide detailed information about the status of each section's rooms.
- Copies of the housekeeping status report, which contains the overall status of all guestrooms.
- The completed key control sheet, ensuring proper management of master keys.
- The night supervisor's report on the evening's events, which may contain any incidents, difficulties, or noteworthy events that occurred while they were working.

Early in the morning, the night supervisor collects the night report and the arrivals/ departures list from the front desk to prepare for the opening of the house for the day's operations.

Check your Progress

Q.1 What is the purpose behind the briefing session conducted by deputy housekeeper or executive housekeeper at the start of the morning shift?

Q.2 List the sequence of room cleaning during the morning shift?

Q.3 Differentiate between Occupancy report and Arrival and Departure Report?

5.3 CONCEPT OF INVISIBLE HOUSEKEEPING

Figure 5.7 Invisible Housekeeping is like a magician's trick

In the world of hospitality, the idea of "invisible housekeeping" is an essential concept centred around the notion of seamless and unobtrusive service. Beyond the actual process of cleaning, it also includes the skill of anticipating visitor demands and delivering a first-rate experience while keeping the efforts put in behind the scenes hidden.

Just like a magician the housekeeping department of the hotel performs all duties behind the curtain and the end result is nothing less of a miracle.

The goal of invisible housekeeping is to establish a comfortable, opulent environment where everything seems to be done with ease and perfection. Without any explicit requests, visitors should feel as though their requirements are addressed on an intuitive level. This entails rooms that are

impeccably clean and organised, amenities that are well stocked, and proactive attention to every area of the visitor's stay.

When Guests are away or have posted a "Do Not Disturb" sign on the door during their stay, the invisible housekeeping method ensures that staff members quietly and meticulously clean the rooms.

Figure 5.8 Invisible Housekeeping requires

For this method of housekeeping, the housekeeping team and other departments must work together effectively, pay close attention to detail, and undergo intensive training. It necessitates continual communication with front desk personnel to be aware of when rooms are vacated, housekeeping managers to oversee cleaning schedules, and maintenance crews to take care of any concerns as soon as they arise.

The foundation of excellent guest experiences is invisible housekeeping since it dramatically increases customer happiness and loyalty. Customers are more likely to think favourably of the hotel and leave with pleasant recollections when they are treated with genuine attention and without intrusive interruptions.

Hotels may differentiate themselves in the fiercely competitive hospitality sector by mastering the idea of invisible housekeeping and building a reputation for first-rate service that attracts repeat business.

GUIDELINES FOR IMPLEMENTING- INVISIBE HOUSEKEEPING

It takes meticulous planning, close attention to detail, and a dedication to providing great service to put the idea of invisible housekeeping into practise. To achieve invisible housekeeping, follow these actions and recommendations:

1. **Comprehensive Training:** To make sure that the housekeeping team thoroughly comprehends the idea of invisible housekeeping, comprehensive training is necessary. They need to be taught how to prioritize secrecy in their activities, anticipate and promptly meet guests' demands, and operate with a high degree of professionalism. Case studies, role-playing exercises, and continuing coaching may be used in training to reinforce the ideas of invisible service.

2. **Empower employees:** Giving housekeeping employees the freedom to decide for themselves and take the initiative to serve visitors enables them to offer unique and extraordinary experiences. Encourage a culture of autonomy and trust so that employees feel comfortable going above and beyond for customers.

3. **Communication and Coordination:** To make sure that personnel are informed about guest arrivals, departures, and any special requests, it is essential that cleaning, front desk, and other departments operate with seamless communication and coordination. This makes it possible for housekeeping to efficiently organize and schedule their tasks, minimizing disturbances for visitors.

4. **Room Assignment Efficiency:** The room assignment procedure needs to be optimized so that housekeeping staff may provide complete and undetectable service. This entails carefully allocating rooms to attendants, taking into account the size of the room, the difficulty of the cleaning jobs, and the closeness to other designated rooms. Effective workload management allows attendants to devote enough time to each room, upholding the hotel's high standards for presentation and cleanliness. Effective room assignments can boost employee morale and productivity by allowing attendants to concentrate on providing outstanding service rather than feeling overburdened by an overwhelming workload.

5. **Strategic Scheduling:** Housekeeping tasks must be scheduled carefully if staff is to be able to work covertly and unobtrusively when guests are absent or unlikely to cause a disturbance. Housekeeping employees can efficiently do their responsibilities without causing interruptions by strategically scheduling cleaning operations during times of reduced guest traffic or collaborating with the front desk to know passenger departure and arrival timings. Strategic planning also enables prompt room turnover, guaranteeing that guests receive immaculately clean and ready accommodations upon arrival.

6. **Discreet Cleaning Tools and Attire:** To uphold the idea of invisible housekeeping, it is crucial to provide cleaning workers with discrete and effective cleaning instruments. The use of silent hover cleaners, unobtrusive cleaning carts and covert cleaning materials allows workers to work quietly and covertly without disturbing guests. Professional and unobtrusive employee attire that seamlessly blends with the hotel's overall aesthetic supports a well-organized and cohesive team that is committed to delivering a seamless guest experience.

7. **Personalization:** Invisible housekeeping places a strong emphasis on unique touches. It improves the feeling of care and attention when staff members are encouraged to accommodate specific guest preferences, such as stocking preferred toiletries, setting up the amenities in the room to their liking, or offering extra pillows or blankets. Personalization leaves a lasting effect on visitors by making them feel cherished and appreciated. It also gives their stay a distinctive touch, which encourages them to return for additional stays.

Personalization: It is essential to personalise housekeeping since it improves visitor experiences and develops a feeling of community. A personalised environment is created for visitors by tailoring cleaning schedules, employing preferred products, and accommodating unique requests. It raises customer happiness, loyalty, and word-of-mouth referrals, which improves the hotel's reputation and increases guest retention rates.

Figure 5.10 Personalization

8. **Proactive Problem-Solving:** Invisible housekeeping requires personnel to be proactive in resolving possible problems. Regular room inspections allow attendants to find and fix maintenance concerns before visitors even notice them, replace worn-out things, or take care of any other difficulties. In addition to ensuring a seamless visitor experience, proactive problem-solving aids in reducing bad reviews and visitor complaints. A clean, hassle-free atmosphere promotes customer loyalty and happiness while also reflecting favorably on the hotel's image.

9. **Attention to Detail:** In order to maintain the idea of invisible housekeeping, it is essential to stress the value of paying close attention to even the tiniest details. Among other things, this entails making sure that every surface, nook, and piece in the guest room is immaculately cleaned, arranged, and displayed. Pay attention to small details like painstakingly organizing furniture and folding towels and toiletries symmetrically. The hotel's commitment to providing great service is reinforced by consistently upholding high standards for cleanliness, giving visitors with a favorable impression that lasts.

10. **Guest Feedback:** Encourage customer feedback and ask for suggestions proactively regarding their experiences with housekeeping services. Use a variety of methods, like as feedback forms, online reviews, or face-to-face encounters, to collect visitor input. Guest feedback reveals possible areas for improvement and provides useful insights into areas where invisible housekeeping practices shine. It enables the hotel to better comprehend visitor preferences and wants, helping to shape upcoming projects and ensuring that hidden housekeeping procedures meet visitor expectations.

11. **Staff Recognition and Motivation:** Maintaining strong morale and motivation among the team members depends on recognizing and rewarding employees who continuously excel at performing invisible housekeeping services. Recognize exceptional performance via verbal compliments, certificates of achievement, or incentive schemes. A team that is highly motivated and respected is more likely to stay committed to their jobs and continually strive for excellence in service delivery. The hotel promotes the significance of invisible housekeeping and encourages personnel to uphold these standards by developing an appreciation-based culture.

Figure 5.11 Staff Recognition and Motivation

12. **Continuous Improvement:** The idea of invisible housekeeping demands a dedication to ongoing development. Review and improve housekeeping practices frequently to account for changing visitor preferences and needs. Examine customer reviews, market trends, and benchmarking information to find areas that can be improved. In order to build a culture of creativity and cooperation, encourage personnel to share their perspectives and experiences. The hotel guarantees that invisible housekeeping practices remain applicable, efficient, and in line with the changing demands of discriminating visitors by embracing ongoing development.

Check your Progress

Q.1 Why Invisible housekeeping is more relevant in the current scenario for the hotel industry?

Q.2 What more can be done to ensure Invisible Housekeeping is successful in hotels? tween Occupancy report and Arrival and Departure Report?

5.4 HOUSEKEEPING IN HOSPITALITY SECTORS APART FROM HOTELS- HOSPITALS, RESIDENTIAL APARTMENTS, MALLS, CLUBS, SHOPS, OFFICES, F & B OUTLETS, INSTITUTES, AIRPORTS, RAILWAY STATIONS, METRO STATION & CRUISE LINERS

HOSPITALS

For patients, staff, and visitors, a clean, safe, and sanitary atmosphere is crucially maintained by the housekeeping department in hospitals. This department, which primarily focuses on infection control and hygiene, makes sure that hospital facilities follow strict cleaning guidelines and standards. Patient rooms, surgical rooms, and intensive care units all have unique cleaning protocols that are meticulously followed.

Figure 5.12 Invisible Housekeeping requires intensive planning

The hospital housekeeping crew stays committed to creating a healthy and comfortable environment for all, making a substantial contribution to the general well-being and patient experience within the healthcare facility. This commitment extends from waste management to ongoing cleaning and emergency response.

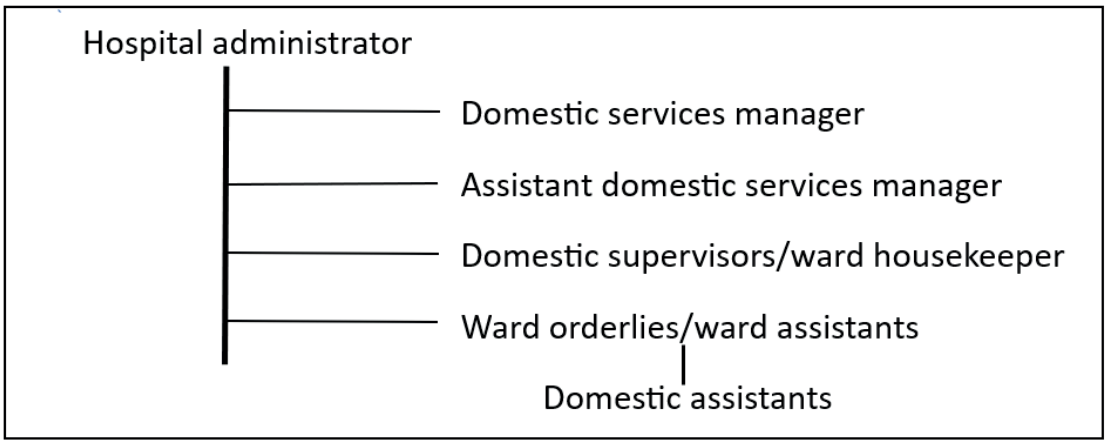


Figure 5.13 Organizational Structure of a Housekeeping department in a hospital

5.5 SPECIAL CHARACTERISTICS OF HOUSEKEEPING DEPARTMENT IN HOSPITALS

1. **Strict Hygiene Standards:** For patients with compromised immune systems, continuous cleaning and sanitization by hospital housekeeping provides a high standard of cleanliness in patient rooms, operating rooms, and communal areas.

2. **Specialised Cleaning Protocols:** Skilled housekeeping workers adhere to unique cleaning protocols for various hospital facilities, such as patient rooms and intensive care units, in order to handle particular hygienic requirements and security issues.
3. **Around-the-clock operations:** To accommodate patient admissions, discharges, and urgent cleaning needs, hospital housekeeping is available round-the-clock to provide continuous cleaning and maintenance.
4. **Chemical and Equipment understanding:** Housekeeping staff members have thorough understanding of cleaning products, disinfectants, and equipment, ensuring efficient and secure cleaning procedures for various surfaces and areas.
5. **Patient privacy and dignity:** are given first priority by hospital housekeeping workers, who treat patient rooms and other private spaces with decency and respect.
6. **Collaboration and Teamwork:** For efficient hospital operations and planned cleaning schedules, housekeeping, nursing, maintenance, and administration personnel must effectively collaborate and communicate with one another.
7. **Ongoing Education:** Housekeeping staff members receive regular training to stay current on best practises, sophisticated cleaning methods, and infection control practises, enabling them to adapt to changing difficulties.
8. **Waste Management:** To avoid potential risks to patients, personnel, and the environment, hospital housekeeping controls biomedical waste disposal while strictly following local laws and waste segregation standards.

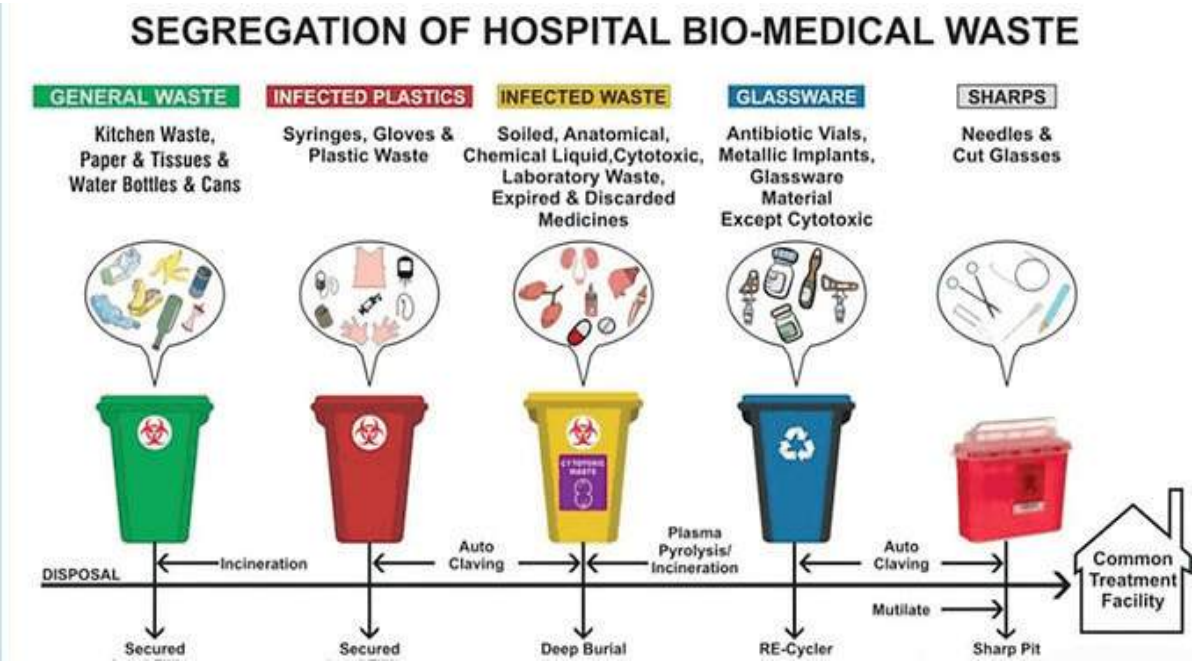


Figure 5.14 Waste Management

9. **Infection Control:** The hospital's infection control programme depends heavily on the housekeeping department, which implements isolation protocols and upholds strict hygiene to stop cross-contamination and the spread of illnesses.

Figure 5.15 Infection Control

10. **Patient Experience:** By encouraging a sense of comfort, trust, and healing for patients and their families, a clean and well-maintained hospital environment indirectly improves the overall patient experience
11. **Emergency Response:** Housekeeping staff members are trained to act quickly in the event of an emergency, including spills, accidents etc.

Figure 5.16

12. **Compliance with Rules:** Hospital housekeeping follows government and industry standards for hygiene, waste management, infection control, and cleaning. Compliance is maintained by ongoing audits and training.

5.6 RESIDENTIAL APARTEMENTS

In order to provide long-term residents with a cosy and enjoyable living space, the housekeeping department in residential buildings is essential. Unlike standard hotel housekeeping, this division attends to the demands of long-term or temporary guests by providing individualised services catered to each client's preferences. The housekeeping team promotes a sense of community by developing close bonds with people while focusing on routine cleaning and maintenance. The residential flat housekeeping crew works to create a warm and well-kept environment where tenants can feel at home during their extended visits by emphasising security, privacy, and ecologically responsible practises.

Special characteristics of housekeeping department in Residential Apartments

1. **In-House Service:** To encourage familiarity and comfort among long-term or semi-permanent inhabitants, residential flats have a dedicated in-house housekeeping crew.

Figure 5.17 In House Services

2. **Personalization:** Housekeeping services for residential flats are more individualised, taking into account resident preferences, particular cleaning schedules, and special requests. This increases resident satisfaction.
3. **Extended Stay Services:** To maintain a constantly comfortable and happy home environment, housekeeping in residential units concentrates on routine maintenance and cleaning for longer stays.
4. **Relationships with Residents:** Housekeeping staff develops close relationships with residents, fostering a feeling of community and a friendly environment.
5. **Scheduling Flexibility:** Housekeeping respects homeowners' individual cleaning preferences while taking into account their daily schedules and employment obligations.
6. **Tenant safety and privacy** are given top priority by housekeeping, which abides by strict security protocols.
7. **Repeated Cleaning:** Housekeeping keeps up with the regular cleaning of common areas, hallways, lifts, trash removal and general hygiene.
8. **Complaints and feedback:** from residents are swiftly addressed by the housekeeping crew to guarantee satisfaction.

9. **Teamwork:** To ensure the safety of the residents, housekeeping works closely with the maintenance and security departments.
10. **Eco-Friendly Practises:** Some apartment buildings use eco-friendly cleaning methods to cater to tenants' interest in sustainability and foster a greener living environment.

MALLS

In malls, the housekeeping division is essential to preserving the property's cleanliness, hygienic conditions, and overall visual appeal. The following are some of the essential qualities of the housekeeping department in malls:

Figure 5.18 HK services in Malls

1. **Size and Scope: T**he mall's housekeeping department is large and comprehensive due to the vast area and numerous locations requiring maintenance.
2. **Diverse locations to Clean:** Housekeeping maintain cleanliness in various areas, such as retail stores, food courts, restrooms, escalators, and parking lots.
3. **High Footfall:** With many visitors daily, regular cleaning and upkeep are crucial to handle the wear and tear.
4. **Continuous Operation:** Housekeeping services operate seven days a week to ensure the mall always remains clean and presentable.
5. **Specialized Cleaning Equipment:** The housekeeping team utilizes advanced equipment like ride-on sweepers and scrubbers for the mall's vast and diverse spaces.
6. **Waste Management:** Proper waste management is crucial as many shops and restaurants generate garbage in the mall.
7. **Customer Service:** A clean and well-maintained mall enhances customer experience, leading to increased sales for businesses.
8. **Staff Training:** Housekeeping staff undergo comprehensive training to handle various cleaning techniques, customer service, and emergency response procedures.
9. **Safety Precautions:** The housekeeping division prioritizes safety, implementing proper signage and protocols to ensure the well-being of guests and employees.

CLUBS

A club's housekeeping department demonstrates a number of distinguishing traits that make it crucial for preserving the club's general ambiance and patron pleasure. The housekeeping staff must perform a lot of cleaning because clubs often have a variety of amenities such dining establishments, pubs, gyms, and pools.

Figure 5.19 HK services in Clubs

1. **The housekeeping staff of a club Variety of Amenities:** Clubs offer a wide range of amenities, such as restaurants, bars, gyms, and swimming pools, all of which require intensive cleaning by the housekeeping staff.
2. **Focus on Detail:** The housekeeping department takes great care to ensure that every space is pristine and welcoming to members and visitors.
3. **Big crew and Flexibility:** The housekeeping department employs a big crew that can handle special cleaning requirements for events and gatherings during busy times due to the size and complexity of club facilities.
4. **Guest amenities:** In addition to standard cleaning, the housekeeping division offers member-enhancing amenities including room service and turndown service.
5. **Security and privacy:** are given top priority by the housekeeping staff, who make sure that private member information is handled discretely.
6. **Cooperation with Other Departments:** To guarantee efficient operations and swiftly address any issues, housekeeping collaborates closely with front desk and maintenance.

SHOPS

Maintaining the shop's cleanliness, organisation, and overall appearance is the responsibility of the housekeeping staff. It is in charge of making sure that the store's surroundings are clean, maintained, and friendly to clients. The housekeeping department's commitment to detail is one of its key traits.

Figure 5.20 HK services in Shops

1. **Attention to Detail:** The shop's surrounds are meticulously cleaned and organised by the housekeeping crew, resulting in an aesthetically pleasant workplace.
2. **Emphasis on Customer Experience:** The department places a high priority on giving consumers a comfortable and hassle-free shopping experience. Spills are swiftly cleaned up, and walkways are kept clear.
3. **Flexibility and Adaptability:** Whether it's a client rush or an emergency, the team is prepared to face a variety of problems throughout the day. They also react fast to unforeseen circumstances.
4. **Cooperation and Teamwork:** To effectively plan events and guarantee efficient operations, housekeeping collaborates with other retail staff.
5. **Safety and Sanitation:** To maintain a healthy shopping environment, strict attention to safety and sanitary criteria is enforced, including regular sanitization, disinfection, and waste management procedures.

OFFICES

A clean, organized, and comfortable workplace for employees is made possible by the housekeeping department in offices. This division is essential to the overall effectiveness and productivity of the workplace and is distinguished by its focus on the little things and dedication to upholding a professional environment.

Figure 5.21 HK in Offices

1. **Cleanliness and Hygiene:** The office housekeeping crew concentrates on routine cleaning duties to maintain pristine and sterile workstations, toilets, and common areas.
2. **Organized Workspace:** The division keeps a tidy workplace, supporting effective business operations and staff access to resources.
3. **Attention to Detail:** The housekeeping staff is attentive to minute details like office supplies, meeting room setup, and quick maintenance problem resolution.
4. **Commitment to Schedule:** The office cleaning staff adheres to a predetermined schedule to maintain order and cleanliness in the workplace.
5. **A Warm Workplace:** The office housekeeping department helps to create a welcoming atmosphere that fosters employee well-being and makes a good first impression on clients and visitors.

F&B OUTLETS

In F&B (Food and Beverage) outlets, the housekeeping division is essential to preserving the establishment's cleanliness, hygienic conditions, and overall aesthetics. This department is in charge of a number of duties that support the efficient operation of the establishment, with a primary focus on ensuring that customers have a pleasant and comfortable dining experience.

Figure 5.22 HK in F&B outlets

1. **Safety and Security:** The F&B housekeeping department places a high priority on sanitation and cleanliness to provide a favourable first impression for clients and to comply with health and safety laws.
2. **Efficiency:** In order to give entering guests a seamless eating experience, the staff moves fast to clean and arrange tables.
3. **Flexibility:** The department quickly cleans up spills and keeps the establishment's appearance while accommodating shifting crowd densities and special occasions.

4. **Aesthetics:** In addition to maintaining cleanliness, putting an emphasis on aesthetics improves the dining experience by fostering a cosy and visually appealing atmosphere.
5. **Customer Satisfaction:** The establishment's success is largely attributed to the excellent standards of cleanliness and hospitality, which promote patron loyalty and repeat business.

INSTITUTES

For students, instructors, and staff in institutes, a clean, hygienic, and well-organized environment is crucially maintained by the housekeeping department. The department's main objective is to maintain order and a favourable environment for studying and living in all areas, including classrooms, labs, common areas, and residential facilities.

1. **Clean and Hygienic Environment:** To offer a comfortable setting for learning and living, the housekeeping department in educational institutions makes sure that classrooms, labs, and common areas are routinely cleaned and sanitised.
2. **Strict Standards Compliance:** The team strictly adheres to the established cleaning schedules and processes, preserving strict hygiene standards to stop the spread of germs and maintain a healthy environment.
3. **Specialised Cleaning Skills:** To ensure safety and regulatory compliance, the crew is well-trained to manage the particular cleaning needs of laboratories.
4. **Emphasis on Organisation:** The housekeeping staff keeps the environment organised by storing objects properly and reducing clutter, which improves the institute's appearance and usability.
5. **Quick Response to Emergencies:** The cleaning crew takes care of spills and mishaps right away, keeping the area tidy and secure.
6. **Contribution to Institute's Goal:** By fostering a warm and friendly learning and working environment, the housekeeping department significantly contributes to the institute's purpose.

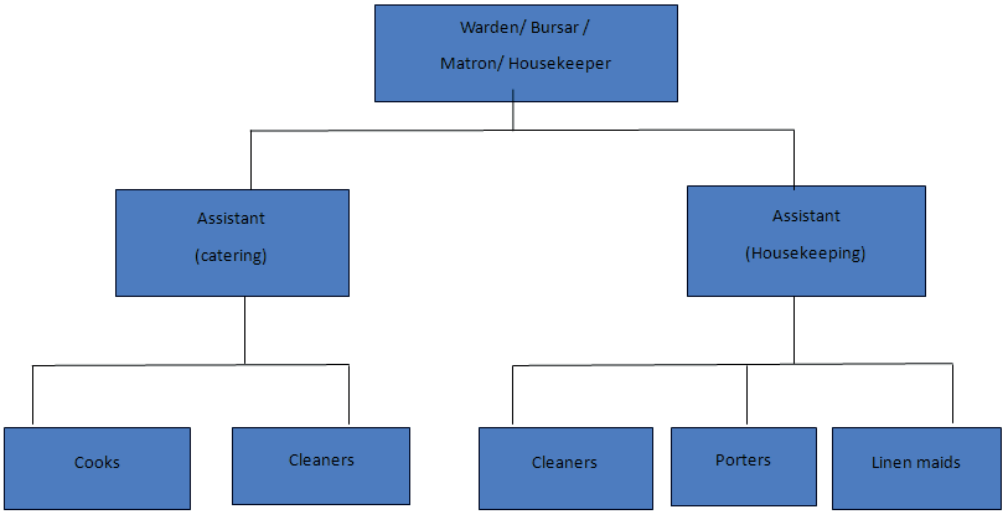


Figure 5.23 Organization Chart of a 500 room hostel

AIRPORTS

In order to keep the airport facilities clean, hygienic, and generally presentable, the housekeeping department is essential. The housekeeping department in airports faces particular problems and duties that distinguish it from other hospitality environments.

Figure 5.24 HK in Airports

1. **Quick-paced Environment:** The airport housekeeping department works in a fast-paced setting with thousands of visitors every day, necessitating meticulous attention to organisation and cleanliness.
2. **Continuous operations:** Given that airports are open around-the-clock, housekeeping workers work in shifts to keep boarding gates, lounges, waiting areas, bathrooms, and baggage claim areas clean and sanitary.
3. **Particular Challenges:** The management of significant amounts of garbage and the rapid passenger turnover present particular difficulties for airport housekeeping.
4. **Cultural Awareness:** To give great service to travellers from a variety of cultures and backgrounds, airport housekeeping must be eminently professional, courteous, and multilingual.
5. **Security Measures:** To protect the safety of all parties, housekeeping staff is required to adhere to stringent security protocols.
6. **Security Measures:** To maintain the safety and security of airport facilities, housekeeping staff are required to adhere to severe security protocols, including background checks.
7. **Technology Use:** The airport housekeeping division frequently uses cutting-edge cleaning tools and technology, like autonomous cleaning robots, to increase productivity and uphold high standards of cleanliness.

RAILWAY STATIONS

A railway station's housekeeping division is essential to preserving the area's cleanliness, hygienic conditions, and orderliness. It is in charge of making sure that everyone—passengers, employees, and visitors—is treated nicely and comfortably.

Figure 5.25 HK in railway station

1. **Maintaining Public Areas:** Housekeeping ensures cleanliness in waiting areas, ticket counters, platforms, and other public spaces to create a pleasant environment for travellers.
2. **Restroom Hygiene:** The division is responsible for maintaining clean and well-stocked restrooms to ensure passenger comfort and satisfaction.
3. **Waste Management:** Housekeeping handles proper waste disposal and litter picking to keep the station tidy and free from clutter.
4. **Train Cleaning:** They perform quick turnarounds by cleaning and preparing train compartments for the next journey, ensuring a smooth passenger flow.
5. **Platform Safety:** Housekeeping actively ensures platform safety, removing any obstacles and maintaining clear pathways for passengers.
6. **Green Initiatives:** Implementing eco-friendly cleaning practices and waste reduction programs to promote sustainability in station operations.
7. **Emergency Preparedness:** The department undergoes training to respond promptly to emergencies and assist passengers in need.
8. **Customer Assistance:** In addition to cleaning, they provide basic assistance to passengers and help answer queries related to station facilities.
9. **Adherence to Standards:** Housekeeping follows strict cleanliness and hygiene standards set for railway stations.
10. **Multilingual Staff:** Employing multilingual staff to assist international travellers and enhance communication with passengers from diverse backgrounds.

11. **Timely Response:** The team addresses cleaning and maintenance requirements promptly to maintain a high standard of station upkeep.
12. **Ongoing Training:** Regular training sessions equip staff with the latest cleaning techniques and safety protocols.

METRO STATIONS

For the millions of commuters who pass through a metro station every day, the housekeeping department is essential in preserving the station's visual appeal, cleanliness, and hygienic conditions.

Figure 5.26 HK in metro station

1. **Round-the-clock operation:** Metro stations must have a flexible housekeeping service to manage varying cleaning requirements and constant foot traffic. A well-organized workforce works in shifts to uphold strict standards for cleanliness.
2. **Stringent Cleaning Protocols:** To handle daily obstacles including dirt, dust, spills, and waste accumulation, the housekeeping crew places a strong emphasis on following stringent cleaning protocols. Safety and cleanliness are maintained by routine sweeping, mopping, and disinfection.
3. **Waste Management:** Due to the large amount of everyday rubbish, proper waste disposal and recycling are essential in metro stations. Regular trash emptying and sorting is done by the housekeeping staff to ensure proper disposal.
4. **Emergency Preparedness:** Housekeeping personnel is taught to respond quickly to situations in order to maintain passenger safety and minimise disruptions to commuter flow.
5. **Coordination with Other Teams:** To handle problems quickly and keep a productive and coordinated team, the department works closely with the security and maintenance teams.

CRUISE LINERS

The housekeeping staff on cruise ships is crucial to making sure that everyone on board has a pleasant and happy time.

This division looks after the cleanliness, hygienic conditions, and aesthetics of the entire ship with excellent standards and attention to detail.

1. **Continuous Operation:** Cruise ships operate 24/7, and the housekeeping staff works in shifts to maintain cleanliness and hygiene round-the-clock, ensuring passengers always have a pleasant environment.
2. **Cabin Turnover Efficiency:** With passengers embarking and disembarking frequently, the housekeeping department efficiently turns over cabins between itineraries to prepare for new guests.

Figure 5.27 HK in Cruise Liners

3. **Laundry Management: M**anaging the vast amount of laundry generated daily on a cruise ship requires effective systems and coordination to provide fresh linens and uniforms promptly.
4. **Public Area Maintenance:** Public spaces, including dining areas, lounges, and entertainment venues, are diligently cleaned and maintained to provide a welcoming atmosphere for passengers.
5. **Waste Disposal:** Proper waste management is crucial on a cruise ship to ensure cleanliness and prevent any environmental impact.
6. **Eco-Friendly Practices:** Many cruise lines are adopting eco-friendly cleaning methods and sustainability initiatives to reduce the ship's environmental footprint.
7. **Guest Interaction:** Housekeeping staff interact with passengers daily, responding to their needs, providing assistance, and ensuring a comfortable stay.
8. **Special Occasions:** The housekeeping team prepares cabins with extra care for special occasions like birthdays or anniversaries, enhancing the passenger experience.
9. **Safety Protocols:** Housekeeping staff is trained to follow strict safety procedures, especially during rough seas or emergencies, ensuring the well-being of passengers.
10. **Ship Inspections:** Cruise ships undergo regular inspections, and the housekeeping department plays a vital role in meeting the high standards set by health and safety authorities.
11. **Teamwork:** Effective communication and teamwork within the housekeeping department ensure smooth operations and efficient service delivery.
12. **Attention to Detail:** Housekeeping staff pays meticulous attention to every detail, from cabin cleanliness to the arrangement of amenities, to provide a luxurious experience for passengers.

Check your Progress

Q1. Explain a hospital setting, what are some specific housekeeping responsibilities beyond basic cleaning tasks that contribute to patient care and infection control?

Q.2. How does the housekeeping department in residential apartments prioritize tasks to maintain the cleanliness and aesthetics of common areas

5.7 LET US SUM UP

In Unit 5, we examine the crucial function of housekeeping in the hospitality industry. An explanation of the importance of housekeeping in maintaining a welcoming and comfortable atmosphere for guests opens the chapter.

There is a lot of discussion about the daily schedules for cleaning staff members working the morning, evening, and night shifts. These procedures cover crucial duties like room assignments, thorough room status inspections, and first-rate guest service.

In order to preserve cleanliness and order without interfering with the visitor experience, the idea of "invisible housekeeping" is presented. This concept emphasises the smooth execution of housekeeping procedures.

The unit looks at how housekeeping is used in various hospitality industries outside of hotels. To maintain cleanliness and guest happiness, hospitals, residential units, malls, clubs, stores, F&B outlets, institutes, railway stations, metro stations, and cruise liners all benefit from excellent housekeeping practises.

The significance of upholding strict standards of sanitation and hygiene is emphasised throughout the unit. In addition to improving the entire visitor experience, a well-kept environment helps hospitality businesses build their reputation and succeed. Housekeeping continues to be a crucial component of the industry, ensuring that all guests experience a warm and friendly environment in everything from opulent hotels to busy airports

5.8 REVIEW QUESTIONS

Q.1 Fill in the blanks

a) The daily routines of housekeeping attendants differ based on their shift - morning, evening, and _____.

b) Invisible housekeeping focuses on tasks that are not immediately visible to guests but are essential for maintaining _____ standards.

c) Housekeeping in hospitality sectors extends beyond hotels and includes hospitals, residential apartments, _____, offices, and more.

d) In the evening shift, housekeeping attendants provide _____ service in occupied rooms when guests are expected to be out.

e) The concept of invisible housekeeping emphasizes the importance of _____ and meticulous behind-the-scenes tasks.

Q.2 True and False

f) Housekeeping attendants follow different routines depending on the shift, with specific tasks assigned for morning, evening, and night shifts. (True/False)

g) Housekeeping is essential in various hospitality sectors beyond hotels, including hospitals, residential apartments, malls, and airports. (True/False)

h) The concept of invisible housekeeping emphasizes the importance of maintaining a clean and organized appearance in guest areas only. (True/False)

i) Personalization is not an essential aspect of invisible housekeeping as it may disrupt the seamless guest experience. (True/False)

j) The housekeeping department in a mall is responsible for managing outdoor landscaping and gardening. (True/False)

Q.3 Multiple choice questions

Housekeeping plays a crucial role in influencing guest satisfaction by:

a) Preparing delicious meals for guests

b) Creating a welcoming atmosphere with organized spaces and clean rooms

c) Providing entertainment options for guests

d) Offering transportation services for guests

Invisible housekeeping requires staff to be:

a) Loud and noticeable to guests

b) Proactive in resolving potential issues before guests notice them

c) Focused only on visible cleaning tasks

d) Strictly following a set cleaning routine

Strategic scheduling of housekeeping tasks is essential to:

a) Minimize disturbances for guests during their stay

b) Ensure all cleaning tasks are done visibly

c) Increase the number of housekeeping staff during peak hours d) Avoid scheduling any cleaning tasks during guest occupancy

Apart from hotels, housekeeping is essential in which of the following hospitality sectors?

a) Schools and colleges

b) Hospitals and healthcare facilities

c) Corporate offices

d) All of the above

Q.4Short Answer Questions

1. Explain the concept of invisible housekeeping and its significance in the hospitality industry.
2. Differentiate between Room status report and Occupancy Report?

Q.5. Long Answer Questions

a) Compare and contrast the daily routines followed by housekeeping attendants in morning, evening, and night shifts, highlighting the specific tasks and priorities for each shift.

b) Describe the role of housekeeping in various hospitality sectors, such as

i. Hospitals,
ii. Residential apartments,
iii. Malls,
iv. Clubs,
v. Shops,
vi. Offices,
vii. F&B outlets,
viii. Institutes,
ix. Airports,

Practical Activities	
Activity 1 Daily Routines in Housekeeping	The responsibility of developing a daily schedule checklist for housekeeping staff in a hotel or other hospitality industry can be given to students. They should describe the precise duties and obligations that must be carried out during the morning, evening, and night shifts. Students will have a better understanding of the need of adhering to a set schedule to preserve cleanliness and effectiveness in housekeeping tasks through this assignment.
Activity 2 Simulated Invisible Housekeeping	Students might take part in a role-playing exercise where they assume the role of housekeeping attendants in charge of unseen housekeeping duties. They need to recognise and take care of a number of obscure areas of housekeeping, including pest control, odour management, air quality control, and preventative maintenance. Students will gain problem-solving abilities and attention to detail via this project as they work to create a welcoming and comfortable environment for visitors.
Activity 3 Investigation of Housekeeping in Various Hospitality Sectors	Students can investigate a variety of hospitality-related industries outside of hotels, including hospitals, apartments, clubs, workplaces, and airports. They should put together a presentation or paper detailing the difficulties and administrative procedures in each industry. Their understanding of the various ways that housekeeping principles are applied and the value of customising services to fit demands in various environments will be expanded as a result of this exercise.