

Welcome
To
Slide Show
On
Hotel Housekeeping



Chapter 1

Hotel Housekeeping

Aims and objectives:

- ❖ Importance of Housekeeping
- ❖ Housekeeping Functions
- ❖ Relationship of housekeeping with other departments
- ❖ Types of guest rooms and amenities supplied
- ❖ Various types of inventories used in Housekeeping

Housekeeping:

- ❖ Housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces.
- ❖ From the time a guest checks-in in a hotel till he checks-out, it is the housekeeping department which takes care of the guest by making his/her stay pleasant and comfortable.

Importance of Housekeeping:

- ❖ Achieve the maximum efficiency possible in the care and comfort of the guests and in providing support services for the smooth running of the hotel such as:
 - ❖ Comfort
 - ❖ Cleanliness and hygiene
 - ❖ Privacy
 - ❖ Safety and security
 - ❖ Decor

Functions of Housekeeping:

- ❖ The main functions of housekeeping are: overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, safety and security of the guests as well as the infrastructure and interior decoration.

Functions of Housekeeping:

- ❖ **Bed Making:** A guest requires a comfortable bed to take rest, relax and enjoy.
- ❖ A bed that is well made will provide the required comfort.
- ❖ Bed making is a skill that requires to be developed by the housekeeper.
- ❖ It adds to the pleasant ambience of a guest's room.

Functions of Housekeeping:

- ❖ **Pest Control:** No matter how clean one keeps the surrounding, one cannot avoid the “uninvited guests” – the pests.
- ❖ It is not only embracing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around.
- ❖ Pest control is one of the primary responsibilities of the housekeeping department.

Functions of Housekeeping:

- ❖ **Room Maintenance:** Good housekeeping department is just as responsible for the hotel's maintenance as an engineering department.
- ❖ The housekeeping staff and managers should act as the eyes and ears of the engineering department.
- ❖ Proper maintenance will make the Hotel Housekeeping perception of cleanliness easier a to maintain and reduce guest complaints.

Relationship between Housekeeping and other departments:

- ❖ To be successful, a well planned work schedule should be prepared so as to ensure minimum disruption to the guests and work flow of other departments.
- ❖ The senior housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.

Relationship between Housekeeping and other departments:

- ❖ Front Office
- ❖ Personnel
- ❖ Purchase
- ❖ Engineering
- ❖ Laundry
- ❖ Food and Beverage
- ❖ Security and
- ❖ Stores

Relationship between Housekeeping and other departments:

- ❖ **Front Office:** It rings the Housekeeping Desk and reports the room numbers of vacated rooms so that Housekeeping can take them over to clean and prepare for sale.
- ❖ Once a room is clean, the housekeeping Floor Supervisor rings the Front Office directly or through the House keeping desk and hands over the room to front office for sale.
- ❖ Promptness is especially critical in hotels with high occupancies.

Relationship between Housekeeping and other departments:

- ❖ **Engineering:** Housekeeping personnel are constantly spread throughout the hotel, checking on various things, like fused bulbs, broken furniture, plumbing, air conditioning not working, broken fixtures etc, they originate maintenance orders for the engineering department to attend to.
- ❖ It is necessary that all malfunctioning items in a guest room are attended promptly.
- ❖ Therefore a close coordination between housekeeping and engineering is necessary.

Relationship between Housekeeping and other departments:

Laundry: This department can enhance the quality of housekeeping services. The responsibility of laundry to housekeeping is two-fold.

- ❖ To wash and dry clean linen and staff uniforms to a very high standard of cleanliness.
- ❖ To supply clean uniforms and linen to Housekeeping on time.

Relationship between Housekeeping and other departments:

Food and Beverage: The restaurant and banquets constantly require clean table cloths, napkins etc, their staff as well as those in the kitchen, require clean uniforms - The former because they are in guest contact and the latter due to strict standards of hygiene required in the kitchens by most governments.

Types of Rooms

1. Single Room
2. Double Room
3. Deluxe room
4. Twin Room
5. Hollywood Room
6. Studio
7. Suite
8. Penthouse Suite
9. Parlour
10. Executive Room
11. Duplex Room
12. Interconnected Room
13. Efficiency
14. Cabana
15. Sico

Types of Rooms

Suite:

- ❖ It mostly denotes a class of luxury rooms. It offers more space and furniture than a basic hotel room, usually with a couch that folds into a bed.
- ❖ Dining, office and kitchen facilities are also added in some suites.
- ❖ Many large hotels have one or more “honeymoon suites”, and the best room is called the presidential suite.

Types of Rooms

Cabana:

- ❖ It is generally a shelter on a beach or at a swimming pool used as a bathhouse.
- ❖ Some hotels provide cabana with contemporary beauty, comfort, protection and privacy with all basic facilities alongside the swimming pool, on the beach, in the garden and in any lounging area to individual guests for occupation.

Types of Rooms

Sico:

- ❖ It is a smart solution to space efficiency.
- ❖ Sico rooms usually have special beds which can be folded according to the guest's need.
- ❖ Guest get a meeting room by day and sleeping room by night, with the comfort of a real mattress.
- ❖ With most meetings today consisting of ten people or less, Sico rooms offer the flexibility to accommodate small meetings without tying up large meeting rooms.