

# Summary on Chapter 1

## Hotel Housekeeping

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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 stays pleasant and comfortable.

Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner, attached bar etc. The comfort must be regularly maintained and should be properly functioning. The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guest as well as the infrastructure and interior decoration.

Housekeeping department is also responsible for cleaning floor, terraces, elevators, elevator lobbies and service stairways, function rooms, shopping arcade, cabanas, bars, dining rooms, offices, uniform rooms, tailor rooms, upholstery, shops, store rooms and swimming pools. To be concise, the housekeeping department is responsible for the total cleanliness of a hotel.

The Housekeeping department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. 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.

As soon as there are guest departures, the Front Office rings the Housekeeping Desk and reports the room numbers of vacated rooms so that Housekeeping can takeover to clean and prepare for sale. Once a room is clean, the Housekeeping Floor Supervisor rings the front Office and hands over the room for sale.

Housekeeping department co-ordinates with, the personnel department for the recruitment of housekeeping staff, salary administration, indiscipline, grievance

procedures, identity cards for staff, induction, transfers, promotions and exit formalities.

Laundry is one department that 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 and to supply clean uniforms and linen to Housekeeping on time.

The Housekeeping Department and the Engineering Department literally control about 90% of the energy consumed in a hotel. Housekeeping personnel are constantly spread throughout the hotel, checking on various things, they originate maintenance orders for the engineering department to attend to. The maintenance orders could cover a number of duties such as fused bulbs, broken furniture, plumbing not functioning in guestroom or public bathrooms, air-conditioning not working etc. To be able to clear a room for sale to the front office, it is necessary that all malfunctioning items in a guest room are attended to promptly by engineering department.

There are various types of rooms in a hotel, the size and furnishing of a room solely depends on the type of the hotel and the classification of the rooms. Hotel provides guest with various amenities during their stay.

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