

Summary on Chapter 2

Hotel Housekeeping Department

The essential department of housekeeping is as much as a production department of a hotel as the front desk and bell staff is service departments. It is clear that without clean rooms to rent, a hotel cannot operate. Understanding how important a housekeeping department is to the proper functioning of a hotel, the management should always pay close attention to morale factors such as pay and worker recognition in that department. The process of planning starts with identification of job role and responsibilities. The term planning denotes anticipating several different sets of circumstances for different purposes. A plan is a reasoned means of moving towards some selected goals. A plan reflects policy and may include rule, methods and procedures, standards and budgets. Personnel in every department should be clear about the responsibility assigned to them. Though responsibility for execution of the function are in the shoulders of the top management, still each and every member need to be participating equally in building the report of the organization. The main duties of the Head Housekeeper is to comply with all statutory and company regulations relating to the health & safety, hygiene, conduct of employees, fire emergency procedures, security of premises and of property.

Staffing within the organization would vary depending on: Size of operation and area to be cleaned, Quantity of rooms, Standard of hotel, Amount of facilities in the hotel, Availability of skilled labor and housekeeping labor budget. Floor housekeeper, Room attendant, evening maid, Public Area Supervisor, Public Area Cleaner, Housekeeper Porter, Linen Room Attendant, laundry Attendants, Butler, linen Porter etc makes the team of Housekeeper and provides the needful services to the guest.

Turndown service is a service normally carried out around 6.00 pm when a chambermaid or evening maid enters an occupied room and closes curtains or drapes, dims light, folds down bed top sheet, replenishes towel, toiletries and

stationary, places room service breakfast menu and complimentary mint or chocolate on the pillow.

No individual department in any hotel can work in isolation. A willingness to cooperate and coordinate with the efficient methods of communication is essential. Each department is dependent on others for information in order to accomplish its responsibilities.

It is important for the housekeeping department and Front office to coordinate their working and keep exchanging information on status of rooms between them on the arrival and departure of guests.

Coordination with maintenance Department: The maintenance department is responsible for the provision of engineering facilities that contribute to the comfort of guests and increase the efficiency of the staff. There are areas under which maintenance work is done. Maintenance activities involve routine maintenance, preventive maintenance, inspections, and Scheduled maintenance.

Coordination with Food and beverage department: It consists of both the service staff as well as the kitchen staff. The coordination of housekeeping and with restaurants and banquet halls is mainly concerned with the provision of linen and uniform. In many hotels, housekeeping department also looks after pest control in restaurants, kitchens and stores attached to them.

Coordination with Security Department: The coordination here is mainly concerned with the prevention of fire and thefts and the safekeeping of keys and lost property. A hotel guest room should be the most private of places and the hotel staff must ensure their guest's security and privacy.

Coordination with sales and marketing: An important contribution to housekeeping staff to hotel sales is ensuring that repeat business is obtained by providing the level of cleanliness and service that meet or exceeds guest expectations. Housekeeping needs to coordinate with laundry with regard to laundering of linen and uniforms of their staff and other departments as well.

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