Our Housekeeping Initiative started December 8th, 2018. We are currently implementing the new process, to bring the cleaning process in house. Doing so, allows the company to hold accountable our WG Room Attendants and retain a higher quality of cleanliness to all of our arriving guests and owners. The process established allows us to clean and reset guest rooms according to established company standards. Each WG Room Attendant must ensure that our guests have a memorable experience. Below are the details covered since the start in order to roll out the initiative at our two flagship properties, Westgate Vacation Villas and Town Center and Westgate Lakes Resort & Spa.

Below are the areas that have been placed to roll out the initiative at the properties:

**Establish a Points System**

* Must consistently meet quality and timeliness standards in the cleaning of all assigned rooms.
* Complete room assignment of a total of 12 credits assigned of combined cleans/services, (i.e. 4 check outs or 30 daily services per each scheduled work day).
* Must achieve a minimum of **two weeks** of training as a Westgate Room Attendant.
* Complete time studies at each respective property to ensure credits established are accurate.

**Program Roll-Out Process (Conducted by Leadership at the properties)**

* + - Identify Team Leader (Champion) responsible of the program
    - Identify storage areas for all housekeeping carts and supplies
    - Purchase additional housekeeping carts and establish program to continue weekly to increase stock
    - Purchase buckets to facilitate carry of chemicals and supplies
    - Establish re-stock program of all housekeeping carts (PM Shift)
    - Identify trainers to assist with “Hands-On” training.

**Needs Analysis**

* + - Assess training needs, for new and current team members joining the department.
    - Establish new job descriptions (completed)
    - Promote the concept and ensure thorough comprehension of the process.

**Incentive Program – WG Housekeepers and House-persons**

Currently, we have established an incentive program where we will be able to increase the hourly wage of each Housekeeping team member when their productivity level is achieved and maintained.

**Establish STEPS for Cleaning Services, departure cleans and occupied cleans**

**To effectively turn departure cleans within an establish cleanliness standard, we must conduct the following:**

***STEPS for a Departure Clean***

1: Unit Preparation *(Enter, strip room and report maintenance issues)*

2: Kitchen *(Clean all items used, appliances and kitchenware*)

3: Bathroom *(Scour, rinse and wipe)*

4: Bedroom *(Make beds, dust surrounding areas)*

5: Balcony/Patio *(Sweep and wipe)*

6: Living Room and Dining Room *(Clean and Wipe)*

7: Sweep and Vacuum *(Bedroom carpets and Area rug)*

8: Remove all items from dishwasher

9: Mop and Finalize Unit

***STEPS for an Occupied Clean***

1: Replace towels and remove trash

2: Tidy up bathroom *(Organize items on vanity)*

3: Make beds *(Use new linen if needed)*

4: Tidy up bedroom *(i.e. Organize shoes, clothing on dresser)*

5: Tidy up living room *(Mop and vacuum if needed)*

6: Tidy up kitchen *(Arrange dishes if in sink, wipe down counter)*

7: Load any dirty dishes, glassware into the dishwasher and leave operating

**Currently the new process has been in place in various properties within the company.**

**Westgate Vacation Villas and Town Center**

Executive Housekeeper: Luis Villafuerte

Field Manager: Beatriz Cardoza

Total of 80 team members have been hired for the new initiative. Of the team, 55 are housekeepers. Start date of December 8th, 2017.

Over a dozen of housekeepers have been given the $1.00/hour increase for reaching productivity level.

To promotions, we have moved FOUR team members into supervisory roles. Three team members are Housekeeping cleaning trainers.

**Westgate Lakes Resort & Spa**

Executive Housekeeper: TBD

Field Manager: Floraliz Orellano Ruiz

Total of 35 team members have been hired for the new initiative. Of the team, 24 are housekeepers. Start date of February 13th, 2018.

No housekeepers have currently received the merit increase; four are working towards the increase.

Due to not meeting productivity, we have only one team member.

To promotions, we have moved THREE team members into Housekeeping cleaning trainer roles.

Next properties to start are **Westgate Palace**, **Westgate Blue Tree** and **Westgate Leisure**.

Target start date: April 9th, 2018