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HOTEL HOUSEKEEPING MANUAL



DR. MOHAMMAD ALAM

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Dr. Mohammad Alam has a diverse background in hospitality and tourism teaching and training. In his thesis, Dr. Alam investigates Islamic tourism and the Islamic hospitality paradigm for Pakistan. Islamic tourism, tourist management, and hospitality management are among his interests. He is also a qualified guide and discusses the prospects and challenges in Pakistan's tourism and hospitality industry. He previously worked at PAITHOM Gulibagh Swat as an instructor and housekeeper, as the HoD/Senior Instructor at Skill Development Centre Battagram, and as the TUSDEC and Ministry of Industry earthquake-affected region project at Mansehra. In 2009, he was hired as a Lecturer in the Department of Tourism and Hospitality at Hazara University Pakistan, and is currently employed as an Assistant Professor.



He is member of national, provincial public and private tourism bodies. Dr Alam is the author, co-author of books and research papers in reputed journals.

PREFACE

Tourism and hospitality as the arts and science business of attracting visitors and guests by transporting them, accommodating them, and graciously catering for their needs and wants. The new world is a technology hub, the internet, social media make liaison, and connectivity easy. This integration provided new opportunities for tourism firms to promote tourism & hospitality, both within and outside their borders. Digitalization and technology are used to enable the managers to compile, disseminate reports in real-time, also eliminate paperwork and access data of the overall operations in seconds. Housekeeping is one of the major departments in any accommodation establishment, and Housekeeping is the face of any lodging. It is making the stay comfortable and responsible for the cleaning, hygiene, safety, and security of the establishment.

This manual is a book intended to be used primarily as a coursebook for the students; the material compiled from class lectures, already shared with the students. Some books references and weblinks are mentioned in the end, and maybe some references are not mentioned; therefore, my apology from the researchers may kindly be accepted. This manual demonstrated some essential practical work for the necessary skills in Housekeeping Leisure and hospitality linked sector. The idea is to provide an easily understandable and useful manual for the students' hospitality industry.

This manual is carefully designed to complete the subject's requirements in managing housekeeping operations. However, the book also provides valuable information as a Textbook for hospitality schools and colleges.

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