



Training materials – manual

H O U S E K E E P I N G



1. READING TEXT

2 hrs

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Reading Text

Tourism is an activity. When people visit destination in hotels for holiday or business, stay for day or several nights, the welcome they receive when they arrive and the quality of service they experience during their stay strongly influences the memories they take away. Good customer service therefore matters to everyone. It is good to individual organizations and good for hotels.



Destination Zagreb, Croatia

Difference between Hotel and Motel

Definition of the term hotel

A Hotel or Inn may be defined as an establishment whose primary business is providing lodging facilities for the general public, and which furnishes one or more of the following services:

1. Food and beverage service
2. Room attendant (House keeping) service
3. Concierge
4. Laundry or dry cleaning service
5. Use of furniture or fixtures
6. Bell and Door attendant service
7. Conference and Banqueting
8. Business centre etc.

According to the category of the hotel they provide different level of personalized service.



Definition of the Term Motel

The term motel is a contraction of motor hotel. It is a lodging facility that caters primarily to guests arriving by automobiles. Early motels often provide parking spaces near guestrooms, but that has changed in recent years as motel owners and franchisors have become more aware of guest security.

Motels may be located in any setting, but are usually found in suburban or roadside areas. They became especially successful in the 1950's and 1960's with the development of the inter-state highway system in the US. Many motels are



two-story or low-rise building located near major highways. Pool areas with shrubbery, trees, and children's playground etc.

By the way the term Hotel is used as a general term for motels, hotels, inns suite hotels, conference centres and other lodging properties.

Hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests.

It provides paid lodging, usually on a short-term basis. Hotels often provide a number of additional guest services such as a restaurant, laundry, and a swimming pool or childcare. Some hotels have conference services and meeting rooms and encourage groups to hold conventions, functions and meetings at their location. A hotel may be called as an establishment where primary business is to provide to the general public lodging facilities and which may include one or more of the various services such as food, beverage, laundry, uniformed services etc. Hence, hotel can also be called as home but with a vested interest which includes commercial activities. Hotels are found in almost all the cities. Hotels operate twenty-four hours a day, seven days a week. The principal factor that determines the guest attitude towards a hotel is service although other amenities such as room, food and beverages are of equal importance a tangible determinants.

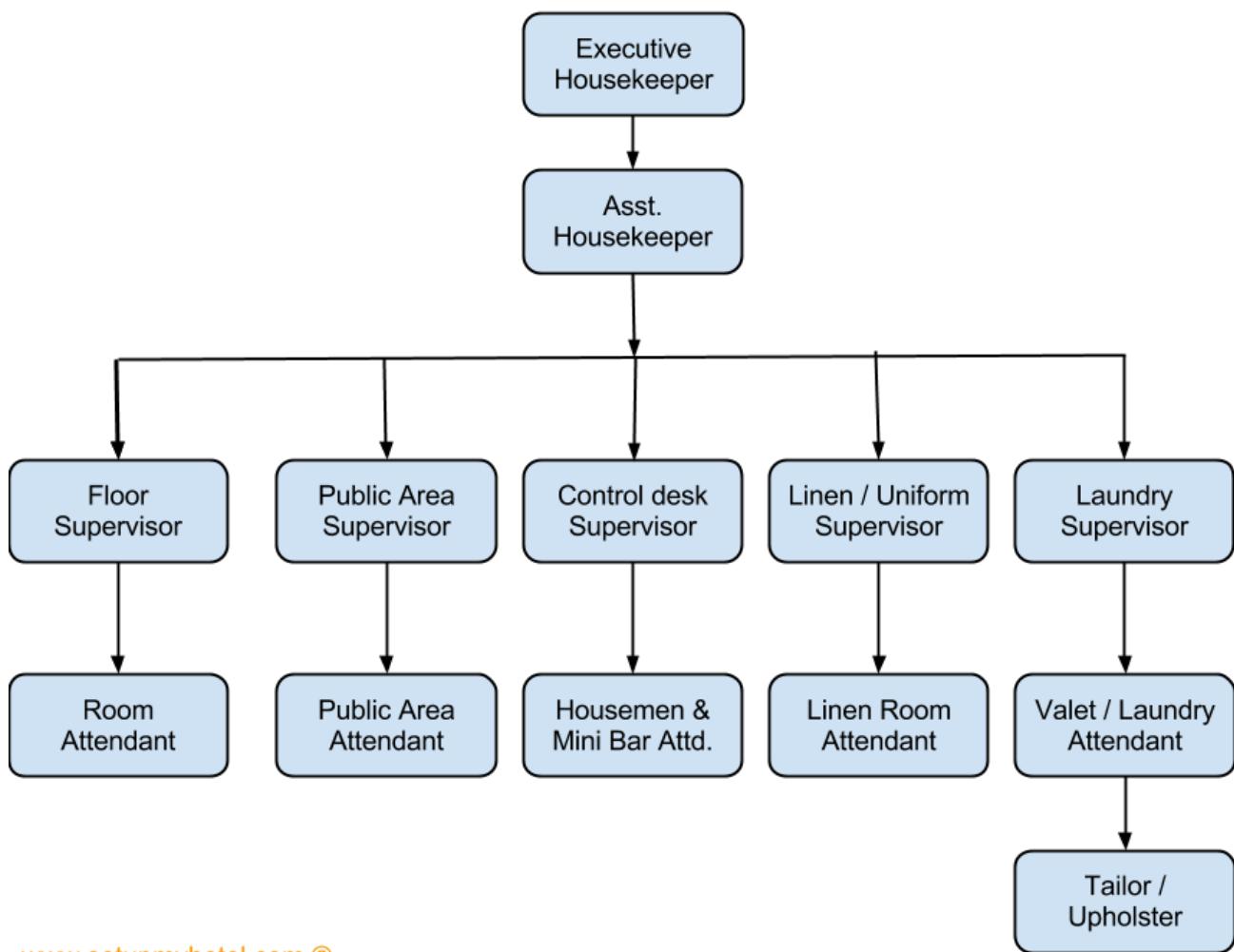


Housekeeping Department Organization Chart

The organization chart of housekeeping department should provide a clear picture of the lines of authority and the channels of communication with the department.

Housekeeping department chart not only provides for a systematic direction of orders, but also protects employee's form being over directed. The chart shows that each employee should take orders only from the person directly above him / her.

Also a copy of the chart should be posted in an area so that all housekeeping staff can see where they fit into the overall organization of the department. Ideally all hotels place the organization chart on ether the housekeeping control desk room or the place where usually the daily briefing happens.



Housekeeping Department

The Housekeeping Department is one of the busiest sections in the hotel as far as the variety of functions performed, and number of staff working. It is usually situated at the laundry room or any other convenient place close to Housekeeping Supplies.

The Housekeeping Department is responsible for:

- Neatness and Cleanliness of all guest rooms and most public areas
- Maintenance of recycled and non-recycled cleaning inventories

Some of the above mentioned functions might however be leased to a concessionaire. In this case, hotel shall still have a housekeeping department but to a minimum number of staff!

The Housekeeping Department is headed by an Executive Housekeeper (sometimes referred to as Housekeeping Manager)

The procedure of cleaning guest rooms by the housekeeping department can be summarized in the following way:

1. Checkout clerk (or cashier) contacts the Housekeeping Department that a room became vacant and needs cleaning!



2. Housekeeping Department updates the room status from occupied to on-change and sends a room maid to clean the room



3. Room maid cleans the room and contacts the housekeeping department back about the latest status and condition of the room (especially for out-of-order and out-of-service!)



4. If the room is Out Of Order for any reason (i.e. Room is extensively dirty, or needs repair!), then the Housekeeping Department deducts that room from those available for sale, until either scheduled to be extensively cleaned or post to the confirmation from the Maintenance Department that the deficiency was repaired!
5. Housekeeping Department sends their inspectors to check whether the stated room has been cleaned to the hotel standards or not!
6. If the room is cleaned to hotel's standards, the Housekeeping Department shall update the room status from On-Change to Clean and Available for Sale and communicate this to the Front Office Department!

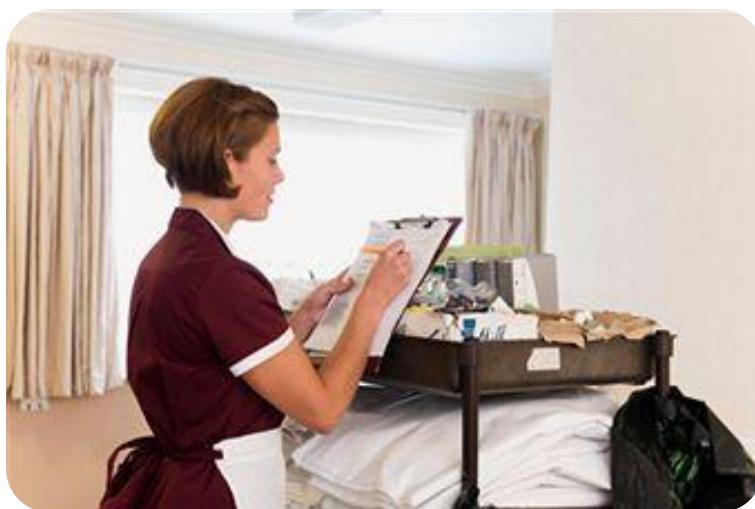


7. If the room is not cleaned to hotel standards, inspectors communicate to the Housekeeping Department that the room shall be cleaned again!

Inter-relationship between Housekeeping and Front Office Department

The main two important areas where collaboration is vital between the Housekeeping and Front Office Department are listed below:

1. Have always clean rooms for expected arrivals and stay overs
2. Satisfy special guest needs as far as amenities and facilities requested in their rooms are concerned



check-in time!

That's why; the Housekeeping Department shall be communicated from the reservation department on a daily basis Expected Arrival, Stay over, and Departure Lists to be able to schedule the optimum number of room maids and inspectors for the expected business volume!

Moreover, bearing in mind the cleaning procedure of guest rooms explained above, there should be a communication between the Front Office Department and Housekeeping Department to be able to communicate the recent room status of each room! This communication is vital because nobody would like to make a guest wait in the lobby because his/her room is not yet clean or due to the fact that the Housekeeping Department did not communicate on real time the status to the Front Office! Lastly, the Housekeeping Department shall ensure that every room maid shall use efficiently most of his valuable time in cleaning not in going back and forth in the corridors!

2. Room Status Report

During the guest stay, the housekeeping status of the guestroom changes several times. The various terms defined are typical of the room status terminology of the lodging industry. Not every room status will occur for each and every guest during their stay at the hotel.

Changes in this status should be promptly communicated to the front office in order to maximize the room sales and revenue. Maintaining timely housekeeping status requires close coordination and cooperation between the front desk and the house keeping department.

Occupied: A guest is currently occupied in the room

Stay over: The guest is not expected to check out today and will remain at least one more night.

On-Change: The guest has departed, but the room has not yet been cleaned and ready for sale.

Do Not Disturb: The guest has requested not to be disturbed

Cleaning in progress: Room attendant is currently cleaning this room.

Sleep-out: A guest is registered to the room, but the bed has not been used.

SKIPPER: The guest has left the hotel without making arrangements to settle his or her account.

Vacant and ready: The room has been cleaned and inspected and is ready for an arriving guest.

Out of Order (OOO): Rooms kept under out of order are not sellable and these rooms are deducted from the hotels inventory. A room may be out-of-order for a variety of reasons, including the need of maintenance, refurbishing and extensive cleaning etc.

Out of Service (OOS): Rooms kept under out of service are not deducted from the hotel inventory. This is a temporary blocking and reasons may be bulb fuse, T V remote not working, Kettle not working etc. These rooms are not assigned to the guest once these small maintenance issues are fixed.

Lock out: The room has been locked so that the guest cannot re-enter until he or she is cleared by a hotel official.

DNCO (did not check out): The guest made arrangements to settle his or her bills (and thus not a skipper), but has left without informing the front desk.

Due Out: The room is expected to become vacant after the following guest checks out.

Check-Out: The guest has settled his or her account, returned the room keys, and left the hotel.

Late Check out: The guest has requested and is being allowed to check out later than the normal / standard departure time of the hotel.

Job Description for a Hotel Housekeeper

Performs routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. A hotel housekeeper promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also able to address guest requests and problems.

DUTIES AND RESPONSIBILITIES:

1. Enters and prepares the room for cleaning.
2. Makes bed.
3. Dusts the room and furniture.
4. Replenishes guestroom and bath supplies.
5. Cleans the bathroom.
6. Cleans the closet.
7. Vacuums and racks the carpet.
8. Checks and secures the rooms.
9. Replenish amenities according to the operational standards.
10. Deliver and retrieve items on loan to guests e.g. iron and ironing boards
11. Ensure security of guest rooms and privacy of guests
12. Perform rotation cleaning duties (e.g. steam clean carpets, spring cleaning, super cleaning etc.) as required
13. Cleans guest bathroom/bed room/floor corridor.
14. Responsible for replenishment of guest complimentary water.
15. Responsible for the cleanliness and maintenance of his work area.
16. Responsible for the Hotel property in the work area.
17. Attends to guest calls, guest requests /guest complaints in the area assigned to him.
18. Authorise to enter in guestrooms for cleaning and providing turndown services as per requirement.
19. Responsible for following the standard operating procedures.
20. Responsible for achieving and exceeding the guest satisfaction score.



<http://www.slideshare.net/sharyostonal/housekeeping-engineering-and-security-department>

Test Your Knowledge

Choose the best answers for the housekeeping department service questions.

(The correct answers in bold)

1. Which of the following is not used for washing floors?
 - a. mop
 - b. broom
 - c. dustpan
 - d. **washing machine**
2. Deodorizer is used to
 - a. remove stains
 - b. **remove smells**
 - c. wash windows
 - d. tidy rooms
3. A garbage bag goes inside a garbage
 - a. **bin**
 - b. detergent
 - c. hose
 - d. drain
4. The opposite of messy is
 - a. dirty
 - b. **tidy**
 - c. damp
 - d. soapy
5. If the toilet water won't go down the drain, it is
 - a. **clogged**
 - b. plagued
 - c. bagged
 - d. soaped
6. Polishing the floors makes them
 - a. dusty
 - b. organized
 - c. **shiny**
 - d. dry
7. A pillow goes into a pillow
 - a. sheet
 - b. bag
 - c. towel
 - d. **case**
8. The largest type of bed sheet is a
 - a. single
 - b. **queen**
 - c. king
 - d. double



READING

TEST YOUR KNOWLEDGE:

1. Who informs the Housekeeping department that a room needs cleaning?
2. When should the housekeeper start cleaning the room? Which room status has to be changed?
3. Which status is changed when the room is cleaned to hotel standards?
4. Which rooms have to be cleaned first? A) vacant rooms B) rooms for expected arrivals C) stay-over rooms
5. During the guest stay, the room status changes: a) once b) several times
6. The guest is not expected to check out today and will remain at least one more night. The room status is: a) occupied b) stay-over
7. Skipper is: a) the guest who did not use the bed b) the guest who has left without settling the account
8. Due out means: a) the room is vacant b) the room will become vacant after the guests checks out



ANSWERS:

1. Front office – check out clerk
2. Occupied to: on change
3. On change to: clean
4. B,C,A
5. b) several times
6. b) stay over
7. b)
8. b)



2. DOCUMENT USE

1 h

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Pool Signs

Private and Public Swimming Pools and related swimming areas are designed for leisure, relaxation, and family fun. These areas must be maintained regularly and must have proper decorum standards to deter accidents, injuries and liability incidents. Pool Signs, common sense and proper supervision are the keys to safe enjoyment.



Pool Signs and Swimming Pool Signs will help point out pool rules, hazards, notices, and pool etiquette. Posting the proper pool rules sign and swimming signs will guide your guests to expected behaviours and promote pool safety. Our Pool Signs come in a variety of styles, sizes and durable materials for indoor and outdoor. Browse our Swimming Pool Signs and post the pool sign for the safety and hygiene messages you need. Order your Pool Signs today!





Registration Card

The registration record is a collection of important personal and financial guest information.

A typical registration record includes:

1. Guest name and surname
2. Guest address and telephone number
3. Company affiliation (if applicable)
4. Expected arrival date
5. Planned departure date or length of stay
6. Required room rate
7. Required room type
8. Room number
9. Method of payment
10. Special requests
11. Signature

www.setupmyhotel.com

Hotel Cloud 9
Well Mount Road
22nd Block
PH: 11 11 11111
FAX: 11 11 11112
www.setupmyhotel.com
admin@setupmyhotel.com



REGISTRATION CARD

Title	Family/Surname*	First Name*
Arrival Date 6	Departure Date	Daily Rate/Guests
Room No. 1016	Membership	Company Name www.setupmyhotel.com
American Express <input type="checkbox"/>	JCB <input type="checkbox"/>	Credit Card Number & Expiry Date VA XXXXXXXXXX1111 XX/XX
Diner's Club <input type="checkbox"/>	Visa <input type="checkbox"/>	
Euro/MasterCard <input type="checkbox"/>	Other <input type="checkbox"/>	
Business Address <input type="checkbox"/>	Private Address <input type="checkbox"/>	
Street	State/Postal Code	City
Country* United States	Telephone	E-Mail
Date & Place of Birth*	Nationality*	Passport/ID Number*
Issue Date*	Place of Issue*	Expiry Date*

Important: Money, jewels and other valuables are brought to the Property (your hotel's name premises) at the guest's sole risk. The Property (Mention your hotel name) and / or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.

Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred in the event that any such costs and charges are not paid in full and confirm that my responsibility and liability in that regard is not waived or released in any way.

I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose information to third parties other and affiliated companies.

By signing this form, I consent to the use of my personal information for the purpose described above

Guest Signature	Date	Checked In By
<hr/>		

We respectfully remind you that check-out time is 12 noon

Bag Tags

Bag tags, also known as baggage tags, baggage checks or luggage tickets, have traditionally been used by bus, train and airline companies to route passenger luggage that is checked on to the final destination. The passenger stub is typically handed to the passenger or attached to the ticket envelope:

- a) To aid the passenger in identifying their bag among similar bags at the destination baggage carousel;
- b) As proof—still requested at a few airports—that the passenger is not removing someone else's bag from the baggage reclaim hall;
- c) As a means for the passenger and carrier to identify and trace a specific bag that has gone astray and was not delivered at the destination.



Room Attendant Daily Assignment Sheet for Housekeeping

This format is given to each room attendant after their morning briefing. Room attendants can record the tasks done during their shift on this sheet and also helps them to plan their work for the day.

After each room is serviced the room attendant list down the time they have entered in the room for service, time out after completion, room status before service, room status after service, no of extra bed or cot placed and also the number of linen replaced on the room to the room attendant maids daily assignment maids sheet.

Hotel Tourist Info



**Tourist
Information**



The role is to provide comprehensive information about all services related to the travel. It gathers information on the basis of standards it has set with regards to documented activities and produces a comprehensive databank of travel activity in a given area. It also provides the public with information stored in the databank in all available formats and explains it to the hotel guests.



Swimming Pool Chemical Tables and Info



Proper water chemistry is essential to maintaining safe and consistent swimming pool operation. Chemicals used in swimming pools include: Disinfectants to destroy harmful or otherwise objectionable organisms; Alkalinity and pH Adjusters to maintain a consistent acid-base relationship and acid buffering capacity; Chlorine Stabilizer to prevent unnecessary loss of chlorine; Algaecide to kill and prevent algae, and Filter Aids to help remove foreign material. Following is a discussion of various factors which affect water chemistry, how they affect swimming pools and how to use pool chemicals to restore a properly balanced water chemistry.



	Unoccupied pools	Occupied pools
Pool area, square feet	0.78 to 4,573	687 to 13,008
Water temperature, degrees Fahrenheit	45 to 201	77 to 86
Air temperature, degrees Fahrenheit	43 to 95	80 to 90
Air relative humidity, percent	28 to 98	33 to 72
($p_w - p_r$), millimeters of mercury	0.062 to 23.7	0.31 to 0.61
($p_r - p_w$), pounds per cubic foot	-0.00025 to +0.062	0.0013 to 0.000081
Number of occupants	0	8 to 180
Utilization factor	0	0.1 to 1.5
Number of data sources	9	4

TABLE 1. Verified ranges of author's formulas.



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CITY SIGHTSEEING

- Open-top double-decker buses
- A dazzling 360-degree view of world-famous scenery
- Freedom to board or disembark at any stop
- Personal on-board digital audio guides in 8 languages.

City Sightseeing Bus Line 1		
No	Station Name	Station Location
1	Shanghai Urban Planning Exhibition Hall (People's Square)	Bus No.49 Station/ No.100 People's Avenue
2	Shanghai Art Museum	The corner of West Nanjing Road and Huangpi Road
3	Nanjing Pedestrian Street (West Side)	No.68 West Nanjing Road
4	Century Square	No.635 East Nanjing Road (Wing On Depart. Stores)
5	Nanjing Pedestrian Street (East Side)	Exit No. 7 of Metro Line 10, Henan Middle Road
6	The Bund - Garden Bridge	Bus Station, No. 24 Zhongshan Dong Yi Road
7	The Bund - Shanghai Custom House	Bus No.65 Station, Zhongshan Dong Yi Road (close to Hankou Road)
8	The Bund Cruise Terminal	30-metre east of Bus No.126 station, Zhongshan Dong Er Raod
9	City God Temple, Yuyuan Garden	No. 269 Fang Bang Middle Road (Hua Bao Building)
10	Shanghai Ancient City Wall	Bus No 11 Station, No.388 Renming Road (Li Shui Road)
11	The Former Site of Korean Provisional Government	Opposite No.322 Madang Raod
12	Xintiandi	The corner of Hubing Road and South Huangpi Road (The Rolex Store)
13	Huaihai Middle Road (Commercial Street)	No.158 Huaihai Middle Road (the entrance of Huaihai Park)
14	Shanghai Museum, Shanghai Concert Hall	The corner of East Yan'an Road and Pu An Road
1	Shanghai Urban Planning Exhibition Hall (People's Square)	Bus No.49/ No.100 People's Avenue

City Sightseeing Bus Line 2		
No	Station Name	Station Location
1	Shanghai Museum	The corner of East Yan'an Road and Pu An Road
2	Shanghai Urban Planning Exhibition Hall	Bus No.49/ No.100 People's Avenue
3	Oriental Pearl TV Tower, Shanghai Ocean Aquarium	No.1416 Lujiazui Ring Road, west side
4	Jinmao Tower	The opposite of Gate No.4 of Jinmao Tower
5	Shanghai Museum	The corner of East Yan'an Road and Pu An Road

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Shuttle Bus Schedule

55th Annual Employee Benefits Conference



November 6-11, 2009
Orange County Convention Center (West Building)
Orlando, Florida

Complimentary shuttle bus service will be provided to all conference registrants, exhibitors and guests from 12:00 noon on Friday, November 6, through the close of sessions on Wednesday, November 11. Shuttle service will be provided between the Orange County Convention Center (West Building) and various Disney conference hotels listed on this page. Shuttle service will not be provided to The Peabody Orlando, Rosen Centre Hotel and Rosen Plaza Hotel, since these properties are within walking distance. If you are not staying at an official hotel, you may go to the shuttle service desk located at your official conference hotel for shuttle service. Please note that specific route assignments and hours of service is provided with your conference badge/face. A shuttle bus information desk located outside the main entrance of the Orange County Convention Center will be staffed during shuttle operation hours. NOTE: Shuttle bus travel time for most of the Disney hotels can be 30 minutes each way.

If you have special transportation needs, or have any questions regarding the shuttle system, please call the shuttle information desk. The phone number for use during conference hours is (407) 685-4012. Should you need to arrange for special transportation after conference hours, please call (407) 509-3271.

Travel From Disney Accommodations to the Convention Center

The conference will be held at the Orange County Convention Center (West Building) which is approximately eight to 15 miles from various Disney hotel properties. Please keep in mind as you plan your conference participation that travel times, either by car or International Foundation shuttle bus service, could be 30 minutes each way with an additional 15 minutes or more during morning and evening rush hours.

This chart has information on daily shuttle hours for use during conference hours is (407) 685-4012. After hours, please call (407) 509-3271.

Official Hotel Shuttle Bus Routes

Route #	Hotels	Boarding Location	Estimated Ride Time (Hotel to Convention Center)
Route 1 Red	Disney's Contemporary Resort	WorldSide Bus Pickup (Located at the end of the convention building)	25-30 minutes
Route 2 Blue	Disney's Polynesian Resort	Main Entrance	35-40 minutes (due to stop at Grand Floridian)
	Disney's Grand Floridian Resort and Spa	Convention Entrance	25-30 minutes
Route 3 Green	Disney's Animal Kingdom Lodge	Main Entrance	25-30 minutes
Route 4 Gold	Walt Disney World Dolphin Resort	Convention Entrance	35-40 minutes (due to stop at Yacht and Beach Club)
	Disney's Yacht and Beach Club Resort	Convention Entrance	25-30 minutes
Route 5 Purple	Epcot Vista Palace Hotel & Spa	Convention Entrance	30-35 minutes (due to stop at Hilton)
	Hilton at Walt Disney World	Convention Entrance	25-30 minutes

Walking Distance (No Shuttle Service)

The Peabody Orlando, Rosen Centre Hotel, Rosen Plaza Hotel

Schedule of Service and Frequency*

Friday, November 6	12:00 noon	5:15 p.m.	30-min frequency
Saturday, November 7	6:00 a.m.	5:15 p.m.	6:00-10:00 a.m. (15-min frequency) 10:00 a.m.-5:15 p.m. (20 to 25-min frequency)
Sunday, November 8	6:00 a.m.	7:15 p.m.	6:00-10:00 a.m. (10 to 15-min frequency) 10:00 a.m.-2:30 p.m. (20 to 25-min frequency) 2:30-7:15 p.m. (10 to 15-min frequency)
Monday, November 9	6:00 a.m.	4:30 p.m.	6:00-10:00 a.m. (10 to 15-min frequency) 10:00 a.m.-2:00 p.m. (20 to 25-min frequency) 2:00-4:30 p.m. (10 to 15-min frequency)
Tuesday, November 10	6:00 a.m.	4:15 p.m.	6:00-10:00 a.m. (10 to 15-min frequency) 10:00 a.m.-2:00 p.m. (20 to 25-min frequency) 2:00-4:15 p.m. (10 to 15-min frequency)
Wednesday, November 11	6:00 a.m.	12:15 p.m.	6:00 a.m.-12:15 p.m. (10 to 15-min frequency)

*Subject to contract, weather and traffic conditions.

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Bus Tour Schedules - many hotels offer bus shuttle service and bus tours for guests.

Housekeeper should know how to use documents about these services.



Housekeeping Work List

Hotels that are looking to stay organized and make the most out of their housekeeping staff should seriously consider making use of a housekeeping checklist. In doing so, having a handy checklist can be a way to make sure that their staff does everything that they are required to do while cleaning, to make sure that the guest rooms are in the best condition possible.

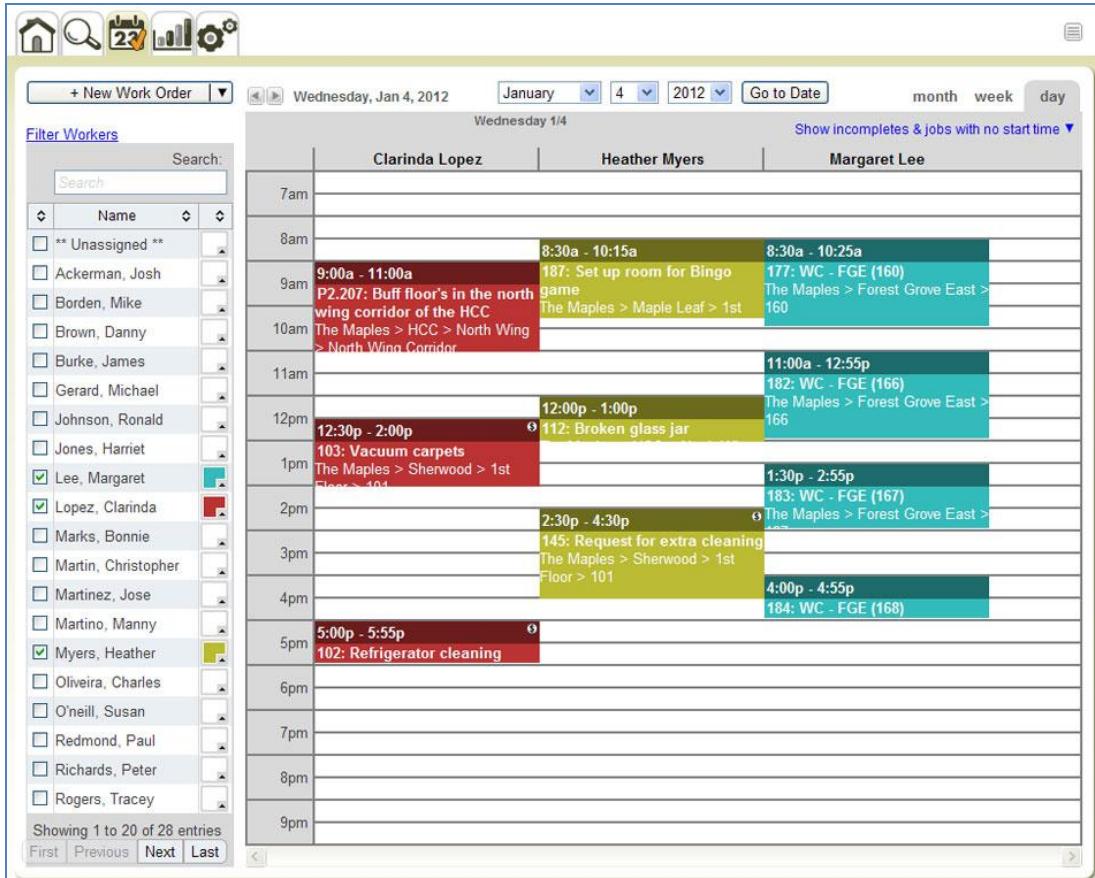


YourHotel Housekeepers Checklist

Date	Housekeeper/Inspected By	Room #
Deep Cleaning Task Checklist		
Item	<input checked="" type="checkbox"/> Item	<input checked="" type="checkbox"/>
Turn Mattresses and Change Bedspreads		
Remove linens from the bed	Lift mattresses off the box springs	
Lift the box springs off the bed frame	Inspect for tears, soil spots or broken springs	
Inspect and clean the frame and headboard	Vacuum behind and inside the bed platform	
Rotate the box springs	Tum the mattress	
Vacuum the mattress cording	Inspect pillows and replace pillows that have stains	
Remake the bed with clean mattress pad, linens & bedspread	Report any damage promptly	
Dust High Places		
Dust where the wall meets the ceiling	Dust smoke detectors and sprinklers	
Dust the tops of tall furniture such as armoires	Dust light diffusers; clean with a damp cloth if needed	
Dust vents	Clean anything else above eye level	
Clean Lights		
Remove the shade	Use a damp cloth to clean fixture & shade thoroughly	
Reposition the shade	Remove and dust exit sign covers	
Wipe inside exit signs with a damp cloth	Replace exit sign covers	
Clean Draperies And Wash Window		
Remove draperies that need professional dry cleaning from drapery rods	Label draperies by room number and send them to be dry cleaned	
Use a scrubber and window cleaner to clean grease marks and grime from windows	To remove dust vacuum draperies from the top down. Get into the folds, and clean the back	
Place hooks in a sealable bags	Inspect and clean pulls, hooks and rods	
Wipe vinyl draperies with a damp cloth	Work from the top down in an "S" pattern with a squeegee	
Dust sheers often	Hang replacement draperies	
Wipe window frames with a damp cloth		
Wash Walls, Baseboards and Doors		
Work from the bottom up to avoid streaks	Use a mild solution of all purpose cleaner on a soft sponge and clean gently	
Dry all surfaces with a clean cloth	Wipe switch plates, phone plugs and wall jacks	
Clean anything hanging on the wall	Clean both sides of every door, including viewers, hinges, the frame, locks and lock plates	
Clean the closet walls and luggage racks		
Date:	Signature:	

Hotel housekeeping is an important job in the industry. Cleanliness is one of the best features a hotel can offer to its clientele. A good hotel housekeeper will perform a variety of duties throughout her workday.

The executive housekeeper prepares the daily work schedule and assigns housekeepers to different tasks depending on the hotel requirements for the day.



The screenshot shows a software application for managing housekeeping schedules. The interface includes a toolbar at the top with icons for home, search, date, and settings. Below the toolbar, there are date selection controls (Wednesday, Jan 4, 2012) and navigation buttons (month, week, day). A "Filter Workers" sidebar on the left lists employees with checkboxes, showing Lee, Margaret and Lopez, Clarinda as selected. The main area displays a grid of tasks assigned to three housekeepers: Clarinda Lopez, Heather Myers, and Margaret Lee. The tasks are color-coded by location: red for P2.207, yellow for The Maples, green for Forest Grove East, and blue for HCC. The grid shows tasks like "Buff floor's in the north wing corridor of the HCC" for Lee at 9am, and "Set up room for Bingo game" for Myers at 8:30am. The schedule spans from 7am to 9pm.

	Clarinda Lopez	Heather Myers	Margaret Lee
7am			
8am		8:30a - 10:15a 187: Set up room for Bingo game	8:30a - 10:25a 177: WC - FGE (160) The Maples > Forest Grove East > 160
9am	9:00a - 11:00a P2.207: Buff floor's in the north wing corridor of the HCC The Maples > HCC > North Wing		
10am			
11am			11:00a - 12:55p 182: WC - FGE (166) The Maples > Forest Grove East > 166
12pm	12:30p - 2:00p 103: Vacuum carpets The Maples > Sherwood > 1st Floor > 101	12:00p - 1:00p 112: Broken glass jar	
1pm			1:30p - 2:55p 183: WC - FGE (167) The Maples > Forest Grove East >
2pm		2:30p - 4:30p 145: Request for extra cleaning The Maples > Sherwood > 1st Floor > 101	
3pm			4:00p - 4:55p 184: WC - FGE (168)
4pm			
5pm	5:00p - 5:55p 102: Refrigerator cleaning		
6pm			
7pm			
8pm			
9pm			

Working schedule: www.theworxhub.com/housekeeping.html

Work Place Hazardous Materials Information



Workers in this industry face a variety of both physical and environmental hazards. Because of this occupation's high level of injury risk, supervisors and building management must take precautions to protect these workers from harm. Without a janitor or building cleaner to disinfect objects and surfaces, repair lighting fixtures and perform maintenance on the environmental systems that make

workspaces comfortable, employees' workdays would be much more hazardous, unclean and unpleasant. That is why cleaning staff needs to be able to read warnings on labels that describe cleaning solutions and other dangerous substances.



SELECTION OF CLEANING AGENTS

1. Mild cleaning agents are generally preferred for cleaning as they are less injurious.
2. Strong chemicals and abrasives may be easy to clean and the surface would look better, but on the long run it may damage the surface.
3. Cleaning agents have to be purchased in manageable containers as bulk purchases could cause congestion in stores. The containers must have reliable lids, corks as defective ones could result in wastage due to evaporation.
4. Strong smelling agents like paraffin must be avoided due to the offensive smells they lend to the environment.
5. Pollutant free / less polluting cleaning agents should be used to protect not only the hotel staff and guests but also people at large.



3. WRITING

2 hrs

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Hotel Logbook

The Hotel Management Logbook keeps it all in one place... and let's staff get on with really managing.

E.g. - Incoming tours

- Promotes clear and complete communication within your hotel
- Keep duty managers and supervisors focused on their responsibilities
- Daily reports can be done quickly and easily, and all kept in the one place!
- Separate sections focus on key areas that need attention every day
- 2-pages to an opening for each day
- No more relying on the memory of your staff or notes left on scraps of paper!
- Logbooks create a powerful checklist to remind your management staff of all their responsibilities.
- A permanent record for later if you need to know 'what really happened' on a particular day

Operations Team Daily Log Book			
Day:	Date:		
Room:	Apartment Leader:		
On Team:	AKI & R. MME + KAT AGRI HIRAN (BREAK) : 111MORI NAR		
ECOL DGH + DON : 111 ALICIA GPM + CXP : AWB			
Operations leader pre-meeting checks / tasks to be completed			
Food & Beverage Available			
Operations Leader's Schedule			
Inbound Meeting			
1. GRACIAS TO work. Organise and assign available & provide allocated resources.			
Name	Working on	Name	Working on
2. Assign staff to Instrument Checks. Duty by schedule.			
Inbound Charge (PA)	Charge Provided		
Your Booking:			
Inbound Charge (TWO):	Charge Provided		
Charge Leader:	Charge Provided (over)		
Overdue:			
3. Assign Faults.			
Arrival Faults:			
Cash Type:	Accepted	Cash Type:	Accepted
4. Assign Telephone Checks.			
WHT	ENT	JKT	
LNU	LNU		
File Some important details:			

HOTEL MANAGEMENT LOGBOOK			
DAY	DATE	WEATHER	
Holiday / Event / Sporting Event:			
Messages for Shift Manager:			
Reminders:			
STAFF			
Staff On Duty:	Shift 1	Shift 2	Shift 3
Other Staff on Duty:			
RESPONSIBLE SERVICE OF ALCOHOL			
Alcohol:			
Refused Service:			
RESPONSIBLE CONDUCT OF GAMBLING			
Reported:			
Charges Written:			
STAFF PERFORMANCE			
Overall Customer Service:			
Customer Problems:			
Customer Issues:			
BAR & CELLAR			
Bar & Customer Feedback:	Time	Number	
Action needed:			
RESTAURANT / BISTRO:	Time	Number	
Results & Customer Feedback:	Time	Number	
Action needed:			
GAMING:	Time	Number	
Results & Customer Feedback:	Time	Number	
Action needed:			
FUNCTIONS & GROUP BOOKINGS:	Time	Number	
Results & Customer Feedback:	Time	Number	
Action needed:			
ENTERTAINMENT & PROMOTIONS:	Time	Number	
Results & Customer Feedback:	Time	Number	
Action needed:			
BOTTLESHOP:	Time	Number	
Results & Customer Feedback:	Time	Number	
Action needed:			
NOISE CHECKS			
Time	Result		
Action needed:			
BAR & CELLAR			
Driver:	<input type="checkbox"/> All OK	<input type="checkbox"/> Action Needed	
Details:			
Action needed:			
Stock/Level/Supplies:	<input type="checkbox"/> All OK	<input type="checkbox"/> Action Needed	
Details:			
ORDERING NEEDED			
New Items and promotions - how did they go?			
CLEANING ROSTER / PEST CONTROL / DUTIES DONE:			
EQUIPMENT AND BUILDING REPAIRS / MAINTENANCE NEEDED:			
LOGBOOK COMPLETED BY			
SUGGESTIONS AND BRIGHT IDEAS:			

Hotel Management Logbook Sections:

- Day, date and weather
- Customer numbers
- Staff on duty and absent
- Staff performance
- Customer service issues
- Bar and Responsible Service of Alcohol
- Gaming and Responsible Conduct of Gambling reports
- Noise checks
- Bistro and restaurant reports
- Function and entertainment reports
- Repairs and maintenance
- Reminders and suggestions

Reminder Notes

Priority checklist for new coming guests.

E.g. - Fresh fruits and Champaign delivery in the room every morning!



Housekeeping Vocabulary

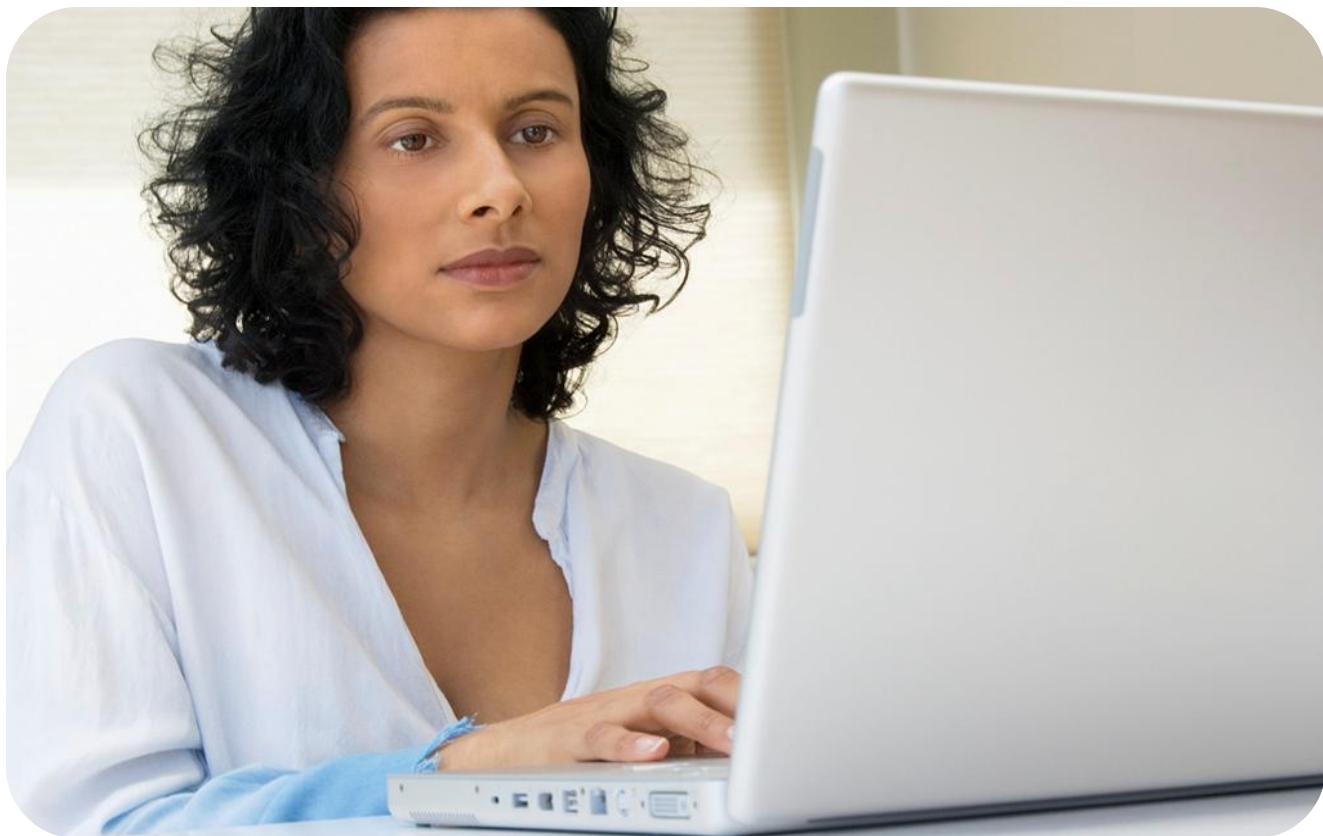
- Rooms in a House (bedroom, dining room, lobby...)
- Furniture and Decor (bed, chair, desk, mirrors...)
- Appliances (fridge, dryer, stove...)
- Cleaning Supplies (broom, carpet cleaner, duster, mop, vacuum cleaner...)
- Linen and Laundry terms (bath towel, hand towel, pillow case, king size, iron...)
- Describing words (clean, dusty, messy, dirty, wet...)
- Action Words (clean up, finish, complete, polish, wash, wipe up...)



Computer Information Input

Basic computer skills are required. For simple notes and information that is to be used by other workers to improve service in the future.

**E.g. Information on bathroom state of tiles that are pealing off and need to be changed.
Information like this is inputted for maintenance department to see and to fix before next guests arrive.**



Whatever goes into the computer. Input can take a variety of forms, from commands you enter from the keyboard to data from another computer or device. A device that feeds data into a computer, such as a keyboard or mouse, is called an input device.



4. NUMERACY

2 hrs

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Required Items Sizing

Standard



Sometimes abbreviated as simply STD, the standard designation denotes the most basic type of room offered by the hotel chain or individual property. According to the wittily named hotel ratings organization sleepingaround, standard rooms typically offer the facility's basic room with few luxuries and a street or parking lot view. Standard rooms vary considerably from chain to chain, and hoteliers known for upscale service likely offer standard rooms with more features than hotels that cater to budget travellers. In addition, independent and franchised hotels may label a typical room as standard and offer a lower

class of rooms under the designation of budget or economy. In some cases, an hotelier may offer a standard room with a more desirable view; hotels that offer this option may refer to the offering as a moderate or superior room.

Deluxe

A step above standard, moderate and superior rooms, deluxe accommodations combine a desirable view with a number of luxurious amenities. Hotels that offer optional in-room hot tubs, for example, may place the tubs in rooms designated as deluxe. According to Sleeping Around, deluxe rooms surpass lesser accommodations in size, furniture, view, location or any combination thereof.



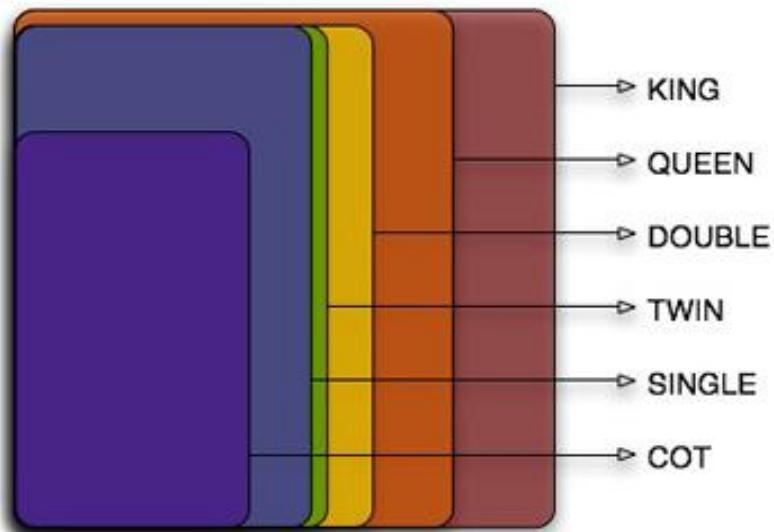
Junior Suite



When an hotelier takes a deluxe room and adds a separate work or sitting area, the classification may change to junior suite. Not quite a full suite, the junior suite gives travellers an opportunity to relax in a designated area of the room or work at an in-room desk. If the hotel also offers a kitchenette in the room, the designation may change to studio.

Suite

A suite offers a separate sitting and/or working area; unlike the junior edition, though, true suites separate these areas from the sleeping quarters with a permanent wall and, in many cases, a door. A suite may or may not feature a kitchenette or a full kitchen. Also of note, Sleeping Around cautions that some hotels market junior suites as full suite accommodations. To avoid confusion, travellers should verify the features before booking a suite.

**Bed Types**

Travellers find a wide selection of bedding in hotels, and some hotels attempt to describe a room's sleeping accommodations in the room's classification. Rooms with a king-sized bed may feature a "K" in the classification name, while a "Q" denotes a queen bed and a "D" signifies a double bed. Some hotels may also include the number of beds in the classification, offering rooms with two double beds (2D) or two queen beds (2Q).



TWIN SIZE 39"X75" Great For The Kids' Room

FULL SIZE 54"X75" 15" Wider Than A Twin

QUEEN SIZE 60"X80" 6" Wider & 5" Longer Than A Full

KING SIZE 76"X80" 16" Wider Than A Queen



Housekeeping

And it is important for housekeeping to know what sizes of bed sheets are to be changed. Also in the room description housekeeping needs to know how many towels of which dimensions are there to be changed as well as glasses and all changeable parts of the room. E.g. - Constance of minibar.

Size	Duvet cover	Bed sheet	Pillow cases	Sham cases	Fitted sheet/Bed Skirt
Twin	68" x86"	65" x96"	20" x30"	26" x26"	39" x75" x17"
Full	92" x96"	81" x96"	20" x30"	26" x26"	54" x75" x17"
Queen	92" x96"	90" x102"	20" x30"	26" x26"	60" x 80" x17"
King	106" x96"	108" x102"	20" x40"	26" x26"	78" x 80" x 17'
Customized sizes	Do as your speicail requirements				

Views

In addition to describing the arrangement of beds and furniture, a hotel room classification may denote the view. Hotels often market rooms designated with an ocean view (OV), Mountain View (MV) or city view (CV), according to travel accommodation website City-of-Hotels. Depending on location, the hotel may also offer additional designations that include garden view (GV), pool view (PV), beach front (BF) and water view (WV).



5. SOCIAL SKILL

5.1. Oral Communication

2 hrs

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Greeting Guests



presented to give learners a well balanced repertoire to choose from.

First impressions last a life time, or at least until the guests check out, so it is important to make a good first impression. Greeting them in English or native language is preferable. There are numerous expressions that can be used when first greeting hotel guests. Some are very formal and appropriate for greeting guests and some are more informal and should only be used with friends or co-workers. Obviously, employees of the hotel industry should use the more formal expressions, however the less formal expressions will also be

Eight simple rules for welcoming guests:

1. Smile when you greet the guest
2. Listen to what the guest is saying
3. Make eye contact, but don't stare
4. Make sure you look interested
5. Address the guest by name
6. Don't interrupt the guest
7. Keep a reasonable distance from the guest, not too close and not too far
8. Always thank the guest when appropriate

Decide which of these rules are in the 'always' section, and which are in the 'never' section:

1. Be loyal to the organization.
2. Respect the buildings and equipment where you work.
3. Criticize the organization to, or in front of, guests.
4. Be friendly and courteous with both colleagues and guests.
5. Argue or swear in front of guests.
6. Lose your temper at work.
7. Drink alcohol at work.
8. Separate your private and professional life as far as possible.
9. Respect the views of others.
10. Act in a way that could put anyone at risk.
11. Be honest and constructive.
12. Ask if there is anything you are unsure about.

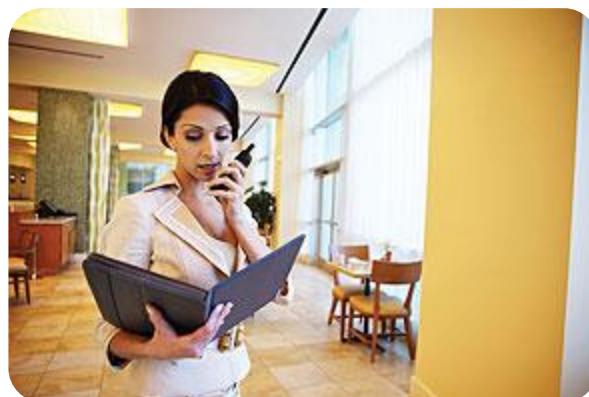
Co-worker Exchange Information

The front office staff interacts with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and human resources. These departments view the front office as a communication liaison in providing guest services. Each of the departments has a unique communication link with the front office staff.

Housekeeping Department

Housekeeping and the front office communicate with each other about housekeeping room status, the report on the availability of the rooms for immediate guest occupancy. Housekeeping room status can be described in the following communication terms:

- Available Clean, or Ready—room is ready to be occupied
- Occupied—guest or guests are already occupying a room
- Stayover—guest will not be checking out of a room on the current day
- Dirty or On-Change—guest has checked out of the room, but the housekeeping staff has not released the room for occupancy
- Out-of-Order—room is not available for occupancy because of a mechanical malfunction



Housekeeping and the front office also communicate on the details of potential house count (a report of the number of guests registered in the hotel), security concerns, and requests for amenities (personal toiletry items such as shampoo, toothpaste, mouthwash, and electrical equipment). These issues are of immediate concern to the guest as well as to supervisors in the hotel.

Reporting of room status is handled on a face-to-face basis in a hotel that does not use a property management system (PMS).

The bihourly or hourly visits of the housekeeper to the front desk clerk are a familiar scene in such a hotel. The official reporting of room status at the end of the day is accomplished with a housekeeper's room report—a report prepared by the housekeeper that lists the guest room occupancy status as vacant, occupied, or out-of-order. Sometimes even regular reporting of room status is not adequate, as guests may be anxiously awaiting the opportunity to occupy a room. On these occasions, the front desk clerk will have to telephone the floor supervisor to determine when the servicing of a room will be completed.

The housekeeper relies on the room sales projections—a weekly report prepared and distributed by the front office manager that indicates the number of departures, arrivals, walk-ins, stayovers, and no-shows—to schedule employees. Timely distribution of the room sales projections assists the executive housekeeper in planning employee personal leaves and vacation days.

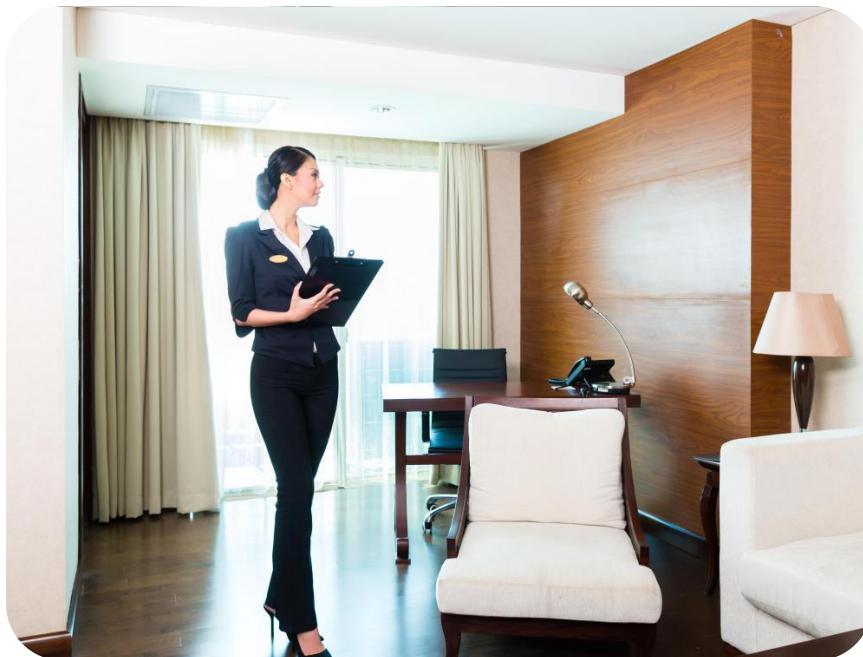
The front desk also relies on housekeeping personnel to report any unusual circumstances that may indicate a violation of security for the guests. For example, if a maid or houseman notices obviously non-registered guests on a floor, a fire exit that has been propped open, or sounds of a domestic disturbance in a guest room, he or she must report these potential security violations to the front office. The front office staff, in turn, will relay the problem to the proper in-house or civil authority. The front office manager may want to direct the front desk clerks and switchboard operators to call floor supervisors on a regular basis to check activity on the guest floors.

Guest requests for additional or special amenities and guest room supplies may be initiated at the front desk. The prompt relay of requests for extra blankets, towels, soap, and shampoo to housekeeping is essential. This is hospitality at its best.



Work Schedules, Procedures and Goals

A housekeeping supervisor is in charge of all operations related to the maintenance and upkeep of rooms used for living quarters, dining and meetings. She may supervise cleaning personnel in convention halls, educational institutions, hotels and hospitals. Her job normally requires her to inspect premises in addition to directing the activities of the staff.



Effective scheduling of her staff is one of the housekeeping supervisor's primary concerns. Making sure the appropriate staff is on duty ensures work is done properly and guests and patrons are satisfied and comfortable. Meticulous and regular inspections by the supervisor can quickly spot inefficiencies. She may correct them through better scheduling or improving the skills of her staff.

A well-trained staff is also vital to the success of a housekeeping supervisor. She is normally responsible for screening, hiring and

firing the staff. On-the-job training is usually her responsibility as well. It is commonly her job to make sure the work of each staff member meets all agreed upon standards of quality regarding orderliness and cleanliness.

In addition to staff management, the housekeeping supervisor is commonly in charge of inventory maintenance for her department. She orders cleaning supplies and arranges the repair of maintenance equipment, such as sweepers and floor polishers. If this equipment needs to be replaced, she is often required to submit the proper requisition documents to management for approval.



5.2. Problem Solving

1 h

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Lost Luggage

Customer feedback plays an integral part in determining future system development for all modules. An active user group consisting of airlines and handling agents worldwide, meets annually to prioritize enhancements and exchange views on baggage industry trends. It is important for housekeeping to be able to explain to the customer what happened to luggage or what is the procedure for retrieving it back.

Suspicious Person

The housekeeping staff must report any suspicious person loitering on guest floors and public areas to the housekeeping office. The housekeeping coordinator will in turn inform the floor supervisor/assistant housekeeper, the assistant manager and the security officer.



'Lost and Found' refers to:

1. a place or an office that keeps any items found inside the hotel; or
2. a place or an office where reports of missing items, reported by either guests or staff, are kept and followed up.
3. All staff should hand in items found inside the hotel premises, regardless of their value.
4. Most hotels assign this duty to the housekeeping department, or the Security department.
5. All information is recorded in the Lost and Found Logbook for prompt and easy reference in case of a guest enquires about a lost item. All items found by the guests and staff should be stored in a ventilated room and kept for three months before being releasing to the finder.
6. Some items, such as perishable food or drink, may be kept for a shorter period. The storage area must be secure.

Injury Treatment

Good Housekeeping Quiz

BLR's Safety Training Presentations

Name: _____ Date: _____

1. Name a common injury that results from a slip, trip, or fall:
2. Objects should never be placed on stairs. True or False
3. Name one specific way that you can prevent a trip hazard at your company:
4. Prior to operating a machine, what should be done:
5. Flammable liquids should be transferred in open top buckets. True or False
6. Describe a specific slip hazard at your company:
7. Name one aspect of PPE housekeeping:
8. Broken glass should be picked up immediately. True or False
9. Reactive chemicals should not be stored together. True or False
10. Before lifting and carrying an object, what should you do?



Answer Sheet

1. Back or spine injury, muscle strain, pulled ligament, broken bones.
2. True.
3. Clean up straps, put away electrical cords and air hoses, put away tools, and keep boxes out of hallways, close file drawers.
4. Inspect the machine and the work area for hazards.
5. False. Flammable liquids should be transferred only in closed, approved flammable liquids containers.
6. Water on break room floor, water on shipping docks when it rains, oil from forklift.
7. Inspect PPE, clean it regularly, store it properly, and replace when necessary.
8. False. Broken glass should not be picked up (unless you are wearing protective gloves).
9. True.
10. Make sure the path or route is clear.

Customer Service

Process: The customer will provide the following information for service requests:

- Customer name and phone number
- Location (building, floor, room number, etc.)
- Alternate contact name if possible and their phone number
- Department name
- Detailed description of problem
- FRS coding (may be needed for departments that are charged for services)

A work order will be assigned to the appropriate shop or zone and issued a priority code. Priority codes are defined below:



Priority code #1 is assigned to emergency requests that could result in an immediate or imminent threat to life, or severe property damage: i.e.: animal lab temperature too high/low, flooding, no power, broken window

Priority code #2 is assigned to building maintenance requests that will not result in injury or have a negative impact on the department: i.e.: broken toilet seat, squealing from worn belt, leaky faucet, broken light sensor

Priority code #3 is assigned to minor maintenance routine requests: i.e.: ceiling tile replacement, hanging pictures or coat racks, ballast replacement

The customer will receive a work order number for tracking and follow up purposes along with the shop assigned the repair. The supervisor will assign the job to the appropriate staff that will in turn contact the requester and perform the service work. A customer response tag will be left for the requestor in order to communicate the status of the job.

After the work order has been completed and closed out, Facilities Operations will send out at random, Customer Satisfaction Surveys to help ensure that the customer is receiving quality service in a timely manner.

Please rate your experience

Outstanding

Excellent

Very good

Good

Average

Poor



Remembering Faces, Names and Personal Details

Problem solving quiz

1. Jane, a room attendant at the Key Point Hotel, is cleaning room 603. She hears a door slam shut down the hall. A few seconds later a man in the hall tells her that he just locked his key inside his room, number 610, and asks her to open the door for him. What should Jane do?
 - a. Call security.
 - b. **Politely explain the hotel's policy of not opening guestroom doors and direct the man to the front desk.**
 - c. Ask for identification and then open the door for the guest.
 - d. Ask the man for his name, check the name with front desk, and, if they match, open the door for the guest.
2. The occupancy report prepared by the front desk staff for April 1 lists room 403 as a stayover. At 2 P.M. on April 1, the housekeeping report lists room 403 as vacant and ready for sale. This situation is best described as:
 - a. **a room status discrepancy.**
 - b. a lock-out.
 - c. a late check-out.
 - d. a sleeper.
3. Clifford Cheapskate checks into room 107 for a one-night stay. Early the next morning, Cheapskate leaves the hotel without paying his bill. When checking the 4 P.M. housekeeping report, the front desk staff finds room 107 listed as vacant and ready for sale and realizes that the guest was:
 - a. a due out.
 - b. a sleeper.
 - c. **a skipper.**
 - d. a sleep out.



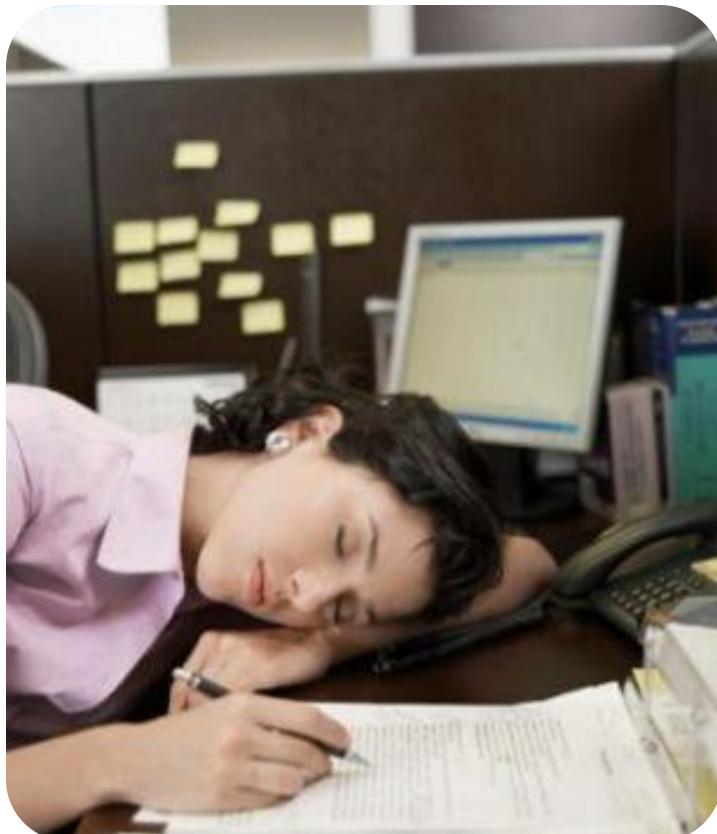
5.3. Decision Making

1 h

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Early Check In or Check Out



At a hotel or similar establishment, guests are usually required to check in (also called register or sign-in), which involves providing or confirming the guests' personal information and providing a signature. The establishment may require guests to provide a credit card guarantee to cover potential costs such as room service for the duration of the stay. At the end of the check-in, the reception staff will provide guests with a room key.

Hotels usually specify a check-in time after which they expect guests to check-in. If a guest wants to occupy a hotel room before the hotel's check-in time, some hotels charge for an additional day or treat it as a previous day's stay (as compared to occupying the hotel room after the check-in time). Most hotels, however, allow a grace time (typically 30–60 minutes) on request by a guest, without any additional charge, if a guest wishes to take the room before the check-in time.

Often hotels also have a latest check-in time if the room is not prepaid, often 6pm–8pm. For the most cost-effective usage of hotel room occupancy, a guest should try to reach at about the hotel's check-in time and leave or hand over the hotel room at about the hotel's check-out time, but it may not be always practical because the guest's arrival and departure time of flights or car trips may not align with the hotel check-in and check-out time and for other reasons.

The housekeeping must be prepared at all times to adapt itself to early check-in or check-out.

Problem with Facilities

Worst Problems in Hotels

- Car, truck taxi, motorcycle noise, and traffic
- Receptionist playing music or do annoying behavior
- Unhelpful staff
- Construction working being done at hotel or close.
- No Electricity or Brown Outs, without generator backup.
- Floor Fan is Broken
- Light Bulbs Burned Out
- Staff steals when cleaning the room
- Overcharged
- No labels on hot or cold water, there is no way to know on or off.
- Furniture is in wrong location
- Never offer to clean the room or change the sheets.
- Construction for hotel started during high season.
- Construction project in streets in front of hotel.
- You can hear construction projects from neighbors.
- Remote Control on Televisions does not work
- WIFI or Internet Access only in Common Areas



The problems above, should disappear at higher price levels, or maybe you are paying too much

Read more: <http://www.hobotraveler.com/10-major-hotelproblems/index.php#ixzz2ucn7hUX6>

Problem Problem% Accumulated Problem Description

Rank Problems %

1	6.5	6.5	Room — Door Locks Key
2	4.7	11.2	Room — Internet low-speed
3	4.3	15.5	Room — Cleanliness of Room
4	4.0	19.5	Room — TV Services
5	3.9	23.4	Room — Cleanliness of Bath/Shower
6	3.7	27.1	Room — Comfort of Bed
7	3.7	30.8	Room — Room Odor
8	3.3	34.1	Room — Inadequate Light
9	3.3	37.4	Room — Plumbing
10	2.9	40.3	F&B Services — Restaurant Food Quality

Adaptation to Room Changes and Upgrades

IMPORTANCE OF HOUSEKEEPING



Comfort: 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. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be properly functioning. It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service from staffs of all departments.



Cleanliness and Hygiene: Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipments create a favorable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club, etc.



Privacy: The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.

Safety and Security: Security is one of the prime concerns of a hotel guest. The housekeeping department staffs should ensure the safety and security of the guests with the help of security services. They should also make sure that fire fighting equipments and emergency alarms are functional at all times. They should also ensure peace, quiet and noise free atmosphere in the area.

Décor: Creating a pleasant and classy ambience is also one of the major responsibilities...



Guest Requests

DECISION MAKING

Guest requests could be for a range of items and services, including:

- ❑ roll away beds
- ❑ additional pillows and blankets
- ❑ irons
- ❑ hair dryers
- ❑ additional room supplies
- ❑ rectification cleaning
- ❑ repairs and maintenance
- ❑ lost property enquiries.

Requests for information relate to:

- ❑ range of services and products offered by the establishment
- ❑ availability, hours and location of meals, services and equipment
- ❑ how various types of equipment work
- ❑ local services, attractions, transport, shops, entertainment, etc.
- Equipment must include:
- ❑ electric kettles and jugs
- ❑ telephones
- ❑ computers
- ❑ televisions and videos
- ❑ hair dryers
- ❑ alarm clocks.

Requests for additional amenities or replenishment of amenities like bath linen, soap, shampoo, shaving kits etc are forwarded to the house keeping department along with the guest name and room number.

1. One guest requested for a baby crib and almost the same time another guest requested for room cleaning. Which one will you do first?
2. How would you handle a guest complaint on the delay room cleaning?
3. A guest requested for an iron and ironing board which are currently unavailable. What will you say to the guest?
4. A guest claims that air conditioning unit is not cooling well. How do you handle the complaint?
5. What will you do if the engineering department cannot fix the problem immediately?
6. Suggest ways to improve and motion I making up bed.
7. How could u handle the cleaning of a room were the guest remains inside the room?
8. How would you handle a guest who is insist in entering the room while you are making up room?
9. Between a Vacant Dirty and make up room which will you do first? Why?
10. What would you do if the guest vomited on the floor while you are cleaning?

GUEST REQUEST FORM

Date _____

I _____, at (address) _____ request
that the person(s) listed below

Name of Guest:

If over 18 years of age, please provide SSN _____ & Birth date: _____

Name of Guest:

If over 18 years of age, please provide SSN _____ & Birth date: _____

be permitted to visit with me in my unit for the time period of _____. I understand that there is a maximum limit of four(4) persons to a two (2) bedroom unit and six (6) persons to a three (3) bedroom unit. The maximum length of a visit may not exceed six (6) months. There will be no extensions to the six (6) month period allowed.

Reason for visit:

I understand that my guest may only be a guest in my unit as long as I am actually in residence, that he/she must abide by all Association Policies and regulations, attend an Orientation Meeting, and may not live in my unit when I cease to be a Member or resident. Violations of Cooperative policies may result in my eviction. Prior to approval, a Background Check of my guest will be performed and a \$15.00 fee will be charged to my account.

Signature of Member _____

Date _____

Approval by Membership Committee/Board _____

Date _____

11. While you were cleaning a check out room, the guest came back and claimed that he/she left his/her wallet on the bed. What will U do if you did not find the lost item?
12. Is it necessary to know different languages if U are the butler? Why?
13. What is the best procedure in unpacking and packing of guest property?
14. How will u clean shoes with beds and accessories??
15. How can you establish rapport during your first meeting with the guest?
16. If the guest handle had destroyed while you were packing/unpacking things, how will you handle this?
17. How can you determine if the clothes can be laundered or not?

Match the following:

Top of Form

- | | | |
|--------------------|----------------------------------|--------------------|
| Dinner Table for 4 | <input checked="" type="radio"/> | Banquet Department |
| Pillows | <input type="radio"/> | Chinese Restaurant |
| Meeting Room | <input type="radio"/> | House Keeping |

How should you manage guest requests?

- Guest requests are managed in accordance with guest service standards in place.
- Complete simple requests first.
- Complete requests for the same floor at the same time (if practical).
- Seek help if you can't meet requests in a timely manner.

How should you manage guest requests?

- Never say 'No' to a guest request (ask a colleague if you are not sure if a request can be met).
- Meet requests in a timely manner.
- Use the guest's name.
- Be courteous and friendly.
- Record request details and confirm with the guest.
- Set up requested equipment for the guest.

What in-room equipment do guests need help with?

- The reasons guests usually need assistance is because:
 - The instructions are poor or complicated
 - They are unfamiliar with the brand
 - English language restraints
 - Disability



Managing Malfunctions of in-room equipment

- Most establishments have a procedure in place for managing in-room equipment malfunctions.
- In general, you have four options:
 - Fix the problem yourself.
 - Refer the problem to maintenance.
 - Replace the item.
 - Change the guest room.

Fix the problem yourself

- Only fix problems within the scope of your responsibilities and capabilities.
Refer all other problems to maintenance.
- Many malfunctions are of small items that can be replaced quickly and easily, such as:
 - Kettle
 - Hairdryer
 - Alarm clock
- These items are then sent to maintenance to be fixed.
- For larger and more complicated items refer to maintenance or arrange a room change for the guest
- If the guest needs to be moved to another room you will first need to arrange a new room with reception.
- Assist the guest with the move.
- Report the malfunction (in the original room) to maintenance



5.4. Significant Use of Memory

1 h

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Remembering Important Times of Arrivals and Departures

It would be desirable for housekeepers to memorize the procedure sequence in solving everyday duties, which would minimize the preparation time. The most important part in working processes is the procedure, and that is why its memorizing will influence the work effectiveness.

Timetable GSI bus A from/to Wixhausen/Station (no public transport)



Klaßacher Str. 172, 64285 Darmstadt, ServiceTel.: 06151-7 09-49 00

Monday - Friday

Arrival 53 from Frankfurt	06:49	07:19	07:49	08:19	08:49	09:19	09:49	13:19	13:49	14:19	14:49	15:19	15:49	16:19	16:49	17:19	17:49	18:19	18:49	19:19	19:49	
Wixhausen Bahnhof ▲ *	06:54	07:24	07:54	08:24	08:54	09:24	09:54	13:24	13:54	14:24	14:54	15:24	15:54	16:24	16:54	17:24	17:54	18:24	18:54	19:24	19:54	
Wixhausen Bahnhofstraße ▲	06:55	07:25	07:55	08:25	08:55	09:25	09:55	13:25	13:55	14:25	14:55	15:25	15:55	16:25	16:55	17:25	17:55	18:25	18:55	19:25	19:55	
Wixhausen Hindemithstraße ▲ **	06:57	07:27	07:57	08:27	08:57	09:27	09:57	13:27	13:57	14:27	14:57	15:27	15:57	16:27	16:57	17:27	17:57	18:27	18:57	19:27	19:57	
Wixhausen Schönbergstraße ▲	06:58	07:28	07:58	08:28	08:58	09:28	09:58	13:28	13:58	14:28	14:58	15:28	15:58	16:28	16:58	17:28	17:58	18:28	18:58	19:28	19:58	
Wixhausen Merianstraße	06:59	07:29	07:59	08:29	08:59	09:29	09:59	12:59	13:29	13:59	14:29	14:59	15:29	15:59	16:29	16:59	17:29	17:59	18:29	18:59	19:29	19:59
Wixhausen GS! Helmholtzzentrum	07:01	07:31	08:01	08:31	09:01	09:31	10:01	13:01	13:31	14:01	14:31	15:01	15:31	16:01	16:31	17:01	17:31	18:01	18:31	19:01	19:31	
Depart 53 to Frankfurt	07:11	07:41	08:11	08:41	09:11	09:41	10:01	13:11	13:41	14:11	14:41	15:11	15:41	16:11	16:41	17:11	17:41	18:11	18:41	19:11	19:41	

▲ = only entrance

► = only exit

* Wixhausen station; western part

** Supermarket

Timetable GSI bus B from/to Arheilgen/Hofgasse (no public transport)

Monday - Friday

Arrival 7/8 from Darmstadt	06:27	06:57	07:27	07:57	08:27	08:57	09:27	09:57	13:27	13:57	14:27	14:57	15:27	16:27	16:57	17:27	17:57	18:27	18:57	19:27	19:57
Arheilgen Hofgasse ▲ **	06:32	07:02	07:32	08:02	08:32	09:02	09:32	10:02	13:32	14:02	14:32	15:02	16:02	16:32	17:02	17:32	18:02	18:32	19:02	19:32	20:02
Arheilgen Messeler Straße ▲	06:34	07:04	07:34	08:04	08:34	09:04	09:34	10:04	13:34	14:04	14:34	15:04	16:04	16:34	17:04	17:34	18:04	18:34	19:04	19:34	20:04
Arheilgen Kolpingweg ▲	06:35	07:05	07:35	08:05	08:35	09:05	09:35	10:05	13:35	14:05	14:35	15:05	16:05	16:35	17:05	17:35	18:05	18:35	19:05	19:35	20:05
Wixhausen Merianstraße	06:38	07:08	07:38	08:08	08:38	09:08	09:38	10:08	13:08	13:38	14:08	14:38	15:08	16:08	16:38	17:08	17:38	18:08	18:38	19:08	19:38
Wixhausen GS! Helmholtzzentrum	06:40	07:10	07:40	08:10	08:40	09:10	09:40	10:10	13:10	13:40	14:10	14:40	15:10	16:10	16:40	17:10	17:40	18:10	18:40	19:10	19:40
Wixhausen GS! Helmholtzzentrum	06:47	07:17	07:47	08:17	08:47	09:17	09:47	10:17	13:17	13:47	14:17	14:47	15:17	16:17	16:47	17:17	17:47	18:17	18:47	19:17	19:47
Wixhausen Merianstraße	06:49	07:19	07:49	08:19	08:49	09:19	09:49	10:19	13:19	13:49	14:19	14:49	15:19	16:19	16:49	17:19	17:49	18:19	18:49	19:19	19:49
Arheilgen Kolpingweg ►	06:52	07:22	07:52	08:22	08:52	09:22	09:52	10:22	13:22	13:52	14:22	14:52	15:22	16:22	16:52	17:22	17:52	18:22	18:52	19:22	19:52
Arheilgen Messele Straße ►	06:53	07:23	07:53	08:23	08:53	09:23	09:53	10:23	13:23	13:53	14:23	14:53	15:23	16:23	16:53	17:23	17:53	18:23	18:53	19:23	19:53
Arheilgen Hofgasse ► **	06:55	07:25	07:55	08:25	08:55	09:25	09:55	10:25	13:25	13:55	14:25	14:55	15:25	16:25	16:55	17:25	17:55	18:25	18:55	19:25	19:55
Depart 7/8 to Darmstadt	07:02	07:32	08:02	08:32	09:02	09:32	10:02	10:32	13:32	14:02	14:32	15:02	15:32	16:32	17:02	17:32	18:02	18:32	19:02	19:32	20:02



Most memory-based work has been replaced with digital cloud-technology that manages guest traffic details, tracks daily hotel activity and ensures higher staff interactivity. "Human memory has its limitations. We may forget or lose track of important information or even misplace our registers.

When managed digitally, all Details are secure. State of the art technology has made it a lot easier to maintain records, and locate and retrieve information at any time."



E.g. Memory game

10 min for remembering, after that there is quiz!





Detailed Setup Procedures for Specific Events

Meetings and Events

Find inspiration in our beautiful meeting space. 13 meeting rooms and an 800-square meter Grand Ballroom are just what you need to plan a successful and memorable business event. Smaller function rooms can be transformed with ease and grace to host business encounters and presentations or formal banquets and cocktail parties, all with the same great service and efficiency.

Convention Services Staff that is highly professional and friendly is providing the superior service, are at the guest's disposal to ensure the most successful function and fulfil all the guests needs. Beside the modern function facilities, the state-of-art Audio Visual Equipment is available upon request and according to prior agreement.

Conference room Grand Ballroom 617m ²	WiFi Access	Learn more
Meeting room Split 16m ²	WiFi Access Natural Daylight	Learn more
Meeting room Dubrovnik 34m ²	WiFi Access Natural Daylight	Learn more
Meeting room Opatija 31m ²	WiFi Access Natural Daylight	Learn more
Meeting room Pula 37m ²	WiFi Access Natural Daylight	Learn more
Conference room Zagreb 51m ²	WiFi Access Natural Daylight	Learn more
Conference room Berlin 18m ²	WiFi Access Natural Daylight	Learn more



5.5. Team Work

1 h

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Team work

Your main team will be the individuals that you work with every day. You will share job responsibilities and help each other on a regular basis. Keep in mind that you will also step outside of your area when needed. We will cross area lines and help other areas when they are swamped. That's the true test of a team, helping each other when help is needed!

In team work, it is essential to communicate with other departments of the hotel, especially with the reception. Participation in formal discussions about business events is welcome, in order to improve operations. Housekeepers contact the head housekeeper, who is responsible for the supplies and materials in the department.

Each housekeeper should develop teamwork for their own learning and the exchange of opinions. Although each housekeeper has a number of rooms, it is likely that with some individuals it will take longer than others, so teamwork meets the desired effects.

Enrollment in different Recreational Programs

Many Hotels offer animation and recreation programmes for guests. This includes many sports and recreation activities, fun and games, thematic games for children, creative workshops and dance programs. Housekeeper needs to know programs offered by the hotel and with registration cards to find out which guest is enrolled in different programs.

Formal Discussions about Work Processes



What is Teamwork?

Well, let's look at the real definition- Teamwork is a joint action by two or more people or a group, in which each person contributes with different skills and Express his or her individual interests and opinions to the unity and efficiency of the group in order to achieve common goals.

This definition really fits our hotels. We all share one common goal- to make our guests stay and exceed every guest's

expectations. There is no question that in a hotel, it requires two or more people working together to accomplish our goal. So, teamwork is a requirement of a successful hotel.

Teamwork actions

There are many ways that our 'TEAM' takes action. Let's look at a few examples:

Room Cleanliness our housekeepers do a great job, but sometimes they get a 'go-back'. Our manager's work with them as a team to make sure the room is perfect for every guest.

Room Inspections the General Manager, housekeeping manager and maintenance all work together to inspect rooms. We make sure our rooms are in working order for our guests.

Safety & Security Every employee helps with overall safety. Be aware of your surroundings and report any issues to the Manager on Duty.

Positive Atmosphere Every team member contributes to the happiness of the staff. We pick each other up when we are down and help out when needed. We all depend on each other.

****Remember-** we are only as strong as our weakest link. Everyone must work together to insure a positive guest experience

Making Suggestions on Improving Work Processes



The hotel industry is fraught with competition, and two-thirds of the jobs available are service jobs, with the largest departments being in housekeeping. All of the services offered by the hotel industry can be duplicated from one location to another, from one country to another. Housekeeping can be a way to set a hotel apart from its competitors. In addition, housekeeping establishes a hotel's reputation for cleanliness and quality. It is vital to have a strong housekeeping department in the hotel industry, for the guests' health, safety and comfort.

Housekeepers are specially trained individuals. They can be provided with performance-development programs to improve their work and assist them in moving up in the hospitality industry. Housekeeping in the hotel industry can be a stepping stone for future positions and promotions for housekeepers. These individuals learn key communication and teamwork skills that can be used throughout the hotel industry, not just in housekeeping.

Teamwork is very important because it improves morale (helps solve difficult problems) utilizes the power of the whole team.

Informing Other Workers

Worker consultation is enshrined in health and safety law because of its importance in preventing risks and finding effective solutions. Workplaces in which employees actively contribute to health and safety often have a lower occupational risk level and accident rates.

The main reasons why workers should actively influence management decisions include:

- worker participation helps in developing realistic and effective ways of protecting workers
- by getting involved in an issue at the planning stage, workers are more likely to identify problems and their causes, help find practical solutions, and comply with the end result
- if workers are given the opportunity to participate in shaping safe work systems, then they can advise, suggest, and request improvements - helping to develop measures to prevent occupational accidents and ill-health in a timely and cost effective manner
- where workers are involved from an early stage they will feel commitment to the solution
- communication and motivation in general will be improved



Talk to one another	Listen to each other's concerns
Trust and respect each other	Discuss issues in good time
Consider what everyone has to say	Make decisions together
Look for and share views and information	



**HOUSEKEEPING & TEAM WORK IN INDUSTRY - REVIEW QUESTIONS**

The following questions are provided to check how well you understand the information presented during this program.

1. It is possible for oily rags to generate enough heat to ignite themselves if not placed in a fire proof container after use.
 - a. true
 - b. false

2. Which of the following is considered a tripping hazard that should be corrected as soon as possible?
 - c. an open file cabinet drawer
 - d. an electrical cord across a doorway
 - e. a pallet in the middle of an aisle
 - f. all of the above

3. Because the work area will never be clean at all times, housekeeping is not an important factor in work areas that are dirty and hot.
 - g. true
 - h. false

4. Which of the following is not a housekeeping responsibility of all employees?
 - i. recognizing and correcting tripping hazards
 - j. watching for leaks and spills
 - k. storing overflow materials temporarily on stairs
 - l. returning tools to proper storage areas after use

5. Since the tracking of mud and dirt through the plant is a concern of the janitorial staff, other employees should not be concerned about the problem.
 - m. true
 - n. false

6. List three things that must not be blocked by improperly stored materials as part of good housekeeping.

7. Good housekeeping is not only a job responsibility, but also a reflection of your attitude and your ability to work as a member of a team.
 - a. true
 - b. false

**ANSWERS TO THE REVIEW QUESTIONS**

1. a
2. d
3. b
4. c
5. b
6. Safety showers, eye washes, sprinklers, fire alarms, fire extinguishers, walkways, aisles, exits
7. a



5.6. Computer Use

2 hrs

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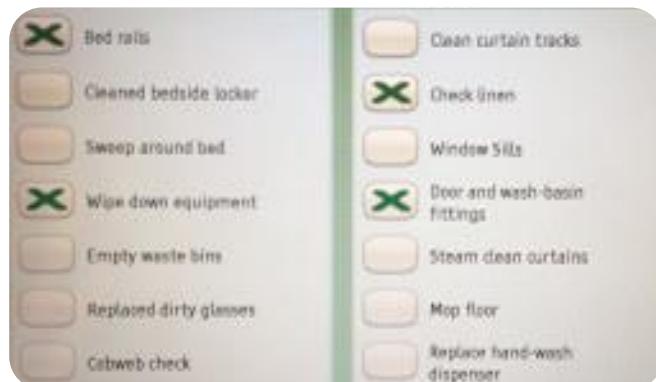
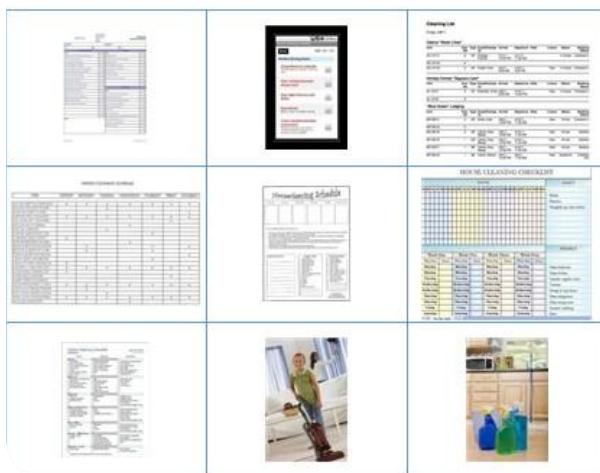
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Use of hotel housekeeping computer applications

It also requires computer skills to operate systems that track billing, reservations, room assignments, meetings, and special events. Computers are likewise used to order food, beverages, and supplies, and to prepare reports for hotel owners and top management.

Housekeepers use the same software as front desk staff to verify which rooms are checking out and staying over each day. That way, they know which rooms to completely clean and which ones to simply tidy. Housekeepers use the software to communicate to the front desk, letting them know which rooms are clean and available for check-ins.

HOUSEKEEPING CLEANING CHECKLIST



Housekeeping Status Report: prepared by the housekeeping department at the end of the shift, indicates the current housekeeping status of each room (the rooms that have been cleaned that day) - use of word processor software.

While doing the routine room cleaning, hotel housekeeper may notice the specific problems in the room such as faulty electrical plugs, dripping faucets, leaking pipes or malfunctioning air-conditioning units etc, and report it immediately to the maintenance person using computer application.

Word Processing Software for Summaries Events

Using a computer to create, edit, and print documents. Of all computer applications, word processing is the most common. To perform word processing, you need a computer, a special program called a word processor, and a printer. A word processor enables you to create a document, store it electronically on a disk, display it on a screen, modify it by entering commands and characters from the keyboard, and print it on a printer.



Word Processing Compared to Using a Typewriter

The great advantage of word processing over using a typewriter is that you can make changes without retyping the entire document. If you make a typing mistake, you simply back up the cursor and correct your mistake. If you want to delete a paragraph, you simply remove it, without leaving a trace. It is equally easy to insert a word, sentence, or paragraph in the middle of a document. Word processors also make it easy to move sections of text from one place to another within a document, or between documents. When you have made all the changes you want, you can send the file to a printer to get a hard copy.

Word processors vary considerably, but all word processors support the following basic features:

- **Insert text:** Allows you to insert text anywhere in the document.
- **Delete text:** Allows you to erase characters, words, lines, or pages as easily as you can cross them out on paper.
- **Cut and paste:** Allows you to remove (cut) a section of text from one place in a document and insert (paste) it somewhere else.
- **Copy:** Allows you to duplicate a section of text.
- **Page size and margins:** Allows you to define various page sizes and margins, and the word processor will automatically readjust the text so that it fits.
- **Search and replace:** Allows you to direct the word processor to search for a particular word or phrase. You can also direct the word processor to replace one group of characters with another everywhere that the first group appears.
- **Word wrap:** The word processor automatically moves to the next line when you have filled one line with text, and it will readjust text if you change the margins.
- **Print:** Allows you to send a document to a printer to get hardcopy.



Use e-mail to Contact Other Hotel Personnel in Different Departments

Many hotels have invested heavily in information technology (IT) infrastructure and networking that use the latest technical advances in their operations.

IT technology is enabling a wide range of hospitality operations in the housekeeping department. Housekeeping staff can conduct room checks, after a guest vacates the room, to report the status of the room. They can also communicate with security personnel instantly over e-mail in case of an emergency. Staff can also ensure that from remote spots, fire extinguishers are charged, emergency lights are functioning and so on, check and communicate, inventory information for guestroom supplies and stocking of minibars in order to ensure that provisions are replenished in an efficient manner. Housekeeping managers can also contact workers and identify their locations quickly resulting in quicker response times.

ROOM PRICES

GENERATE PRICE SKELETON

Spring	Standard	Suite	Studio(Suite w/ Kitchen)	Super Man Suite
ADULT	\$ 73.00	\$ 84.00	\$ 56.00	\$ 50.00
CHILD	\$ 63.00	\$ 62.00	\$ 65.00	\$ 52.00
SENIOR	\$ 65.00	\$ 77.00	\$ 58.00	\$ 96.00
HANDICAPPED	\$ 60.00	\$ 77.00	\$ 70.00	\$ 62.00

Computers are now being used in many housekeeping functions for rooms'management, inventory control, linen management etc. Many software packages are now available that provide specific applications for housekeeping operations.

Housekeeping attendants might have to complete housekeeping reports and summaries events, so writing skills and basic

computer skills are necessary, such as word processing software, data entry software, facilities management software and inventory management software.

Housekeeping application is a convenient support tool for hotel cleaners and hotel support personnel. By taking advantage of housekeeping application, the hotel service operations are tied together; making different tasks run faster and more efficient. The application is the perfect tool to manage and follow up the cleaning and maintenance activities.

The housekeeping application enables reporting of cleaned rooms, problem reports and photos of broken items to support personnel, minibar reporting and task assignments to housekeeping personnel. Multiple cleaning sessions makes simultaneous cleaning operations even on the same floor easy to monitor and report.



Use Internet to Find Information

<http://www.youtube.com/watch?v=O2jFud5LVo4>

Search the Internet to find information on equipment and prices.

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Sincerely,
 Kenn
 President

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Computerized Communication between Housekeeping and Front Office

In a computerized room status system, housekeeping and front desk uses a computer terminal which ensures instant access to room status information. When a guest checks out, a front desk agent enters the departure into the computer which alerts housekeeping that the room needs cleaning. After the room is cleaned and inspected, housekeeping enters this information into the terminal. This is how the front office is informed that the room is available for sale.



The screenshot shows the HIS Hotel Information System interface. The main title is "Room Status" with the subtitle "For Active Date : 21 March 2005". The top bar includes the company name "I-SOLUT COMPANY" and address "Harco Mangga Dua Blok B2-93 Mangga Dua, Jakarta", along with the date "21 March 2005, 11:21:33". The left sidebar has a "House Keeping" section selected, containing links for Room Status, Lost & Found, Room Inventory, Shift Schedule, Finance, and Front Office. The main content area displays a table of room statuses:

Unit	Room Descriptions	Status	Front Office	Descriptions of Status
6116	Blok A1	Dirty	Vacant	
6117	Blok A1	Dirty	Vacant	
6119	Blok A1	Out of Order	Vacant	
6122	Blok A1	Dirty	Vacant	AC DAMAGE
6128	Blok A1	Out of Order	Vacant	
6130	Blok A1	Dirty	Vacant	
6136	Blok A1	Dirty	Vacant	
6138	Blok A1	Dirty	Vacant	
6216	Blok A2	Dirty	Vacant	
6217	Blok A2	Dirty	Vacant	
6219	Blok A2	Dirty	Vacant	
6230	Blok A2	Dirty	Vacant	
6314	Blok A2	Dirty	Vacant	
6316	Blok A2	Dirty	Vacant	
6317	Blok A2	Dirty	Vacant	

At the bottom, there are buttons for "Display By All Status" and "Convert from Clean to Dirty" / "Convert from Dirty to Clean".

1. Computerized room status system - A computer terminal which ensure instant access to room status information; Front desk enter "departure" and alert housekeeping to clean the room when guest check out; Housekeeping enter "clean and inspected" and inform front desk the room is available for sale
2. Guestroom telephone system - Supervisors enter designated code to change room status in the computer system to inform front desk room is available for sale; Saves time and energy