

Rules for Housekeeping

What makes anyone loyal to a brand? Numerous things can spring up, but when someone is specifically loyal to a hotel, you can invariably point it to the service and the guest experience that one experiences that makes one loyal to a hotel and keeps coming back to it. A loyal guest often brings business by word of mouth. They recommend and vouch for the service completely, boosting a hotel brand's image as well as confidence. In times of social media and numerous travel Websites, a good first hand review breaks or makes the deal. Thus, to ensure a guest's superlative experience, the housekeeping department has to be kept on its toes with few rules and regulations that defines the hotel's priority-their guest.

Few Rules to Follow

Entering a Guest's Room

Some guests are friendly few may be fussy. Housekeepers need to ignore their personality traits and concentrate on delivering their duty. Entering a guest's room is tricky because people check-in in a hotel to relax. Thus, housekeepers have to ensure they are not an inconvenience to them, but at the same time are of help to the guests.

Announcing their arrival, knocking gently, awaiting their orders for cleaning is routine work. However, ensuring alertness and preparedness for any situation and reacting logically is what housekeepers must be trained about. Tact and courtesy are paramount in dealing with guests in a hotel and that needs to be learned without fail.

Cleaning

The most basic thing that housekeepers are entrusted to do for guests is cleaning their rooms. Housekeepers must change linen and towels daily. Sweep and mop the floors, ensure clean and hygienic bathrooms as well as availability of the toiletries offered by the hotels on a regular basis. Supervisors should keep a check that everything is in order and the rules are being followed appropriately.

Gifts and Tips

Tips are a common thing to receive by housekeepers if they do their work well. Though it should be politely turned down, however if a guest insists then hotels should have a policy to allow acceptance of gifts with proper notes provided from the guests mentioning that. This curbs theft and makes housekeepers responsible towards safeguarding a guest's property and returning an item when found. A housekeeper should be trained to do work with minimal invasion of a guest's privacy and shifting things as little as possible. Guests should be free to tip as much as they want for the service received with no haggling and harassment for the same from the housekeepers.

Demeanour

A hotel's excellent service is reflected in the behaviour of the staff with their guests. They should always be polite and meet the guest's demands at all times. Back answers or any sort of rude behaviour should be punished and dealt with strictly. They should always try to rise beyond the expectation of the guests, remaining thoroughly professional and well behaved.

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