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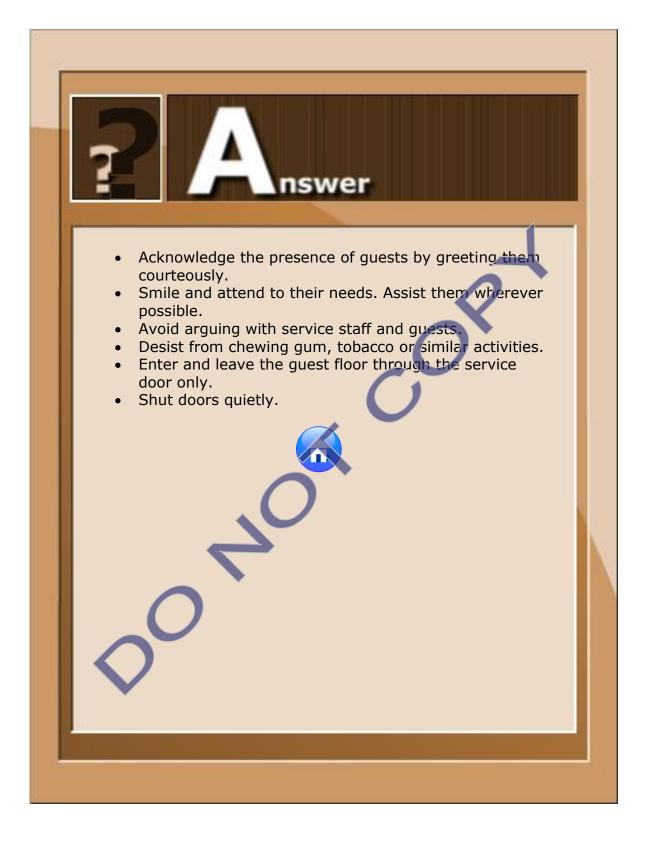


- The cleaning of guest rooms, public areas, event venues such as banquet halls and so on
- The upkeep and exchange of linen and uniforms
- Maintenance of landscapes, gardens and indoor floral displays
- Management of laundry services
- Attend to Guest enquiries for supply and replenishment of amenities
- Communications through the control desk
- Managing contracts such as pest control and marble polishing
- Role in refurbishment and renovation of guest rooms and public areas
- Babysitting services









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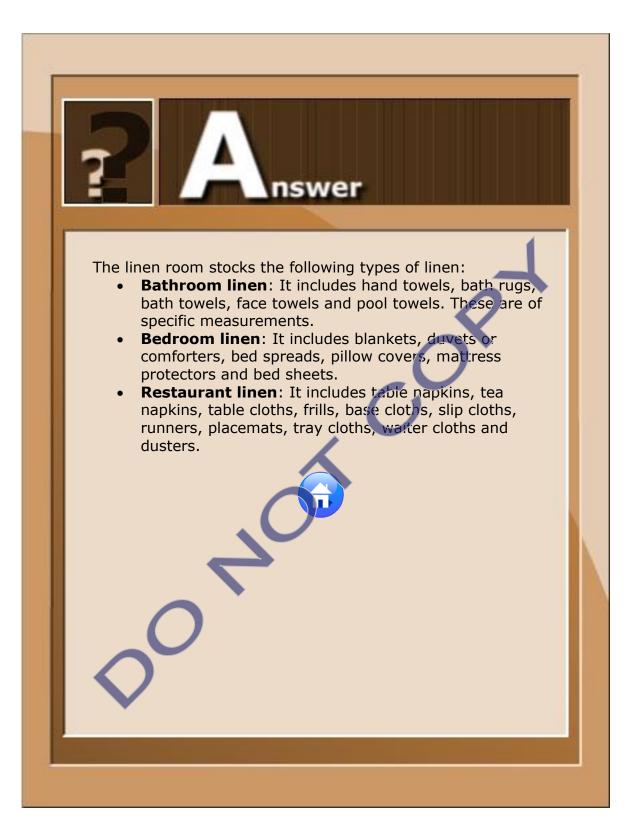
The Floor Linen Room is an area that stocks linen and other supplies for a particular floor. It is also known as the Floor Pantry. It includes the following:

- Furniture
- Fixtures
- Water and Sink supply

The linen room supports the operations of most of the housekeeping departments. A supervisor is allocated to supervise the linen room and is entrusted with the responsibility of issuing fresh linen and receiving the soiled linen.







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Generally, following is the procedure before rooms are made available for sale/check in:

- 1. The Front Office Desk informs the Housekeeping Control Desk immediately after a guest checks out of the hotel.
- 2. The Housekeeping Desk Attendant informs the Floor Supervisor about the departure.
- 3. The Floor Supervisor informs the concerned Room Attendant about the departure and asks him/her to prepare it for sale/check-in on a priority basis.
- 4. After cleaning the guest room, the Room Attendant informs the Floor Supervisor about the completion of task and making the room available for sale/check-in.
- 5. The Floor Supervisor inspects the room to ensure it has been prepared for sale as per the standards of the hotel.
- 6. The Control Desk is informed about this immediately after the inspection.
- 7. The Desk Attendant informs the Front Office Desk about the room availability after the inspection.



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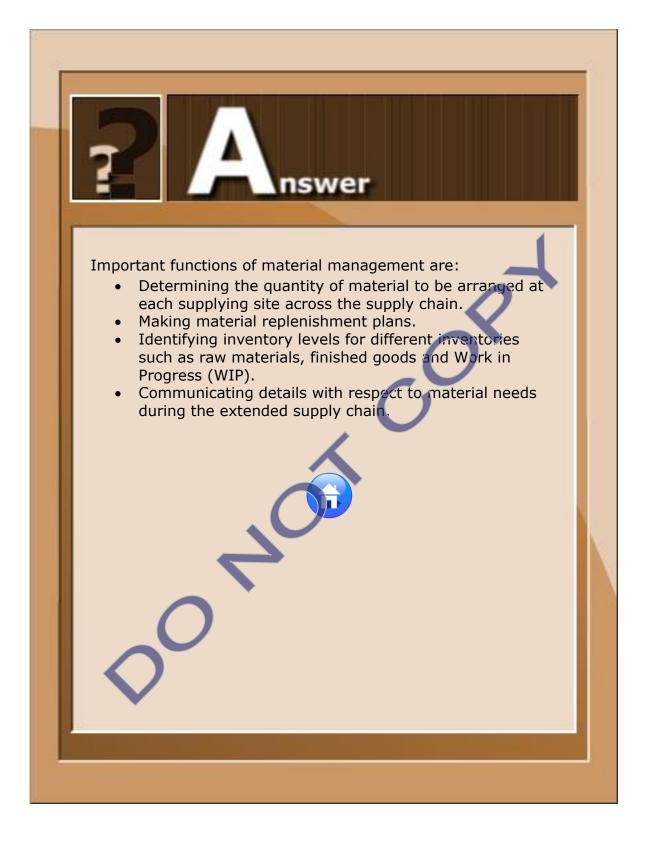
The Desk Control Attendant should be in constant touch with the Engineering department for maintenance work. The typical procedure in coordinating with the Engineering department involves the following steps:

- 1. The Desk Attendant enters the details of the complaint and the name of the person who has made the complaint in the Maintenance Register.
- 2. A Maintenance Slip is prepared by the Desk Attendant in duplicate. A copy of it is retained by the Desk Attendant and another copy is forwarded to the Engineering department.
- 3. A Work Order Slip is prepared by the Engineering department and the technician is sent to the concerned floor.
- 4. The Floor Supervisor or the Room Attendant makes the room accessible to the technician. He/She also oversees the maintenance work till its completion.
- 5. After the work is completed successfully, the Room Attendant or Floor Supervisor signs the Work Order Slip.
- 6. The technician then gives the signed Work Order Slip to the Desk Attendant who then, enters the same in the Maintenance Register.



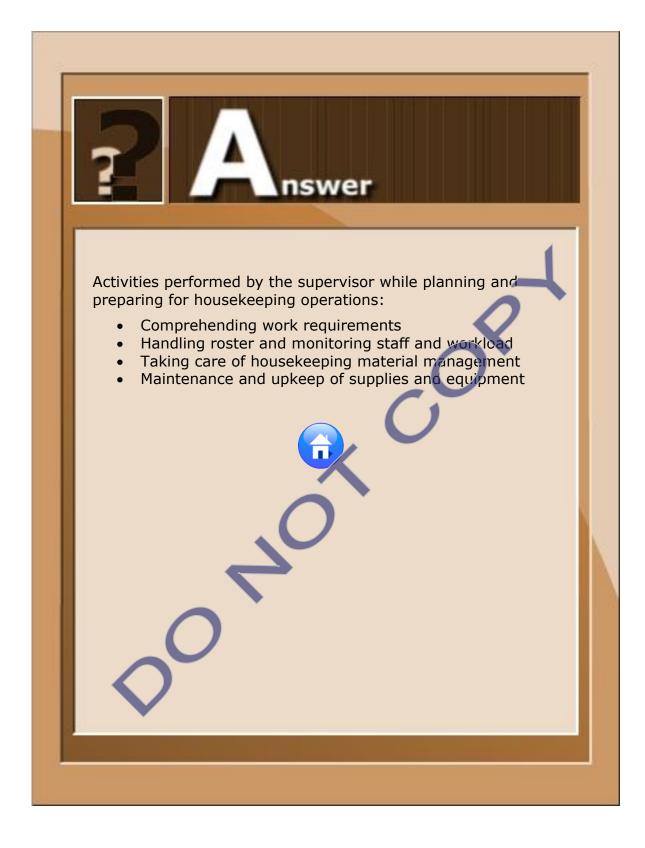
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