

Glossary

5S method of cleaning

The Five S is a method of work organised in five stages namely sort, straighten, sweep, standardize and sustain, with the goal of significantly improving the order and cleanliness. Large scale operational audits check if the 5S tasks are being performed consistently by the housekeeping staff.

B

Brand Standards

Brand Standards is a rulebook for logo and company's branding constitution.

C

Capital budget

It is a statement of assets such as linen, equipment, furniture and so on that will be used for a longer period.

Coat brushes

They are used to brush the dust-off coats.

Control Desk Attendant

This is a person who communicates and disseminates information from the Control Desk.

D

Depreciation

It is the process through which an organisation reduces the asset's value during the period of its estimated useful life.

F

Fixed assets

They are items with a long span of life, which is usually more than a year.

Floor Linen Room

It is an area that stocks linen and other supplies for a particular floor.

Front Office Desk

It is one of the core departments of the hotel which is the first point of contact for guests as they arrive at a hotel. Housekeeping coordinates with Front Office Desk by knowing the departure rooms from them and letting them know of the cleaned rooms made ready for arrival.

H

Hallmark

It is used to describe a unique attribute, a special style or typical feature. Some products have real hallmarks on them, indicating their creator or origin.

Hampers

They are used to hold the dirty and soiled linen.

Housekeeping Budget

It is a formal financial statement of expenditure for a future time period.

Housekeeping Control Desk

It facilitates dissemination of information to the different parts of Housekeeping department and other departments.

M

Material management

It is a chief supply chain function involving supply chain planning for total material requirements as well as execution.

Mechanical Room Rack System

It involves placing a room slip containing details of the guest in the room rack slot corresponding to the assigned room number.

Mobile trolleys

The trolleys aid in the movement of fresh uniforms that are hung on hangers.

O**Operating assets**

They are items used in daily housekeeping operations.

R**Reduce, Recycle and Reuse (3Rs)**

This is an emerging trend that has been incorporated in Housekeeping services to cut down on waste and conserve natural resources.