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# A<sub>n</sub>swer

- 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





# A<sub>n</sub>swer

- Acknowledge the presence of guests by greeting them courteously.
- Smile and attend to their needs. Assist them wherever possible.
- Avoid arguing with service staff and guests.
- Desist from chewing gum, tobacco or similar activities.
- Enter and leave the guest floor through the service door only.
- Shut doors quietly.





# A<sub>n</sub>swer

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.





# A<sub>n</sub>swer

The linen room stocks the following types of linen:

- **Bathroom linen:** It includes hand towels, bath rugs, bath towels, face towels and pool towels. These are of specific measurements.
- **Bedroom linen:** It includes blankets, duvets or comforters, bed spreads, pillow covers, mattress protectors and bed sheets.
- **Restaurant linen:** It includes table napkins, tea napkins, table cloths, frills, base cloths, slip cloths, runners, placemats, tray cloths, waiter cloths and dusters.





# A<sub>n</sub>swer

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.





# A<sub>n</sub>swer

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.







# A<sub>n</sub>swer

Important functions of material management are:

- Determining the quantity of material to be arranged at each supplying site across the supply chain.
- Making material replenishment plans.
- Identifying inventory levels for different inventories such as raw materials, finished goods and Work in Progress (WIP).
- Communicating details with respect to material needs during the extended supply chain.





# A<sub>n</sub>swer

Activities performed by the supervisor while planning and preparing for housekeeping operations:

- Comprehending work requirements
- Handling roster and monitoring staff and workload
- Taking care of housekeeping material management
- Maintenance and upkeep of supplies and equipment



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